

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 425850365
Report Date: 08/20/2026
Date Signed: 08/20/2026 08:53:23 AM

Substantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CCLD Regional Office, 21731 VENTURA BLVD. #250 WOODLAND HILLS, CA 91364
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on 05/01/2026 and conducted by Evaluator Mark Jeffries

	COMPLAINT CONTROL NUMBER: 29-AS-20260501133657
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FACILITY NAME:	FOUNTAIN SQUARE OF LOMPOC	FACILITY NUMBER:	425850365
ADMINISTRATOR:	MESHELL RAMOS	FACILITY TYPE:	740
ADDRESS:	1420 W NORTH AVENUE	TELEPHONE:	(805) 736-1234
CITY:	LOMPOC	ZIP CODE:	93436
CAPACITY:	130	DATE:	08/20/2026
	STATE: CA	UNANNOUNCED TIME BEGAN:	07:43 AM
	CENSUS: 55	TIME COMPLETED:	09:44 AM
MET WITH:	Business Office Manager (BOM) Veronica Guinea		

ALLEGATION(S):

1	Staff do not respond to resident's calls for assistance in a timely manner.
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INVESTIGATION FINDINGS:

1	At 8:00am on 08/20/2026, Licensing Program Analyst Jeffries arrived unannounced to the facility to issue final findings to all of the allegation to this complaint. LPA met with facility Business Office Manager (BOM) Veronica Guinea and announced who he is and the reason for the visit. Additionally, LPA was also at the facility to conduct a case management visit on a separate report. As to the allegation of, "Staff do not respond to residents' calls for assistance in a timely manner." It was alleged that, "Residents are being told to wait while caregiver continues to be on their cell phones, acknowledging residents' pendants and walking away without asking them what they (residents) need." It was discovered through documentation and interviews that on 05/05/2026 Licensing Program Analyst Jeffries (LPA) conducted an in-person interview with facility Administrator, Meshell Ramos who stated that, "there are not any problems with staffing, and I know some of the calls get turned off by the residents, but I don't know why some of the calls go longer than 10 minutes." On 05/05/2026, LPA interviewed Staff 1 – 5. (S1, S2, S3, S4, and S5) All staff interviewed said that they feel understaffed working at this facility. CONTINUED on LIC9099-C
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Substantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Kelly Burley	
LICENSING EVALUATOR NAME: Mark Jeffries	
LICENSING EVALUATOR SIGNATURE:	DATE: 08/20/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 08/20/2026

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 5
Control Number 29-AS-20260501133657

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CCLD Regional Office, 21731 VENTURA BLVD. #250 WOODLAND HILLS, CA 91364
COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: FOUNTAIN SQUARE OF LOMPOC	FACILITY NUMBER: 425850365
	VISIT DATE: 08/20/2026

NARRATIVE	
1	All staff interviewed stated that they address the residents calls as quick as they can. All staff interviewed
2	denied being on their cell phones when there was an outstanding call pending. On 05/05/2026 LPA
3	observed two direct care staff in memory care using their cell phones and two direct care staff in
4	assisted living using their cell phone while walking through the facility on 05/05/2026. On 05/05/2026
5	LPA conducted interviews with Residents 1 – 5 (R1, R2, R3, R4, and R5) all residents interviewed stated
6	that the facility can use more staff. All residents interviewed stated that they have waited more than 10
7	minutes for staff to arrive when using the call button more than one time. All residents interviewed stated
8	that they feel safe in the facility, but facility needs more staff on night and weekend shifts. On
9	06/15/2026 LPA conducted a data analysis of 5 random facility rooms from a form provided by the
10	facility, titled Group Incident List, which shows all the call button calls each facility room had made for
11	the month of April 2026. Sample Room 1 (SM1) had a total of 98 calls of which 21 calls were answered
12	more than 10 minutes after the call button was pressed by the resident, which is 21% of the calls were
13	answered past 10 minutes after call button was pressed by resident. SM2 showed 8 of 38 calls
14	answered after 10 minutes, which is also 21% of calls answered past 10 minutes with at least one call
15	taking more than 1 hour to answer. SM3 showed 61 of 226 calls being answered past 10 minutes, which
16	is 27% of calls taking more than 10 minutes to answer. SM4 showed 6 of 25 calls being answered past
17	10 minutes, which is 24% of calls taking more than 10 minutes to answer. And SM5 showed 1 of 3 calls
18	taking more than 10 minutes, which is 33% of calls taking more than 10 minutes to answer. The average
19	call time for the facility according to the data provided by the facility for the month of April 2026 shows
20	that on average at least 24% of the call buttons pressed by residents take more than 10 minutes to be
21	answered by staff. Based on interviews, observations, and documentation there is enough evidence to
22	support the allegation of, "Staff do not respond to residents' calls for assistance in a timely manner." And
23	is substantiated at this time.
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25	Exit interview, report read, civil penalty issued for repeat violation, appeal rights and report provided.
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LIC9099 (FAS) - (06/04) Page: 2 of 5	
STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CCLD Regional Office, 21731 VENTURA BLVD. #250 WOODLAND HILLS, CA 91364
COMPLAINT INVESTIGATION REPORT	

