

# Department of SOCIAL SERVICES

Community Care Licensing

## COMPLAINT INVESTIGATION REPORT

Facility Number: 435202961  
Report Date: 08/25/2025  
Date Signed: 08/25/2025 01:20:53 PM

**Unfounded**

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CENTRAL COAST CR/RES, 2580 N. FIRST STREET, STE. 350 SAN JOSE, CA 95131
<b>COMPLAINT INVESTIGATION REPORT</b>	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **05/22/2025** and conducted by Evaluator Simranjit Rai

	<b>COMPLAINT CONTROL NUMBER: 26-AS-20250522101130</b>
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<b>FACILITY NAME:</b> ELLORE SENIOR LIVING	<b>FACILITY NUMBER:</b> 435202961
<b>ADMINISTRATOR:</b> AQUINO, JOYCE	<b>FACILITY TYPE:</b> 740
<b>ADDRESS:</b> 2350 CALLE DE LUNA	<b>TELEPHONE:</b> (408) 755-6868
<b>CITY:</b> SANTA CLARA	<b>STATE:</b> CA
<b>CAPACITY:</b> 303	<b>ZIP CODE:</b> 95054
<b>MET WITH:</b> Executive Director, Slyvia Chu	<b>CENSUS:</b> 27
	<b>DATE:</b> 08/25/2025
	<b>UNANNOUNCED TIME BEGAN:</b> 10:45 AM
	<b>TIME COMPLETED:</b> 12:15 PM

### ALLEGATION(S):

1	Facility staff do not ensure the facility is free from pests.
2	Facility staff engaged in food preparation and services are not observing personal hygiene and food
3	services.
4	Facility staff are not performing hand hygiene before and after resident care.
5	The number of residents assigned to staff scheduled is unbalanced resulting in staff not meeting the care
6	needs of residents in memory care unit.
7	Facility staff left resident's undergarments soiled.
8	Residents' bedrooms were observed unkempt.
9	

### INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Simi Rai conducted an unannounced visit to conclude the complaint
2	investigation. LPA Rai met with the Executive Director, Slyvia Chu and stated the purpose of today's visit.
3	
4	On 5/22/2025, the Department received a complaint with the above allegations. On 5/30/2025, the
5	Department conducted an initial investigation at the facility. On 6/23/2025, the Department conducted an
6	additional investigation at the facility.
7	
8	Continuation on LIC 9099-C, Page 1 of 5.
9	
10	
11	
12	
13	

Unfounded

Estimated Days of Completion:

NAME OF LICENSING PROGRAM MANAGER: Romeo Manzano

NAME OF LICENSING PROGRAM ANALYST: Simranjit Rai

LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 08/25/2025

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 08/25/2025

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

LIC9099 (FAS) - (06/04)

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Control Number 26-AS-20250522101130

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
COMMUNITY CARE LICENSING DIVISION  
CENTRAL COAST CR/RES, 2580 N. FIRST STREET, STE. 350  
SAN JOSE, CA 95131

## COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: ELLORE SENIOR LIVING

FACILITY NUMBER: 435202961

VISIT DATE: 08/25/2025

### NARRATIVE

1 Page 2 of 5.

2 **Facility staff do not ensure the facility is free from pests.**

3 It was alleged that the facility has an infestation of flying bugs.

4

5 On 5/30/2025, LPA Rai toured and inspected the facility to include the common areas, resident  
6 bedrooms and kitchen. LPA Rai did not observe flying bugs in the facility.

7

8 On 5/30/2025, LPA Rai interviewed 2 staff (S1-S2). S2 stated on 5/15/2025 there have been nats (flying  
9 bugs) observed in the building due to Santa Clara County not picking up the compost in the back of the  
10 building. S2 stated a third-party vendor, EcoLab was called into the facility to address the nats (flying  
11 bugs).

12

13 On 6/23/2025, LPA Rai interviewed 1 staff (S3). S3 stated the facility has a trash compacter inside the  
14 building and the nats will come if trash is not taken out daily. The facility has the city pick up trash weekly  
15 and a secondary trash service to pick up the other 6 days of the week.

16

17 Based on review of the EcoLab visit on 5/16/2025, there were no pest activity found in the facility and  
18 treatment was conducted in the facility.

19

20  
21 **Facility staff engaged in food preparation and services are not observing personal hygiene and  
22 food services.**

23 It was alleged that there were half milk and almond milk left out in the lobby area.

24

25 On 5/30/2025, LPA Rai toured and inspected the facility to include the common areas, resident  
26 bedrooms and kitchen. LPA Rai did not observe milk in the lobby area. LPA Rai did observe small packs  
27 of creamer, which can be left room temperature.

28

29 On 5/30/2025, LPA Rai interviewed 2 staff (S1-S2). Two out of two staff stated they did not observe milk  
30 in the lobby area.

31

32 On 6/23/2025, LPA Rai interviewed 1 staff (S3). S3 stated there is no milk left in the lobby area.

NAME OF LICENSING PROGRAM MANAGER: Romeo Manzano

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DATE: 08/25/2025

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 08/25/2025

LIC9099 (FAS) - (06/04)

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Control Number 26-AS-20250522101130

**COMPLAINT INVESTIGATION REPORT  
(Cont)**

FACILITY NAME: ELLORE SENIOR LIVING

FACILITY NUMBER: 435202961

VISIT DATE: 08/25/2025

**NARRATIVE**

1 Page 3 of 5.

2 **Facility staff are not performing hand hygiene before and after resident care.**

3

4 On 5/30/2025, LPA Rai toured and inspected the facility to include resident rooms while staff were  
5 performing resident care. LPA Rai observed 1 staff member wearing gloves while providing care to  
6 resident. LPA Rai observed the same staff member taking off the gloves and disposing the gloves in a  
7 trash can with lid after performing care to the resident.

