



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

August 22, 2018

Marcia Curtiss
Homestead Management
Suite 115
21800 Haggerty Rd.
Northville, MI 48167

RE: License #:	AL410305473
Investigation #:	2018A0356044
	Whispering Woods #5

Dear Mrs. Curtiss:

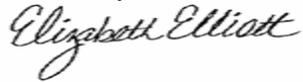
Please review the enclosed documentation for accuracy and contact me with any questions. If I am not available and you need to speak to someone immediately, please contact the I Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

If you desire technical assistance in addressing these issues, please contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

Please review the enclosed documentation for accuracy and contact me with any questions. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

Sincerely,

A handwritten signature in cursive script that reads "Elizabeth Elliott".

Elizabeth Elliott, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 901-0585

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	AL410305473
Investigation #:	2018A0356044
Complaint Receipt Date:	08/09/2018
Investigation Initiation Date:	08/09/2018
Report Due Date:	10/08/2018
Licensee Name:	Homestead Management
Licensee Address:	Suite 115 21800 Haggerty Rd. Northville, MI 48167
Licensee Telephone #:	(616) 949-9500
Administrator:	Marcia Curtiss
Licensee Designee:	Marcia Curtiss
Name of Facility:	Whispering Woods #5
Facility Address:	3964 Whispering Way Grand Rapids, MI 49546
Facility Telephone #:	(616) 949-9500
Original Issuance Date:	03/22/2011
License Status:	REGULAR
Effective Date:	10/07/2017
Expiration Date:	10/06/2019
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED AGED

II. ALLEGATION(S)

	Violation Established?
The physical plant is in poor condition.	Yes

III. METHODOLOGY

08/09/2018	Special Investigation Intake 2018A0356044
08/09/2018	Special Investigation Initiated - On Site Met w/Marcia Curtiss, Cody VanHolstein, Heather Calvin, Leslie Redmon.
08/09/2018	Inspection Completed On-site Inspection of the facility.
08/09/2018	Contact - Document Sent Contact-Face to Face Marcia Curtiss, Licensee Designee and Administrator.
08/22/2018	Exit Conference Marcia Curtiss, Licensee Designee.

ALLEGATION: The physical plant is in poor condition.

INVESTIGATION: Note: This complaint was erroneously made and opened on AL410007152, Whispering Woods, Alzheimer's Center of West Michigan, Building #7. Special Investigation 2018A0356034 was investigated and no violations established. During the investigation, I discovered the complaint actually pertained to AL410305473, Whispering Woods, Building #5. Therefore, on 08/09/2018, an investigation was opened on this facility.

On 06/20/2018, I received a BCAL (Bureau of Children and Adult Licensing) Online Complaint. The complainant reported moving a family member into the facility and discovering the facility to be in poor condition. The complainant reported observing missing tile on the floor upon entering the main building, along the hallway, a broken pipe leaking water through the wall and across the floor. The complainant reported the entire facility smelled of mold and mildew and prior to moving Resident A in, the complainant discovered housekeeping had not cleaned the room and everything was covered in black silt dust. The complainant stated one of the double pain windows had a seal that is broken, and the window was fogging up. The complainant reported maintenance was notified and they couldn't comprehend why the glass was fogging up. The complainant stated there is urine and feces caked around the toilet

and there was no one at the facility to greet them or security around the outside perimeter of the building.

On 06/25/2018, I interviewed Lucijana Tomic, Administrator at the facility. The original complaint did not provide Resident A's name, so we are unsure who the resident is and the exact room this resident is or was in. Ms. Tomic stated this scenario is not one that she recalls happening in any of the buildings. Ms. Tomic reported there are two Direct Care Workers (DCW's) in this building, one being a trained medication tech and the DCW's greet and assist new residents as they move into the building and take resident medications to be locked into the medication cart. Ms. Tomic stated there is no security around the perimeter as this is a care facility where supervision of the residents is top priority. I conducted a cursory inspection of the facility while there for another purpose and did not find outstanding physical plant issues reported by the complainant such as odors of mildew, rooms covered in silt and dust or urine and feces caked on toilets. Note: AFC Licensing Rules do not require a security perimeter on the outside of the facilities.