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ADMINISTRATOR: MESHELL RAMOS	FACILITY TYPE: 740
ADDRESS: 1420 W NORTH AVENUE	TELEPHONE: (805) 736-1234
CITY: LOMPOC	ZIP CODE: 93436
CAPACITY: 130	DATE: 08/20/2026
	UNANNOUNCED TIME BEGAN: 07:43 AM
MET WITH: Resident Care Coordinator (RCC) Veronica Guinea	TIME COMPLETED: 09:44 AM

ALLEGATION(S):

1	Staff do not ensure residents' basic needs are met.
2	Staff do not treat residents with dignity and respect.
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INVESTIGATION FINDINGS:

1	As to the allegations of, "Staff do not ensure residents' basic needs are met." and "Staff do not treat
2	residents with dignity and respect." It was alleged that, "(staff) walking away without asking (residents)
3	what they need. Residents are being talked down to by care staff being told to mind their business." It
4	was discovered through documentation and interviews and observations that on 05/05/2026 LPA
5	conducted in person interviews with R1-5, all residents interviewed stated that despite the need for more
6	staff they feel safe at this facility. All residents interviewed stated that they are treated with dignity and
7	respect by the staff. All residents interviewed stated they think the staff is doing the best that they can. All
8	residents interviewed stated that they are getting the care they need. On 05/05/2026, LPA conducted in
9	person interviews with S1-5. All staff interviewed stated that they have had personal rights training at this
10	facility. S1-5 all stated that they treat all residents with dignity and respect.
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Unsubstantiated	Estimated Days of Completion:
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LIC9099 (FAS) - (06/04) Page: 3 of 5
Control Number 29-AS-20260501133657

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMPLAINT INVESTIGATION REPORT (Cont)	COMMUNITY CARE LICENSING DIVISION
	CCLD Regional Office, 21731 VENTURA BLVD. #250
	WOODLAND HILLS, CA 91364

FACILITY NAME: FOUNTAIN SQUARE OF LOMPOC	FACILITY NUMBER: 425850365
	VISIT DATE: 08/20/2026

NARRATIVE

1 On 05/05/2026 LPA and Administrator reviewed facility training transcripts and noted that all staff have
2 received at least 1 or more hours of Resident Rights training in the past 12 months including an all-staff
3 meeting with mandated personal rights training in the past 4 months. At this time there is not enough
4 evidence to support the allegations of, "Staff do not ensure residents' basic needs are met." and "Staff
5 do not treat residents with dignity and respect. and both are unsubstantiated at this time
6 Exit interview, report read, and report provided.
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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY COMPLAINT INVESTIGATION REPORT (Cont)	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CCLD Regional Office, 21731 VENTURA BLVD. #250 WOODLAND HILLS, CA 91364
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FACILITY NAME: FOUNTAIN SQUARE OF LOMPOC **FACILITY NUMBER:** 425850365
DEFICIENCY INFORMATION FOR THIS PAGE: **VISIT DATE:** 08/20/2026

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)
Type B 09/03/2026 Section Cited CCR 87411(a)	187411 Personnel Requirements - 2General (a) Facility personnel shall at 3all times be sufficient in numbers, and 4competent to provide the services 5necessary to meet residents' needs. ... 6This requirement was not met by the 7number of call response that resulting in call button times exceeding	1BOM and Administrator agrees to 2conduct training will all staff on 3addressing call button calls, how 4recognize and write a procedure for 5staff to recognize, address, and clear 6call button calls in the facility. To be 7completed by 09/03/2026 and email LPA documentation.
	8more than 10 minute response times as 9indicated in the complaint, which poses 10a potential danger to residents in care. 11 12	8 9 10 11 12

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

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