8

9 On 5/30/2025, LPA Rai interviewed 2 staff (S1-S2). Two out of two staff stated the staff are aware and  
10 trained on hand hygiene. Two out of two staff stated they have not seen or heard of staff not using  
11 proper hand hygiene before and after resident care.

12

13 On 6/23/2025, LPA Rai interviewed 1 staff (S3). S3 stated the staff are trained in proper hand hygiene  
14 and S3 was able to verbally explain proper hand hygiene. S3 stated the facility has hand washing  
15 station near the elevator and in the main areas of the building.

16

17  
18 Based on review of staff training at random, four out of four staff are trained in the following topics which  
19 include but not limited to "All About Personal Protective Equipment", "Hand Hygiene Basics" and  
20 "Infection Control" Essential Principles".

21

22 **The number of residents assigned to staff scheduled is unbalanced resulting in staff not meeting**  
23 **the care needs of residents in memory care unit.**

24

25 On 5/30/2025, LPA Rai toured and inspected the facility to include the common areas, resident  
26 bedrooms and kitchen. LPA Rai observed 2 residents and 2 staff in the memory care unit.

27

28 On 5/30/2025, LPA Rai interviewed 2 staff (S1-S2). Two out of two staff stated the staff to resident ratio  
29 has been 1:1 or sometimes 2 staff to 1 resident. S2 stated to have assigned the shifts if there needs to  
30 be additional assistance with the residents. S2 stated medication technicians will assist with caregiver  
31 duties as well to provide care and supervision to the residents.

32

NAME OF LICENSING PROGRAM MANAGER: Romeo Manzano

NAME OF LICENSING PROGRAM ANALYST: Simranjit Rai

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DATE: 08/25/2025

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 08/25/2025

LIC9099 (FAS) - (06/04)

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**COMPLAINT INVESTIGATION REPORT  
(Cont)**

FACILITY NAME: ELLORE SENIOR LIVING

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**NARRATIVE**

1 Page 4 of 5.

2

3 On 6/23/2025, LPA Rai interviewed 1 staff (S3). S3 stated there have been 1:1 staff to resident ratio and  
4 now with the increase of census the ratio has been 1 staff to 2 residents.

5

6 Based on review of staff schedule for 05/11/2025 – 05/17/2025 in the memory care unit, every day

7 (Sunday – Saturday) there is one assigned caregiver and one assigned medication technician for the  
8 morning shift and afternoon shift and two assigned caregivers for the night shift. On Sundays and  
9 Mondays, there is only 1 assigned medication technician for the afternoon shift and 1 assigned  
10 caregiver for the night shift.

11 **Facility staff left resident's undergarments soiled.**

12 It was alleged in the memory care unit resident's undergarments were left soiled during the night.

13  
14  
15 On 5/30/2025, LPA Rai interviewed 2 staff (S1-S2). Two out of two staff stated they did not see or heard  
16 of residents' undergarments left soiled during the night. Two out of two staff stated they have not seen  
17 any notes made by the night care staff on issues of not providing care at night to the residents.

18  
19 On 6/23/2025, LPA Rai interviewed 1 staff (S3). S3 stated they did not see or heard of residents'  
20 undergarments left soiled during the night. S3 stated they have not seen any notes made by the night  
21 care staff on issues of not providing care at night to the residents.

22  
23 Based on review of R1's needs and services plan dated 4/30/2025, R1 has an indwelling urinary  
24 catheter and requires schedule for toileting and assistance to and from the bathroom; needs assistance  
25 with incontinent supplies, hygiene and/or changing linen. Based on review of R1's bowel record and  
26 care provider night shift notes for the month of May 2025, R1 was assisted with toileting according to the  
27 schedule.

28  
29  
30 Based on review of R2's needs and services plan dated 5/7/2025, R2 requires schedule for toileting and  
31 assistance to and from the bathroom; needs assistance with incontinent supplies, hygiene and/or  
32 changing linen. Based on review of R2's bowel record and care provider night shift notes for the month  
of May, R2 was assisted with toileting according to the schedule.

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1 Page 5 of 5.

2 **Residents' bedrooms were observed unkempt.**

3  
4 On 5/30/2025, LPA Rai toured and inspected the facility to include resident bedrooms. LPA Rai observed  
5 2 rooms that were occupied and 2 out of 2 resident rooms were clean and kempt?

6  
7 On 5/30/2025, LPA Rai interviewed 2 staff (S1-S2). Two out of two staff stated the staff have been  
8 cleaning the resident rooms as well as the housekeeping staff. Two out of two staff stated there have  
9 been no issues with cleaning the residents' rooms.

10  
11 On 5/30/2025, LPA Rai attempted to interview 2 residents (R1-R2), but residents refused to answer  
12 questions.

13  
14  
15 On 6/23/2025, LPA Rai interviewed 1 staff (S3). S3 the staff have been cleaning the resident rooms as  
16 well as the housekeeping staff and there have been no issues with cleaning the residents' rooms.

17  
18 The Department has completed the investigation of the above allegations. Based on interviews  
19 conducted and record reviews, the Department has found that the above allegations were  
20 UNFOUNDED, meaning that the allegations were false, could not have happened and/or are without a

21 reasonable basis.

22

23 No deficiencies cited from California Code of Regulations, Title 22. Exit interview conducted with  
24 Executive Director, Slyvia Chu and a copy of the report was provided.

25

26

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**NAME OF LICENSING PROGRAM ANALYST:** Simranjit Rai

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