



STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

GRETCHEN WHITMER  
GOVERNOR

ORLENE HAWKS  
DIRECTOR

Manda Ayoub  
Pomeroy Living Northville Assisted & Memory Care  
40033 W. Eight Mile  
Northville, MI 48167

January 13, 2020

RE: License #: AH820381235  
Investigation #: 2020A1011011  
Pomeroy Living Northville Assisted & Memory Care

Dear Ms. Ayoub:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation(s) 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 authorized representative and a date.

If you desire technical assistance in addressing these issues, please feel free to 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. 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,

Andrea Krausmann, Licensing Staff  
Bureau of Community and Health Systems  
51111 Woodward Avenue 4th Floor, Suite 4B  
Pontiac, MI 48342  
(586) 256-1632

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AH820381235
<b>Investigation #:</b>	2020A1011011
<b>Complaint Receipt Date:</b>	11/08/2019
<b>Investigation Initiation Date:</b>	11/08/2019
<b>Report Due Date:</b>	01/08/2020
<b>Licensee Name:</b>	Beacon Square Northville
<b>Licensee Address:</b>	Suite 130 5480 Corporate Drive Troy, MI 48098
<b>Licensee Telephone #:</b>	(248) 723-2100
<b>Administrator:</b>	Justin Moussa
<b>Authorized Representative:</b>	Manda Ayoub
<b>Name of Facility:</b>	Pomeroy Living Northville Assisted & Memory Care
<b>Facility Address:</b>	40033 W. Eight Mile Northville, MI 48167
<b>Facility Telephone #:</b>	(248) 349-0400
<b>Original Issuance Date:</b>	03/25/2016
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	09/25/2019
<b>Expiration Date:</b>	09/24/2020
<b>Capacity:</b>	109
<b>Program Type:</b>	ALZHEIMERS AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Residents are not receiving adequate and appropriate care.	No
Food in pantry has expired dates.	Yes

## III. METHODOLOGY

11/08/2019	Special Investigation Intake 2020A1011011
11/08/2019	Special Investigation Initiated - Telephone Attempted interview with Witness #1 - unavailable.
11/08/2019	Contact - Telephone call made Left message for assigned adult protective services (APS) worker Marlena Murphy requesting interview.
11/14/2019	Contact - Telephone call received Interviewed APS worker Marlena Murphy.
11/14/2019	Contact - Document Received APS worker Marlena Murphy forwarded photographs reportedly from reporting source.
01/09/2020	Inspection Completed On-site Interviews conducted, observations made, records reviewed.
01/13/2020	Exit Conference Conducted with licensee authorized representative Manda Ayoub via telephone.

### **ALLEGATION:**

**Residents are not receiving adequate and appropriate care.**

### **INVESTIGATION:**

On 11/8/20, the allegations were received via the online intake unit from adult protective services (APS) worker Marlena Murphy, as they were initially reported to APS. According to the written allegations, staff will not respond to the residents' call

pendants. Residents are left in soiled clothing and soiled briefs. The resident rooms are unsanitary with soiled briefs on the floor and counters and no trash bags in the trash cans.

On 11/14/19, I interviewed Ms. Murphy by telephone. Ms. Murphy said the allegations reportedly pertained to 11/1/19. The APS strike team went out that day and did not substantiate. Ms. Murphy went back to the facility on 11/6/19, investigated and said she would not be substantiating any violations. Ms. Murphy forwarded photographs from Witness #1 of staff appearing to attend to a resident on the floor; of soiled briefs; a soiled shirt; two individual packages of Benedryl medication that expired in 2005; a trash can without a bag containing soiled briefs; boxes of cereal that expired 12/2/18, 4/16/19, 4/6/19, and 3/2/19; and a photograph of a resident's hip area wearing a brief. Ms. Murphy explained that the pictures did not confirm anything, as it could not be determined when/where these photos were taken or how the situations occurred.

On 11/8/19, I attempted to interview by telephone but Witness #1 was not available.

On 1/9/20, I walked through the facility and observed residents to be clean and well-groomed. Their clothes appeared clean and there were no notable odors of soiled briefs. Observing various resident rooms throughout the facility, I observed no soiled briefs and trash cans contained trash bags.

On 1/9/20, I reviewed the pendant response time print out for 1/8/20 at the facility. It revealed of 41 calls for assistance, 33 response times were 16 minutes or less. However, eight response times were 19 minutes or more. For examples: Resident A's pendant alerted at 8:10 am and staff response was 40 minutes later. Resident B's pendant alerted at 9:55 am and staff response was 59 minutes later. Resident B's pendant alerted again at 12:40 pm and staff response time was 2 hour and 3 minutes later. The facility's administrator Justin Moussa and the Wellness Director Brittany Andreoni were present at the facility and said there have been problems with the call pendant system and documentation of staff response times. It has not been reliable, and they are in process of upgrading and/or replacing the system.

