



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 6, 2019

Mashal Bajpai
Tendercare, LLC
5150 Great Foster Drive
Rochester, MI 48306

RE: License #: AS630391415
Tendercare
2510 Orion Road
Oakland, MI 48363

Dear Mrs. Bajpai:

Attached is the Licensing Study Report for the above referenced facility. The study has Attached is the Renewal Licensing Study Report for the facility referenced above. The violations cited in the report require the submission of a written corrective action plan. 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 dates 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 licensee or licensee designee and a date.

Upon receipt of an acceptable corrective plan, a regular license will be issued. If you fail to submit an acceptable corrective action plan, disciplinary action will result.

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

Sincerely,

A handwritten signature in grey ink, appearing to be 'EJ', is positioned below the word 'Sincerely,'.

Eric Johnson, Licensing Consultant
Bureau of Community and Health Systems
4th Floor, Suite 4B
51111 Woodward Avenue
Pontiac, MI 48342

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
RENEWAL INSPECTION REPORT**

I. IDENTIFYING INFORMATION

License #:	AS630391415
Licensee Name:	Tendercare, LLC
Licensee Address:	5150 Great Foster Drive Rochester, MI 48306
Licensee Telephone #:	(248) 860-8818
Licensee/Licensee Designee:	Mashal Bajpai
Administrator:	Mashal Bajpai
Name of Facility:	Tendercare
Facility Address:	2510 Orion Road Oakland, MI 48363
Facility Telephone #:	(248) 860-8818
Original Issuance Date:	02/12/2019
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED AGED ALZHEIMERS

II. METHODS OF INSPECTION

Date of On-site Inspection(s): 08/12/2019

Date of Bureau of Fire Services Inspection if applicable: N/A

Date of Health Authority Inspection if applicable: N/A

Inspection Type: Interview and Observation Worksheet
 Combination Full Fire Safety

No. of staff interviewed and/or observed 1
No. of residents interviewed and/or observed 1
No. of others interviewed N/A Role: [REDACTED]

- Medication pass / simulated pass observed? Yes No If no, explain.
- Medication(s) and medication record(s) reviewed? Yes No If no, explain.
- Resident funds and associated documents reviewed for at least one resident? Yes No If no, explain.
- Meal preparation / service observed? Yes No If no, explain.
- Fire drills reviewed? Yes No If no, explain.
- Fire safety equipment and practices observed? Yes No If no, explain.
- E-scores reviewed? (Special Certification Only) Yes No N/A
If no, explain.
- Water temperatures checked? Yes No If no, explain.
- Incident report follow-up? Yes No If no, explain.
- Corrective action plan compliance verified? Yes CAP date/s and rule/s:
N/A
- Number of excluded employees followed-up? N/A
- Variances? Yes (please explain) No N/A

III. DESCRIPTION OF FINDINGS & CONCLUSIONS

This facility was found to be in non-compliance with the following rules:

R 400.14205	Health of a licensee, direct care staff, administrator, other employees, those volunteers under the direction of the licensee, and members of the household.
	(3) A licensee shall maintain, in the home, and make available for department review, a statement that is signed by a licensed physician or his or her designee attesting to the physician's knowledge of the physical health of direct care staff, other employees, and members of household. The statement shall be obtained within 30 days of an individual's employment, assumption of duties, or occupancy in the home.

During the onsite inspection on 8/12/19, I observed that employee Gwyneth Kevelin did not have a physician statement within 30 days of hire on file for review.

R 400.14208	Direct care staff and employee records.
	(1) A licensee shall maintain a record for each employee. The record shall contain all of the following employee information: (i) Required verification of the receipt of personnel policies and job descriptions.

During the onsite inspection on 8/12/19, I observed that there was not verification of receipt of policies and job description on file for employee Gwyneth Kevelin.

R 400.14312	Resident medications.
	(2) Medication shall be given, taken, or applied pursuant to label instructions. (4) When a licensee, administrator, or direct care staff member supervises the taking of medication by a resident, he or she shall comply with all of the following provisions: (c) Record the reason for each administration of medication that is prescribed on an as needed basis.

During the onsite inspection on 8/12/19, there were no recorded reasons for each administration of medication that is prescribed on an as needed basis (PRN) for Resident A. The medications are Senna Tab 8.6 MG and Alprozalam 0.25 MG Tab.

Also, during the inspection, I observed that Resident B was out of the medication Junuvia 100 MG Tab. The Medication Administration Record (MAR) indicated the medication is to be taken once daily.

R 400.14316	Resident records.
	<p>Resident records. (1) A licensee shall complete, and maintain in the home, a separate record for each resident and shall provide record information as required by the department. A resident record shall include, at a minimum, all of the following information: (a) Identifying information, including, at a minimum, all of the following: (i) Resident funds and valuables record and resident refund agreement.</p>

During my onsite inspection on 8/12/19, I observed that Resident B's file did not contain forms Funds Part I and Funds Part II.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, renewal of the license is recommended.



8/12/19

Eric Johnson
 Licensing Consultant

Date