

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 079201317
Report Date: 07/02/2025
Date Signed: 07/02/2025 05:06:46 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION OAKLAND ASC, 1515 CLAY STREET, STE. 310 OAKLAND, CA 94612
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **07/02/2025** and conducted by Evaluator James Sampair

PUBLIC	COMPLAINT CONTROL NUMBER: 15-AS-20250702094439
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FACILITY NAME: IVY PARK AT WALNUT CREEK	FACILITY NUMBER: 079201317
ADMINISTRATOR: LINDA NGUYEN	FACILITY TYPE: 740
ADDRESS: 2175 YGNACIO VALLEY ROAD	TELEPHONE: (925) 932-3500
CITY: WALNUT CREEK	ZIP CODE: 94598
CAPACITY: 86	STATE: CA
MET WITH: Executive Director Linda Nguyen	CENSUS: 74
	DATE: 07/02/2025
	UNANNOUNCED TIME BEGAN: 02:45 PM
	TIME COMPLETED: 05:15 PM

ALLEGATION(S):

1	Staff did not properly assess a resident
2	Staff did not prevent a resident from wandering from the facility
3	Staff did not provide adequate care and supervision to a resident
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INVESTIGATION FINDINGS:

1	On 7/02/2025, at 2:45 PM, Licensing Program Analyst (LPA) James Sampair arrived unannounced to
2	investigate the allegations above. Upon arrival, the LPA informed Executive Director (ED) Linda Nguyen
3	of the purpose of the visit.
4	
5	The complaint alleges staff did not properly assess Resident R1.
6	The LPA interviewed Witness W1 by telephone. At the facility, the LPA interviewed the ED and reviewed
7	R1's file, including the Physician's Report, Preplacement Appraisal, and the 1/31/2025 incident
8	investigation report. The Physician's Report, dated 1/3/2025, indicated no Inappropriate Behavior, no
9	Aggressive Behavior, no Wandering Behavior, and no Exit Seeking Behavior. During the 1/31/2025
10	incident, R1 demonstrated all those behaviors. The preplacement appraisal was based on information
11	collected and observations made in an environment and from people R1 knew and trusted. Like the
12	Physician's Report, it was only an indicator and not a predictor of R1's behavior in an unfamiliar place
13	and with unfamiliar people. The data collected and analyzed by the LPA shows that the staff did properly
	assess R1, which does not confirm the allegation.

Unsubstantiated

Estimated Days of Completion:

NAME OF LICENSING PROGRAM MANAGER: Harpreet Humpal
NAME OF LICENSING PROGRAM ANALYST: James Sampair
LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 07/02/2025

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 07/02/2025

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

LIC9099 (FAS) - (06/04)

Control Number 15-AS-20250702094439

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
OAKLAND ASC, 1515 CLAY STREET, STE. 310
OAKLAND, CA 94612

**COMPLAINT INVESTIGATION REPORT
(Cont)**

FACILITY NAME: IVY PARK AT WALNUT CREEK

FACILITY NUMBER: 079201317

VISIT DATE: 07/02/2025

NARRATIVE

1 . . . Continued from LIC 9099

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The complaint alleges staff did not prevent Resident R1 from wandering from the facility.

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The LPA interviewed Witness W1 by telephone. At the facility, the LPA interviewed the ED and reviewed

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R1's file, including the Physician's Report, Preplacement Appraisal, and the 1/31/2025 incident

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investigation report. When R1 wandered out of his room in the middle of the night, it was his right to do

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so in Assisted Living. When R1 wandered outside of the facility, he was never left alone. The staff acted

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appropriately with R1 when he spoke to them inappropriately and threatened them with his cane and

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walker. The staff did what they were supposed to do by escorting him and redirecting him from the

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outside at the back to the inside at the front of the building. The data collected and analyzed by the LPA

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shows that the staff did prevent R1 from wandering from the facility, which does not confirm the

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allegation.

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The complaint alleges staff did not provide adequate care and supervision to Resident R1.

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The LPA interviewed Witness W1 by telephone. At the facility, the LPA interviewed the ED and reviewed

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R1's file, including the Physician's Report, Preplacement Appraisal, and the 1/31/2025 incident

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investigation report. When R1 wandered outside of the facility, he was never left alone. The data

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collected and analyzed by the LPA shows that the staff did provide adequate care and supervision to

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R1, which does not confirm the allegation.

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Although the allegation may have happened or is valid, there is not a preponderance of evidence to

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prove it; therefore, the allegation is **UNSUBSTANTIATED**.

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Exit interview conducted and a copy of this report was provided.

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NAME OF LICENSING PROGRAM MANAGER: Harpreet Humpal

NAME OF LICENSING PROGRAM ANALYST: James Sampair

LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 07/02/2025

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 07/02/2025