On 1/9/20, I interviewed caregiver staff Annette Henderson, who was assigned to Resident B on 1/8/20 day shift. Ms. Henderson affirmed that she assisted Resident B as needed, as well as checked in on her regularly. Ms. Henderson said she may have forgotten to press the call pendant to disarm it or sometimes her i-phone will not receive the pendant alerts, but she did not leave Resident B unattended for one to two hours, as the pendant response times indicated. Ms. Henderson presented her i-phone and showed how it was not functioning with the system on this day. Ms. Henderson said when the system does not function on personal phones, staff can use the facility's i-pads, but they are cumbersome to carry so, co-workers will let one another know when they have been paged. Ms. Henderson said the facility has a good team and co-workers help one another. If she is busy with one resident, a co-worker will assist the other resident. Ms. Henderson affirmed that there are

sufficient staff on duty, residents' needs are met in regard to changing, bathing, dressing and grooming and there are no soiled briefs left anywhere. Ms. Henderson explained that caregivers will empty resident trash into a main trash bin and it goes out at the end of each shift. In addition, Ms. Henderson said housekeepers are in the facility seven days a week and "They are doing a real good job."

On 1/9/20, I interviewed Resident A's family member, Relative A, at the facility. Relative A explained that Resident A was not a good historian due to her cognitive condition. Relative A recalled having pushed the call alert pendant on 1/8/20 for Resident A to receive assistance from staff. Relative A said the 40-minute response time was "probably accurate" but said the staff assigned to Resident A had gone home unexpectedly and another staff filled-in. Relative A said staff response times vary. Occasionally, staff are delayed in responding but added "It doesn't happen often". Relative A said that Resident A receives the care that she requires in regard to brief changes, being bathed/groomed and wearing clean clothes. Relative A said no soiled briefs are left anywhere in the room and the staff always removes the trash daily. Relative A said, "They're very nice and give us good service. Once in a while it's hard to get someone but not often. In general, our experience has been pretty good here. I got the help I needed".

On 1/9/20, I interviewed Resident B at the facility. Resident B said staff treat her well and she receives all the help she needs with changing, dressing, and bathing. Resident B said staff empty her trash regularly, never leave soiled briefs or clothes, and she had no recall of an extended response time. Resident B said, "I ask for help and they help me. No one is neglectful. They are all very good. They come [in response to call pendants] within a reasonable amount of time. They do good work."

On 1/9/20, I interviewed Resident C at the facility. Resident C said she requires staff assistance "for everything" and her responses corroborated with Resident B.

On 1/9/20, I interviewed Relative D, Resident D's family member, at the facility. Relative D visits every day and said staff provide most all personal care to Resident D, including assistance at meals when needed. Relative D described some staff as "superstars" and said most all staff are "very kind. No one is mean. Some maybe are not quite as loving, just basic care. No one is unclean or neglected. I have used the pendant to take [Resident D] to the bathroom. Normally, they get here fairly well within a reasonable response time." Relative D said Resident D is never unclean, left in soiled briefs or soiled clothes and the trash is emptied regularly. Soiled clothing is placed in the basket, put in the laundry and returned within a couple of hours.

On 1/9/20, I interviewed separately caregiver staff Teslin Perry, housekeeping staff Willalita Wells, and visiting physician Dr. Keith Tobin at the facility. All three affirmed that the residents are clean, well-groomed, not left in soiled briefs and no soiled briefs are observed left in resident rooms. All three said they have not heard any complaints of staff not responding to call pendants within a reasonable amount of time.

<b>APPLICABLE RULE</b>	
<b>R 325.1931</b>	<b>Employees; general provisions.</b>
	<b>(2) A home shall treat a resident with dignity and his or her personal needs, including protection and safety, shall be attended to consistent with the resident's service plan.</b>
<b>ANALYSIS:</b>	There was no evidence to indicate residents are not receiving adequate and appropriate care.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**Food in pantry has expired dates.**

**INVESTIGATION:**

On 1/9/20, Ms. Andreoni and I observed various food items in the pantry of Eagle Harbor, the memory care unit. We observed individual size boxes of cereal that did not have expiration dates. We then checked the refrigerator in this area and observed a container of lemon curd with a note attached to give to Resident E on his morning toast. The curd had an expiration date of December 2018. There was a bowl of lemon slices covered in mold in the refrigerator. A loaf of bread had a "Sell by 1/2/20" tag attached. Luncheon meat packages of turkey breast and ham had been opened with some contents missing and there were no expiration dates or use by dates on the packages. A restaurant take-out bag containing a bowl of soup with a note that it belonged to Resident E, and it was dated 12/11/19. A pack of American cheese slices had no expiration date. Various bottles of sauces and a tube of what appeared to be old frosting had no names of contents and no expiration dates. Three plates of food including pulled pork sliders, sandwiches, chips, and lettuce had been Saran wrapped and placed in the refrigerator with no information as to when these were portioned out or who they belonged to. Ms. Andreoni said she believed the sliders were from dinner the night before, but she did not know when the sandwich plates arrived. Ms. Andreoni threw away many of the above items in the trash. Facility chef Harry Bemis arrived and was informed of the food with past expiration dates or no dates.

<b>APPLICABLE RULE</b>	
<b>R 325.1976</b>	<b>Kitchen and dietary.</b>
	<b>(6) Food and drink used in the home shall be clean and wholesome and shall be manufactured, handled, stored,</b>

