



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

October 2, 2019

Donald Landreth
The Sheridan at Birmingham
2400 E. Lincoln Street
Birmingham, MI 48009

RE: License #: AH630381578
Investigation #: 2019A0585055
The Sheridan at Birmingham

Dear Mr. Landreth:

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.

Please review the enclosed documentation for accuracy and contact me with any questions. In the event that I am not available and you need to speak to someone immediately, please contact the local office at (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "Brender D. Howard".

Brender Howard, Licensing Staff
Bureau of Community and Health Systems
4th Floor, Suite 4B
51111 Woodward Avenue
Pontiac, MI 48342
(313) 268-1788

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AH630381578
Investigation #:	2019A0585055
Complaint Receipt Date:	08/26/2019
Investigation Initiation Date:	08/27/2019
Report Due Date:	10/25/2019
Licensee Name:	CA Senior Birmingham Operator, LLC
Licensee Address:	Suite 4900 161 N. Clark Chicago, IL 60601
Licensee Telephone #:	(248) 864-2491
Administrator/Authorized Representative:	Donald Landreth
Name of Facility:	The Sheridan at Birmingham
Facility Address:	2400 E. Lincoln Street Birmingham, MI 48009
Facility Telephone #:	(248) 864-2491
Original Issuance Date:	03/29/2018
License Status:	REGULAR
Effective Date:	09/27/2018
Expiration Date:	09/26/2019
Capacity:	128
Program Type:	ALZHEIMERS AGED

II. ALLEGATION(S)

	Violation Established?
Lack of staff in the dining room	No
Dining room tables and floors were dirty with food.	Yes
<ul style="list-style-type: none"> • The quality of the food is not good, and it is not hot enough. • Food was outdated in the Bistro. 	No
The dining area is too crowded.	No
Additional Findings	No

III. METHODOLOGY

08/26/2019	Special Investigation Intake 2019A0585055
08/27/2019	Special Investigation Initiated - Telephone
08/27/2019	APS Referral I reported the allegations to Adult Protective Services (APS).
09/11/2019	Inspection Completed On-site Completed with observation, interview and record review.
09/11/2019	Inspection Completed-BCAL Sub. Compliance
10/17/2019	Exit Conference Conducted with authorized representative Donald Landreth.

ALLEGATION:

Lack of staff in the dining room.

INVESTIGATION:

On 8/26/19, the department received the allegations from an anonymous complainant via the BCAL Online Complainant website.

On 8/27/19, I reported the allegations to Adult Protective Services (APS).

On 9/11/19, I interviewed administrator Donald Landreth at the facility. Mr. Landreth stated that he has only been at the facility for two days. He stated that he is in the

process of evaluating how the meals are served. He stated that care staff assist in the dining room.

On 9/11/19, I observed lunch served in the dining room. The dining room had several staff serving and assisting residents. There were four care aides and a server present in the dining room during this observation.

On 9/11/19, I interviewed the kitchen manager Kimberly Roland at the facility. She stated that care staff assist residents when in the dining room.

On 9/11/19, I interviewed Resident B and C at the facility. Resident B and Resident C stated that they always eat in the dining room and there is always staff in there. Resident B stated that staff is always accommodating to whatever they ask for.

APPLICABLE RULE	
R 325.1931	Employees; general provisions.
	(5) The home shall have adequate and sufficient staff on duty at all times who are awake, fully dressed, and capable of providing for resident needs consistent with the resident service plans.
ANALYSIS:	Adequate staff was present in the dining room during meals to assist residents.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

- **The quality of the food is not good, and it is not hot enough.**
- **Food was outdated in the Bistro.**

INVESTIGATION:

Mr. Landreth stated that the menu is made by the corporate office. He stated there is a five-week cycle for the menu. He stated there is a grievance log that tracks residents' complaints about the food. He stated that he is meeting with the dining staff and will make suggestions. Mr. Landreth stated that during council meeting residents are able to voice their concerns and he is following up on them.

Ms. Roland stated that food is served according to the posted menu. She stated that alternative food is offered to residents that don't want what is on the menu. She stated temperatures are taken of the food every thirty minutes. She stated that food is checked daily and there is no outdated food in the Bistro.

On 9/11/19, I interviewed resident care aide Kristina Dirker at the facility. Ms. Dirker stated that most resident eat in the dining room. She stated that a menu is given to the resident and they order their preferred food.

On 9/11/19, I interviewed resident care aide Karrie Difronzo at the facility. Her statement coincided with Ms. Dirker that menu is given to the resident to place order. She stated that as soon as the food is ordered by the resident, they bring it to them.

Resident B stated that she doesn't have a problem with the food. She stated that if they serve something she don't like, she can always get something else. She stated that if the food is warm enough.

Resident C stated that she does not have an issue with the food. She stated that she eats everything.

On 9/11/19, I interviewed Resident D at the facility. She stated that she prefers to eat in her room. She stated they bring her a tray. She stated that the food was warm enough.

The food observed during lunch was consistent to the posted menu. The food observed in the Bistro was dated.

APPLICABLE RULE	
R 325.1952	Meals and special diets.
	(5) A home shall prepare and serve meals in an appetizing manner.
ANALYSIS:	Interviews with staff, and residents revealed resident nutrition needs are met consistent with the menu. The food that was observed in the Bistro was not expired. Therefore, this claim could not be substantiated.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Dining room tables and floors were dirty with food.

INVESTIGATION:

Mr. Landreth stated that staff is responsible for the cleaning of the dining room.

Ms. Roland stated that serving staff clean the dining room chairs in the morning and at night. She stated they wipe the chairs out right away if food is wasted in them. She stated that the facility does not have a professional cleaner for the dining room,

but the staff is responsible for keeping it clean. She stated that floors are constantly swept in the dining room and in the kitchen.

On 9/11/19, I interviewed housekeeper supervisor Lori Webster. She stated that service staff are responsible for cleaning the dining area. She stated the dining staff wipe the tables off and keep the floor clean.

On 9/11/19, I interviewed server Christiana Brown at the facility. She stated that she is also responsible for cleaning the tables. She stated they wipe the chairs three times a day. She said that if something is spilled; they clean it immediately.

During my inspection of the dining area before lunch, I observed food to be in some of the chairs. Crumbs on several tables and on the floor.

APPLICABLE RULE	
R 325.1962	Exteriors.
	(2) The premises shall be maintained in a safe and sanitary condition and in a manner consistent with the public health and welfare.
ANALYSIS:	The facility did not maintain the dining area in a sanitary condition. Tables, chairs, and floor needed cleaning. Therefore, this claim was substantiated.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

The dining area is too crowded.

INVESTIGATION:

Ms. Roland stated that sometimes the dining room gets crowded. She stated that wheelchairs are taken from the dining table and are lined up against the wall. She stated that the dining room is between the back and front door for easy entry and exit.

Ms. Brown stated that they try to move the wheelchairs, but some residents don't like them moved so they keep them close by.

PPLICABLE RULE	
R 325.1965	Elevators and space requirements for certain homes.
	(1) A new construction, addition, major building change, or conversion after November 14, 1969 shall provide all of the following: (d) A minimum of 30 square feet of floor space per licensed bed for day room, dining, recreation, and activity purposes.
ANALYSIS:	There is adequate space for dining. This claim could not be substantiated.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 10/17/19, I conducted an exit conference with licensee authorized representative Donald Landreth by telephone.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, it is recommended that the status of the license remains unchanged.

Brender d. Howard

10/8/19

Brender Howard
Licensing Staff

Date

Approved By:

Russell Misiak

10/8/19

Russell B. Misiak
Area Manager

Date