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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) **FOURTH 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 fourth 60-day report.
22

23 February 13, 2018

Respectfully submitted,

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25 /s/Joseph Rodrigues

26 Joseph Rodrigues
27 State Long-Term Care Ombudsman

FOURTH REPORT OF THE PATIENT CARE OMBUDSMAN

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4 WISE & Healthy Aging is the designated Long-Term Care (LTC)
5 Ombudsman Program for Los Angeles County and is the local
6 representative of the Office of the State LTC Ombudsman. As
7 mandated by the federal Older Americans Act (42 U.S.C. 3058g), LTC
8 Ombudsman representatives identify, investigate and resolve
9 complaints that are made by, or on behalf of residents of LTC
10 facilities that relate to action, inaction or decisions that may
11 adversely affect the health, safety, welfare or rights of residents.
12 Lizette Arzola, MSW, MSG is the local Ombudsman representative
13 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 12 as of February 5, 2018. The facility has
11 consistently had a resident census between 10-12 residents during
12 facility visits. During unannounced visits and in review of the
13 monthly staff schedules, the staffing appeared sufficient to meet
14 the needs of the residents.
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17 The local Ombudsman Program has not received any concerns
18 involving vendors, utilities, or external support factors that may
19 impact resident care.
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22 On February 5, 2018, the Ombudsman representative made efforts
23 to communicate with Lucita Hakes from the Department of Public
24 Health, Los Angeles County Home Health Agency Unit, regarding the
25 facility, however was unable to do so. According to the Department
26 of Public Health: Health Facilities Consumer Information System
27 website, <http://hfcis.cdph.ca.gov> the most recent complaint,
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1 CA00558067, was dated October 24, 2017 for concerns regarding
2 Quality of Care and Infection Control. The complaint was
3 unsubstantiated.
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6 The local Ombudsman Program has conducted three visits during
7 this reporting period, covering December 2017, January and February
8 2018. All visits during this reporting period were completed during
9 the 7:00 a.m. to 7:00 p.m. shift and occurred on December 27, 2017,
10 January 23 and February 5, 2018.
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12 During the three visits, the facility appeared to have
13 sufficient staff and there appeared to be sufficient fresh food and
14 gastrostomy tube (G-tube) formula. The environment was clean, the
15 facility was a comfortable temperature, and there were no safety
16 hazards noted. Residents appeared comfortable and clean and did not
17 express any concern regarding their care or supervision.
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20 During an unannounced visit, the Ombudsman representative
21 observed two concerns related to activities and unlocked medication
22 carts. The Ombudsman representative noted that the facility's
23 activity calendar had not been updated since November 2017. This
24 concern had previously been addressed by the Ombudsman
25 representative with Administrator Joseph Cambe. On January 23, 2018
26 the Ombudsman representative again expressed the concern to the
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1 Administrator who again stated that he would speak with activities
2 staff to correct the concern. The Ombudsman representative also
3 noted that two medication carts were unlocked and left unattended
4 posing a risk to the health and safety of the residents. The
5 Ombudsman representative brought the concern to the attention of the
6 charge nurse who immediately locked the medication carts.
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9 The Ombudsman representative received a complaint from a
10 resident who requested that his feeding tube be reinserted as he did
11 not want to eat by mouth. The resident requested Long-Term Care
12 Ombudsman advocacy services to ensure his wishes were being
13 communicated to his physician. The Ombudsman representative
14 followed up with the charge nurse who reported that facility staff
15 had been in communication with the resident's physician and
16 resident's medical insurance in efforts to comply with the
17 resident's request. The resident was transferred out of the
18 facility due to a change in condition prior to the resolution of the
19 complaint.
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23 The Patient Care Ombudsman has no recommendations to the court
24 at this time.

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26 February 13, 2017

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