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5

6 **UNITED STATES BANKRUPTCY COURT**  
**NORTHERN DISTRICT OF CALIFORNIA**  
7 **SANTA ROSA DIVISION**

8 In re: )  
 ) Case No. 17:10255-AJ  
9 Gabrielle Laverne Brown )  
dba Sonoma Serenity Home )  
10 ) Chapter 11  
 )  
11 ) **FIRST REPORT OF THE**  
 ) **PATIENT CARE OMBUDSMAN**  
12 )  
 )  
13 Debtor. ) (No Hearing Required)

14  
15 Pursuant to the order directing the appointment of a Patient  
16 Care Ombudsman entered by this court on April 7, 2017, Tracy Hope  
17 Davis, the United States Trustee, duly appointed Joseph Rodrigues as  
18 the Patient Care Ombudsman in this case.

19  
20 In compliance with the notice of appointment, the Patient Care  
21 Ombudsman is submitting his first 60-day report.

22  
23 June 26, 2017

Respectfully submitted,

24  
25 /s/Joseph Rodrigues  
26 Joseph Rodrigues  
State Long-Term Care Ombudsman  
27

1 **FIRST REPORT OF THE PATIENT CARE OMBUDSMAN**

2

3 Senior Advocacy Services is the designated Long-Term Care (LTC)

4 Ombudsman Program for Sonoma County and is the local representative

5 of the Office of the State LTC Ombudsman. As mandated by the

6 federal Older Americans Act (42 U.S.C. 3058g), LTC Ombudsman

7 representatives identify, investigate and resolve complaints that

8 are made by, or on behalf of residents of LTC facilities that relate

9 to action, inaction or decisions that may adversely affect the

10 health, safety, welfare or rights of residents.

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14 Sonoma Serenity Home is located at 17575 Carriger Road, Sonoma

15 California. The California Department of Social Services, Community

16 Care Licensing (CCL), licenses this facility as a Residential Care

17 Facility for the Elderly (RCFE). RCFEs provide 24-hour care and

18 supervision to seniors, including housing, meals, personal care,

19 social activities, and coordination of medical appointments, to

20 people who have physical, cognitive, or behavioral conditions that

21 prevent them from living alone. Kathy Baldassari is the local

22 Ombudsman representative assigned to this facility.

23

24

25 The following information describes the number of visits

26 made to the facility (complaint and non-complaint related),

27 observations about staffing, resident supervision, activities, any

28

1 complaints made by or on behalf of residents to the LTC Ombudsman  
2 Program, and any changes in the census of the facility.  
3

4  
5 The licensed capacity of the facility is six, with a current  
6 occupancy of three. The local Ombudsman Program has not received  
7 any concerns that the court is not aware of involving vendors,  
8 utilities, or external support factors that may impact resident  
9 care. The facility has open positions in the kitchen.  
10

11 The local Ombudsman Program conducted one visit during this  
12 reporting period, covering May and June. The local Ombudsman  
13 Program had no resident complaints reported during this time.  
14

15  
16 There was only one caregiver, who was the owner Gabrielle  
17 Brown. Ms. Brown lives on the property and has no staffing relief  
18 as the second caregiver was away for a week long training.  
19

20 The Ombudsman representative did witness a resident who refused  
21 to get out of bed and had a catheter that was half full. This  
22 resident is under the care of a home health agency through Sonoma  
23 Valley Hospital. The resident stated that she was happy with her  
24 care but completely refused to get out of her hospital bed on  
25 repeated attempts.  
26

1 The Ombudsman representative also determined that there are  
2 insufficient emergency supplies. The facility is on a well and has  
3 a generator with a holding tank in the event of a power failure.  
4 The exit door on the side of the house was unalarmed and unlocked.  
5 The temperature inside the house was 76. The medicine cabinet in  
6 the kitchen was unlocked and had the key in it. During the  
7 Ombudsman visit, lunch was served which consisted of a sandwich and  
8 cantaloupe.  
9

10  
11 The Patient Care Ombudsman recommends that the facility devote  
12 necessary staff and financial resources to provide appropriate  
13 staffing support. One caregiver cannot provide adequate care 24  
14 hours a day without any relief.  
15

16  
17 June 26, 2017

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