

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 415600223
Report Date: 02/03/2023
Date Signed: 02/03/2023 11:21:10 AM

Substantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SF COASTAL AC/SC, 851 TRAEGER AVE., SUITE 360 SAN BRUNO, CA 94066
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **01/31/2023** and conducted by Evaluator Komal Charitra

PUBLIC	COMPLAINT CONTROL NUMBER: 14-AS-20230131162849
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FACILITY NAME: STERLING COURT	FACILITY NUMBER: 415600223
ADMINISTRATOR: CHARLES, SARAH ST.	FACILITY TYPE: 740
ADDRESS: 850 NO. EL CAMINO REAL	TELEPHONE: (650) 344-8200
CITY: SAN MATEO	STATE: CA
CAPACITY: 24	ZIP CODE: 94401
	CENSUS: 17
	DATE: 02/03/2023
	UNANNOUNCED TIME BEGAN: 10:15 AM
MET WITH: Executive Director, Sarah St. Charles	TIME COMPLETED: 11:30 AM

ALLEGATION(S):

1	Staff not providing resident records to resident's authorized person
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INVESTIGATION FINDINGS:

1	On February 3, 2023, Licensing Program Analyst (LPA) Komal Charitra conducted an unannounced 10-
2	day complaint visit. LPA met with Executive Director, Sarah St. Charles and Director of Assisted Living,
3	Novie-Ann Villafuerte and explained the purpose of the visit.
4	
5	According to the reporting party, the facility staff are not providing copies of resident records to the
6	responsible party. During the visit, LPA reviewed Resident 1's (R1's) file and interviewed the Executive
7	Director. According to the Executive Director, the facility did not send R1's responsible party R1's records
8	as requested because the facility wanted to seek legal counsel to ensure they can send all of R1's
9	confidential records to the responsible party. In addition, according to the Executive Director, the records
10	have still not been provided to the authorized person.
11	
12	Based on the information and interviews conducted, it was determined that Staff are not providing
13	resident records to resident's authorized person. The preponderance of evidence standard has been met, therefore the above allegation is determined to be Substantiated.

Deficiency of the Residential Care Elderly California Code of Regulations, Title 22, Division 6 is observed and cited on a LIC 9099D. Failure to correct the deficiencies may result in civil penalties.

Report is reviewed with Director of Assisted Living, Novie-Ann Villafuerte and a copy is provided with appeals rights.

Substantiated

Estimated Days of Completion:

NAME OF LICENSING PROGRAM MANAGER: Cara Smith
NAME OF LICENSING PROGRAM ANALYST: Komal Charitra
LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 02/03/2023

I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 02/03/2023

This report must be available at Child Care and Group Home facilities for public review for 3 years.

LIC9099 (FAS) - (06/04)

Page: 1 of 2

Control Number 14-AS-20230131162849

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
 COMMUNITY CARE LICENSING DIVISION
 SF COASTAL AC/SC, 851 TRAEGER AVE., SUITE 360
 SAN BRUNO, CA 94066

**COMPLAINT INVESTIGATION REPORT
 (Cont)**

FACILITY NAME: STERLING COURT

FACILITY NUMBER: 415600223

DEFICIENCY INFORMATION FOR THIS PAGE:

VISIT DATE: 02/03/2023

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)
Type B 02/10/2023 Section Cited CCR 87506(c)(1)	1 87506 Resident Records: (c) All 2 information and records obtained from 3 or regarding residents shall be 4 confidential.(1) The licensee shall be 5 responsible for storing active and 6 inactive records... The licensee... shall 7 reveal or make available confidential information only upon the resident's written consent or that of his designated representative. Violation of this regulation is not met as evidence by:	1 Executive Director will provide 2 resident's responsible party with a copy 3 of resident's file. In addition, Executive 4 Director will submit a copy of email, fax 5 cover sheet, or copy of receipt to CCLD 6 as proof or correction. 7
	8 Based on information collected and 9 interviews conducted, it was 10 acknowledged by the Executive 11 Director that the facility did not provide 12 the authorized representative resident 13 documents because the facility wanted 14 to seek legal counsel to ensure they can send all of R1's confidential records to the responsible party.	8 9 10 11 12 13 14
	1 2 3 4 5 6 7	1 2 3 4 5 6 7
	1 2 3 4 5	1 2 3 4 5

Failure to correct the cited deficiency(ies), on or before the Plan of Correction (POC) due date, may result in a civil penalty assessment.

NAME OF LICENSING PROGRAM MANAGER: Cara Smith
NAME OF LICENSING PROGRAM ANALYST: Komal Charitra
LICENSING PROGRAM ANALYST SIGNATURE: **DATE:** 02/03/2023

I acknowledge receipt of this form and understand my appeal rights as explained and received.

FACILITY REPRESENTATIVE SIGNATURE: **DATE:** 02/03/2023