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6 UNITED STATES BANKRUPTCY COURT
CENTRAL DISTRICT OF CALIFORNIA
7 LOS ANGELES DIVISION

8 In re:) Case No. 2:17-bk-13634 WB
9)
10 Baldwin Park Congregate Home, Inc.) Chapter 11
11) **THIRD REPORT OF THE**
12) **PATIENT CARE OMBUDSMAN**
13 Debtor.) (No Hearing Required)

14 Pursuant to the order directing the appointment of a Patient
15 Care Ombudsman entered by this court on June 12, 2017, Peter C.
16 Anderson, the United States Trustee, duly appointed Joseph
17 Rodrigues, the California State Long-Term Care Ombudsman, as the
18 Patient Care Ombudsman in this case.

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20 In compliance with the notice of appointment, the Patient Care
21 Ombudsman is submitting his third 60-day report.
22

23 December 15, 2017

Respectfully submitted,

24
25 /s/Joseph Rodrigues

26 Joseph Rodrigues
27 State Long-Term Care Ombudsman

THIRD REPORT OF THE PATIENT CARE OMBUDSMAN

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3 WISE & Healthy Aging is the designated Long-Term Care (LTC)
4 Ombudsman Program for Los Angeles County and is the local
5 representative of the Office of the State LTC Ombudsman. As
6 mandated by the federal Older Americans Act (42 U.S.C. 3058g), LTC
7 Ombudsman representatives identify, investigate and resolve
8 complaints that are made by, or on behalf of residents of LTC
9 facilities that relate to action, inaction or decisions that may
10 adversely affect the health, safety, welfare or rights of residents.
11 Lizette Arzola, MSW, MSG is the local Ombudsman representative
12 assigned to this facility.
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16 Baldwin Park Congregate Home is located at 3462 Vineland
17 Avenue, Baldwin Park, California. The California Department of
18 Public Health, Licensing and Certification, licenses this facility
19 as a Congregate Living Health Facility (CLHF). CLHFs provide the
20 following basic services: inpatient care including medical
21 supervision, 24-hour skilled nursing and supportive care, pharmacy,
22 dietary, social and recreational. The primary need of the CLHF
23 resident shall be for availability of skilled nursing care on a
24 recurring, intermittent, extended, or continuous basis. This care
25 is less intense than that provided in general acute care hospitals
26 but more intense than that provided in skilled nursing facilities.
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1 The following information describes the number of visits made
2 to the facility (complaint and non-complaint related), observations
3 about staffing, food, supplies, the environment, the general status
4 of the residents, any complaints made by or on behalf of residents
5 to the LTC Ombudsman Program, and any changes in the census of the
6 facility.
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9 The licensed capacity of the facility is 12, with a current
10 occupancy of 10 as of December 11, 2017. On average, there have
11 been 10 residents during facility visits. During unannounced
12 visits, the staffing appeared sufficient to meet the needs of the
13 residents.
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16 The local Ombudsman Program has not received any concerns
17 involving vendors, utilities, or external support factors that may
18 impact resident care.
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20 On December 11, 2017, the Ombudsman representative communicated
21 with Lucita Hakes from the Department of Public Health, Los Angeles
22 County Home Health Agency Unit, regarding the facility. Ms. Hakes
23 indicated that there has been one complaint reported to the
24 Department during this review period, which was received in October
25 2017 regarding infection control/scabies. The complaint remains
26 under investigation at the time of the completion of this report.
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1 The local Ombudsman Program has conducted four visits during
2 this reporting period, covering October, November, and December
3 2017. All visits during this reporting period were completed during
4 the 7:00 a.m. to 7:00 p.m. shift and occurred on October 31,
5 November 17, November 30, and December 11, 2017.
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8 During the four visits, the facility appeared to have
9 sufficient staff and there appeared to be sufficient fresh food and
10 gastrostomy tube (G-tube) formula. The environment was clean, the
11 facility was a comfortable temperature, and there were no safety
12 hazards noted. All residents appeared comfortable and clean and did
13 not express any concern regarding their care or supervision. During
14 each Ombudsman visit, there were outside visitors present, none of
15 whom expressed concerns regarding care or supervision.
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18 The Patient Care Ombudsman's last report, filed on October 17,
19 2017, indicated concerns that the facility appeared to have a
20 limited supply of G-tube formula. Please note that the facility has
21 changed their ordering schedule to ensure that the facility has
22 sufficient quantities of G-tube formula and other supplies. The
23 facility now orders formula and other supplies twice per week,
24 instead of once per week.
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27 During the visit of October 31, 2017, the Ombudsman
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1 representative received two complaints. The first complaint was
2 regarding a resident's dislike of the assigned dialysis center. The
3 facility was willing to assist the resident with determining if the
4 dialysis center could be changed; however the resident was
5 transferred to the acute care hospital and did not return. The
6 second complaint received was regarding a resident's desire to
7 transfer home. The complaint was discussed with Director of Nursing
8 Irene Flores and the Ombudsman representative learned that the
9 facility was aware of the resident's concern regarding discharge
10 planning. The Ombudsman representative clarified discharge plan
11 information with the resident and resident was satisfied with the
12 information provided to him. The resident continues to reside at
13 the facility.
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17 During the visit of December 11, 2017, the Ombudsman
18 representative noted a concern that the facility's activity calendar
19 was not up to date as the November 2017 calendar was posted. The
20 Ombudsman representative notified the owner, Joseph Cambe of the
21 concern and he stated he would ensure that activities staff, Irlene
22 Partida update the calendar and activities for December 2017.
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24 During the visit, the Ombudsman representative also noted that two
25 medication carts were left unlocked and unattended. This concern
26 was brought to the attention of the charge nurse who locked the
27 carts immediately.
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1 It is the recommendation of the Patient Care Ombudsman that the
2 facility continue to ensure that the residents are provided with
3 quality care that ensures the health and safety of all residents.
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6
7 December 15, 2017

/s/Joseph Rodrigues
Joseph Rodrigues
State Long-Term Care Ombudsman

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