On 08/09/2018, I interviewed Marcia Curtiss, Licensee Designee and interim Administrator, Leslie Redmon, facility nurse, Heather Calvin, Care Manager and Cody Van Holstein, Maintenance at the facility. Ms. Curtiss or Ms. Redmon stated there was no resident they recall who was placed at the facility and the relatives were dissatisfied. Ms. Curtiss and Ms. Redmon stated no one complained about the condition of the building with these specific accounts of things wrong. Mr. Van Holstein and Ms. Calvin stated they recall an incident where the relative of a new resident was extremely displeased with everything in the building upon moving the resident in and took the resident out of the facility immediately. Mr. Van Holstein and Ms. Calvin recall the fogging of a window was a big issue to the relative who they described as unreasonable, not allowing maintenance to remedy anything to make him happy. Mr. Van Holstein and Ms. Calvin stated the room did not have urine or feces caked on the toilet, the window does fog up in one section, but the integrity of the window is still very good. Mr. Van Holstein and Ms. Calvin stated they do not know where the complainant saw dirt and black silt all over because when they went into the room, there was none. In addition, Mr. Van Holstein stated there was not a broken pipe leaking water into the hallway but rather an incident in the room across the hall from Resident A's room where the water in the bathroom was left on and overflowed the sink, creating some temporary water issues in that room and into the hallway. Mr. Van Holstein stated the water was cleaned up, the area dried out and there have been no further issues.

On 08/09/2018, I conducted an unannounced inspection at the facility. Upon walking into the facility, I noticed approximately 5 broken tiles on the entryway floor, Mr. Van Holstein and Ms. Curtiss stated they currently have a work order to replace the flooring in the entire entryway of the facility. The broken tiles create an unsafe entryway into the facility. I detected nothing malodorous in the building and there was no smell of mold or mildew. I inspected resident rooms and found them clean, I did not see black dust or silt in any of the rooms, the toilets were clean and void of

any urine or fecal matter. In room #10, which was Resident A's room for a few hours on one day on 06/20/2018, Mr. Van Holstein pointed out one part of the window that was fogged up. Mr. Van Holstein stated a seal on the lower portion of the window is most likely broken allowing moisture to become trapped between the panes of glass. The window went up and down and appeared to be in good working condition. All other windows in this room were clear and in good working condition. Ms. Van Holstein stated he will place the window on a work order for replacement. Ms. Calvin and Mr. Van Holstein stated this resident came in on 06/20/2018 and his relative removed him from the facility on 06/20/2018. Ms. Curtiss and Ms. Redmon were not working at this facility on 06/20/2018 and are not aware of this incident. Ms. Van Holstein added that he started as the maintenance person shortly before Resident A was placed into this facility and immediately removed.

On 08/22/2018, I conducted an Exit Conference with Marcia Curtiss, Licensee Designee. Ms. Curtiss agrees with the information, analysis and conclusion of this applicable rule.

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.
ANALYSIS:	<p>The complainant reported the facility had broken tiles, smelled of mold and mildew, everything is covered in black silt dust, a window had a seal that was broken and there was urine and feces caked around the toilet.</p> <p>Ms. Tomic reported there are two DCW's and the DCW's greet and assist new residents taking resident medications to be locked into the medication cart. Ms. Tomic stated there is no security around the perimeter as this is a care facility where supervision of the residents is top priority. Ms. Tomic stated she is not aware of the reported issues the complainant reported. *Note: AFC Licensing Rules do not require a security perimeter on the outside of the facilities.</p> <p>Upon inspection of the facility, I saw approximately 5 tiles out of the entryway flooring, a small window in Room #10 had moisture between the panes but otherwise was in working order, the rooms were clean, and the hallway dry with no mildew odors noted.</p> <p>Mr. Van Holstein and Ms. Curtiss reported plans to have the entryway flooring replaced are already in place and the window</p>

	in resident room #10 will be replaced. However; the broken tiles on the entryway floor create an unsafe walking area and the broken seal on the window in room #10 was reported by the complainant to maintenance on 06/20/2018 and to date has not been fixed. Therefore; a violation of this applicable rule is established.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.

Elizabeth Elliott

08/22/2018

Elizabeth Elliott
Licensing Consultant

Date

Approved By:

Jerry Hendrick

08/22/2018

Jerry Hendrick
Area Manager

Date