

JOSEPH RODRIGUES
State Long-Term Care Ombudsman
Office of the State Long-Term Care Ombudsman
California Department of Aging
1300 National Drive, Suite 200
Sacramento, California 95834
Telephone: 916)419-7510
Facsimile: 916)928-2503

**UNITED STATES BANKRUPTCY COURT
CENTRAL DISTRICT OF CALIFORNIA
LOS ANGELES DIVISION**

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

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

In compliance with the notice of appointment, the Patient Care
Ombudsman is submitting his eighth 60-day report.

October 9, 2018

Respectfully submitted,

/s/Joseph Rodrigues

Joseph Rodrigues
State Long-Term Care Ombudsman

EIGHTH REPORT OF THE PATIENT CARE OMBUDSMAN

WISE & Healthy Aging is the designated Long-Term Care (LTC) Ombudsman Program for Los Angeles County and is the local representative of the Office of the State LTC Ombudsman. As mandated by the federal Older Americans Act (42 U.S.C. 3058g), LTC Ombudsman representatives identify, investigate and resolve complaints that are made by, or on behalf of residents of LTC facilities that relate to action, inaction or decisions that may adversely affect the health, safety, welfare or rights of residents. Allison Virtue, MSW is the local Ombudsman representative assigned to this facility.

Baldwin Park Congregate Home is located at 3462 Vineland Avenue, Baldwin Park, California. The California Department of Public Health, Licensing and Certification, licenses this facility as a Congregate Living Health Facility (CLHF). CLHFs provide the following basic services: inpatient care including medical supervision, 24-hour skilled nursing and supportive care, pharmacy, dietary, social and recreational. The primary need of the CLHF resident shall be for availability of skilled nursing care on a recurring, intermittent, extended, or continuous basis. This care is less intense than that provided in general acute care hospitals but more intense than that provided in skilled nursing facilities.

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 of 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 an occupancy
10 of 12 as of September 25, 2018. The facility has consistently had a
11 resident census of 12 residents during facility visits. During
12 unannounced visits and in review of the monthly staff schedules, the
13 staffing appeared adequate to meet the needs of the residents.
14

15
16 The local Ombudsman program has not received any concerns
17 involving vendors, utilities, or external support factors that may
18 impact resident care.
19

20 On September 26, 2018, the Ombudsman representative
21 communicated with Lucita Hakes from the California Department of
22 Public Health, Los Angeles County Home Health Agency Unit, regarding
23 the facility. Ms. Hakes had no concerns to add to the report.
24 According to the Department of Public Health website, Cal Health
25 Find, [the](#) most recent complaint against the facility was in February
26 2018. There was no change from the last reporting period.
27
28

1 The local Ombudsman Program has conducted three visits during
2 this reporting period, covering August and September 2018. The
3 visits during this reporting period were completed during the 7:00
4 a.m. to 7:00 p.m. shift and occurred on August 27, September 25, and
5 September 26, 2018.
6

7
8 There appeared to be adequate supplies of fresh food, dry
9 goods, water, and gastrostomy tube formula. The environment was
10 clean. The facility was a comfortable temperature. There were no
11 safety hazards noted. All residents appeared comfortable and clean
12 and did not express any concerns regarding their care or
13 supervision. During each Ombudsman visit, there were outside
14 visitors present, and none expressed any concerns regarding care or
15 supervision.
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18 The program received a report of abuse by a family member which
19 was investigated and not verified. The program also received a
20 complaint that alleged the facility was attempting to
21 inappropriately discharge a resident. The local ombudsman followed
22 up with the facility and informed them of the proper discharge
23 procedures. The facility stated they would adhere to appropriate
24 discharge procedures and would not attempt to discharge the
25 resident. The program discussed this with the resident in question,
26 but the complaint was not verified.
27
28

1 The Patient Care Ombudsman respectfully recommends that the
2 facility ensure that residents continue to be provided with quality
3 care that ensures the health and safety of all residents.
4

5
6 October 9, 2018

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