

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 565850111
Report Date: 08/20/2026
Date Signed: 08/20/2026 01:46:16 PM

Unsubstantiated

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 **12/30/2025** and conducted by Evaluator Kelly Dulek

	COMPLAINT CONTROL NUMBER: 29-AS-20251230094949
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FACILITY NAME:	LEXINGTON ASSISTED LIVING	FACILITY NUMBER:	565850111
ADMINISTRATOR:	SANJUANA JOANNA ENRIQUEZ	FACILITY TYPE:	740
ADDRESS:	5440 RALSTON ST	TELEPHONE:	(805) 644-6710
CITY:	VENTURA	ZIP CODE:	93003
CAPACITY:	125	DATE:	08/20/2026
	STATE: CA	UNANNOUNCED TIME BEGAN:	12:02 PM
	CENSUS: 63	TIME	01:52 PM
MET WITH:	Jonathan Wheeler, Administrator	COMPLETED:	

ALLEGATION(S):

1	Staff do not assist resident with medical needs
2	Staff do not treat resident with respect
3	Staff yell at resident
4	Unlawful eviction
5	Staff did not provide breakfast to resident
6	Staff do not assist resident with showering
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Kelly Dulek conducted a subsequent complaint investigation with the
2	purpose of delivering findings for the above noted allegations. LPA met with Administrator Jonathan
3	Wheeler and explained the reason for the visit. Entrance interview conducted.
4	
5	During an initial complaint visit conducted on 01/08/2026, LPA interviewed management at 10:47AM,
6	toured the facility at 12:11PM, reviewed and obtained copies of relevant documents and interviewed
7	Resident #1 (R1) at 01:46PM. Throughout the course of the investigation, LPA interviewed additional
8	residents and staff and reviewed all documents obtained. The following was then determined:
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10	Report Continued on LIC 9099-C (p. 2)
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Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Kristin Heffernan	
LICENSING EVALUATOR NAME: Kelly Dulek	
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 4
Control Number 29-AS-20251230094949

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: LEXINGTON ASSISTED LIVING	FACILITY NUMBER: 565850111
	VISIT DATE: 08/20/2026

NARRATIVE	
1	<u>Allegation "Staff do not assist resident with medical needs:"</u>
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3	The complaint alleges that Resident #1 (R1) is not assisted with their medication and medical needs. No
4	further information was provided. LPA interviewed staff and residents, including R1, as well as reviewed
5	documents for R1. Review of R1's service plan dated 11/27/2024, R1 was independent and able to store
6	and self-administer their own medications. Interviews revealed that at the time of the complaint, R1 was
7	independent and able to meet their own medical needs, including scheduling appointments. The facility
8	was able to assist R1 with transportation needs to and from their medical appointments. R1 indicated
9	they felt their needs were not being met, but was unable to elaborate on specific needs not being met.
10	Although the allegation may have happened or is valid, there is not sufficient evidence to prove the
11	alleged violation did or did not occur, therefore the allegation "staff do not assist with medical needs" is
12	deemed Unsubstantiated at this time.
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14	<u>Allegation "Staff do not treat resident with respect" and "Staff yell at resident:"</u>
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16	It was alleged that staff do not treat R1 with respect and yell at R1. An incident was reported in which
17	new residents were moving into the facility during the evening hours. R1 was in their room and the new
18	residents were moving into the room next door. R1 became upset at the noise level during the move and
19	went to the new residents' room. Staff were present assisting the residents with their move. R1 knocked
20	loudly on the door and was reportedly agitated. According to interviews with staff and resident present
21	during the incident, R1 began yelling at the new residents and the staff. Interviews revealed that staff did
22	ask R1 to return to their room and were initially kind in their request. When R1 continued to raise their
23	voice and engage with the staff and residents, the staff became more direct in their approach. R1 was
24	reported to threaten the staff, use offensive language, and was generally disruptive. Staff called police to
25	the facility due to R1's behavior. Witnesses to the incident indicated that staff were not yelling at R1, but
26	did raise their voice and speak directly to R1 before calling police to intervene. Although the allegation
27	may have happened or is valid, there is not sufficient evidence to prove the alleged violations did or did
28	not occur, therefore the allegations "staff do not treat resident with respect" and "staff yell at resident" are
29	deemed Unsubstantiated at this time.
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31	<u>Allegation "Unlawful eviction:"</u>
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	Following the incident that occurred at the facility on 12/19/2025 involving R1, facility management issued R1
	Report Continued on LIC 9099-C (p. 3)

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**COMPLAINT INVESTIGATION REPORT
(Cont)****FACILITY NAME:** LEXINGTON ASSISTED LIVING**FACILITY NUMBER:** 565850111**VISIT DATE:** 08/20/2026**NARRATIVE**

1 a 30-day eviction notice. Documents provided indicate this was not the first incident involving R1 that
2 took place at the facility. There were previous instances of R1 violating house rules, such as using
3 inappropriate language, interacting inappropriately with staff and residents, and general disruptive
4 behavior. R1 had previously been issued both verbal and written warnings. LPA reviewed the eviction
5 notice issued on 12/23/2025, which did contain the reason for eviction and all required resources.
6 Interview with R1 revealed that they understood they had violated facility policies and therefore had to
7 move. R1 moved out of the facility on 04/01/2026. Although the allegation may have happened or is
8 valid, there is not sufficient evidence to prove the alleged violation did or did not occur, therefore the
9 allegation "unlawful eviction" is deemed **Unsubstantiated** at this time.

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11 Allegation "Staff did not provide breakfast to resident:"

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13 During an unrelated visit at the facility, LPA observed residents during a meal and interviewed staff and
14 residents related to the allegation. Staff stated that the kitchen is open most of the day, with hours of
15 service for breakfast, lunch, and dinner. Snacks are available between meals. Additionally, when the
16 kitchen is closed, residents can still request food from the staff and staff will ensure the residents have
17 food available. Interview with R1 revealed that R1 has their own food in their room to eat. R1 typically
18 eats breakfast before leaving the facility for a walk. R1 did state they would prefer to have reminders for
19 breakfast, but does not require regular reminders, as R1 is independent. Staff interviewed stated no
20 resident, including R1 has ever been refused a meal. Although the allegation may have happened or is
21 valid, there is not sufficient evidence to prove the alleged violation did or did not occur, therefore the
22 allegation "staff did not provide breakfast to resident" is deemed **Unsubstantiated** at this time.

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24 Allegation "Staff do not assist resident with showering:"

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26 R1's care plan dated 11/27/2024 indicates R1 did require some assistance showering. However, staff
27 interview revealed that upon move in and going forward, R1 was reassessed to not require assistance
28 with showering and prefers to shower independently. For that reason, R1 was not added to the shower
29 schedule that was provided during the complaint investigation. During the initial visit, LPA went to R1's
30 room to speak with them and when LPA knocked on the open door to R1's room, the shower was
31 running. R1 told LPA that they were showering and would be available after the shower was completed,
32 so LPA waited outside in the hallway. No staff emerged from R1's room and R1 stated they shower with
no staff assistance. R1 informed

Report Continued on LIC 9099-C (p. 4)

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LIC9099 (FAS) - (06/04)

Page: 3 of 4

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1 LPA they did not want nor require assistance and was able to shower independently. Although the
2 allegation may have happened or is valid, there is not sufficient evidence to prove the alleged violation
3 did or did not occur, therefore the allegation "staff do not assist resident with showering" is deemed
4 **Unsubstantiated** at this time.

5	No citations issued. Exit interview conducted. A copy of today's report was provided.
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