



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 14, 2021

Ronda Freeman-McDonald
Altum Care Homes, LLC
23408 Plum Hollow
Southfield, MI 48033

RE: License #: AS630332450
Investigation #: 2021A0993025
Plum Hollow House

Dear Ms. Freeman-McDonald:

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 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,

A handwritten signature in black ink that reads "DaShawnda Lindsey". The signature is fluid and cursive, with the first name "DaShawnda" and the last name "Lindsey" clearly legible.

DaShawnda Lindsey, Licensing Consultant
Bureau of Community and Health Systems
4th Floor, Suite 4B
51111 Woodward Avenue
Pontiac, MI 48342
(248) 505-8036

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630332450
Investigation #:	2021A0993025
Complaint Receipt Date:	06/02/2021
Investigation Initiation Date:	06/03/2021
Report Due Date:	08/01/2021
Licensee Name:	Altum Care Homes, LLC
Licensee Address:	23408 Plum Hollow Southfield, MI 48033
Licensee Telephone #:	(313) 377-3776
Administrator:	Ronda Freeman-McDonald
Licensee Designee:	Ronda Freeman-McDonald
Name of Facility:	Plum Hollow House
Facility Address:	23408 Plum Hollow Southfield, MI 48033
Facility Telephone #:	(313) 377-3776
Original Issuance Date:	04/30/2013
License Status:	REGULAR
Effective Date:	01/31/2020
Expiration Date:	01/30/2022
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Resident L has old burn marks on her abdomen from the staff putting out cigarettes on her. It is unknown how long ago this occurred.	No
Resident L is not getting her medications as prescribed.	Yes

III. METHODOLOGY

06/02/2021	Special Investigation Intake 2021A0993025
06/02/2021	APS Referral Received allegations from adult protective services (APS). The assigned APS specialist is Darlene Thompson.
06/02/2021	Referral - Recipient Rights Forwarded allegations to recipient rights advocate Darlita Paulding
06/03/2021	Special Investigation Initiated - Face to Face Conducted an unannounced onsite investigation
06/16/2021	Contact - Telephone call made Telephone call made to recipient rights advocate Darlita Paulding
06/16/2021	Contact - Telephone call made Telephone call made to licensee designee Rhonda Freeman-McDonald. Left a message.
06/17/2021	Contact - Telephone call made Telephone call made to licensee designee Rhonda Freeman-McDonald
06/21/2021	Contact - Document Received Documentation received
06/30/2021	Contact - Telephone call made Telephone call made to staff Barbara Davies. Left a message.
06/30/2021	Contact - Telephone call made Telephone call made to staff Shana Walker

06/30/2021	Contact - Telephone call made Telephone call made to recipient rights advocate Darlita Paulding. Left a message.
06/30/2021	Contact - Telephone call made Telephone call made to licensee designee Rhonda Freeman-McDonald.
07/01/2021	Contact - Document Received Documentation received.
07/01/2021	Contact - Telephone call made Telephone call made to recipient rights advocate Darlita Paulding. Left a message.
07/01/2021	Contact - Telephone call made Telephone call made to staff Barbara Davies. Left a message.
07/01/2021	Contact - Telephone call made Telephone call made to staff Corvette Blunt
07/01/2021	Contact - Telephone call made Telephone call made to staff Lisa Gemes
07/01/2021	Contact - Telephone call made Telephone call made to staff DeQuida Lenear
07/01/2021	Contact - Telephone call made Telephone call made to staff Kim Gardner
07/12/2021	Contact - Telephone call made Telephone call made to staff Barbara Davies. Left a message.
07/12/2021	Contact - Telephone call made Telephone call made to Easter Seals case manager Natalie Bomb. Left a message.
07/12/2021	Contact - Telephone call made Telephone call made to Easter Seals nurse Kimberly O'Neal. Mailbox full. Sent a test message.
07/12/2021	Contact - Telephone call received Telephone call received from Easter Seals nurse Kimberly O'Neal

07/12/2021	Contact - Telephone call made Telephone call made to APS specialist Darlene Thompson. Left a message.
07/12/2021	Contact - Telephone call made Telephone call made to Resident L's guardian. There was no option to leave a message.
07/12/2021	Contact - Telephone call received Telephone call received from Easter Seals case manager Natalie Bomb
07/12/2021	Contact - Telephone call received Telephone call received from APS specialist Darlene Thompson
07/12/2021	Exit Conference Held with licensee designee Rhonda Freeman-McDonald

ALLEGATION:

Resident L has old burn marks on her abdomen from the staff putting out cigarettes on her. It is unknown how long ago this occurred.

INVESTIGATION:

On 06/03/2021, I conducted an unannounced onsite investigation. I interviewed staff Osheka Ramsey and Resident L.

Ms. Ramsey stated she began working in the facility in March 2021. She works every shift. There is one staff per shift. Ms. Ramsey denied knowledge of staff putting out cigarettes on Resident L's abdomen. Per Ms. Ramsey, she was informed Resident L has old abrasions from past surgeries, but she denied observing them. Ms. Ramsey denied that Resident L and/or other staff have informed her about someone putting out cigarettes on Resident L's abdomen. Ms. Ramsey denied that she has ever put out a cigarette on Resident L's abdomen or observed other staff or residents doing so.

Resident L stated she has burn marks, but she did not want to talk about them. Resident L did not say how or when she sustained the marks. Resident L also refused to allow me to see the marks.

On 06/16/2021, I conducted a telephone interview with recipient rights advocate Darlita Paulding. Ms. Paulding confirmed she is also investigating the allegations. Per Ms. Paulding, Resident L disclosed to her physician Dr. Petris that her ex-husband put the burn marks on her stomach. Ms. Paulding stated Resident L refused to show her the marks on her abdomen when she interviewed her.

On 06/17/2021, I conducted a telephone interview with licensee designee Rhonda Freeman-McDonald. Ms. Freeman-McDonald denied that Resident L has old burn marks on her abdomen from the staff putting out cigarettes on her. Per Ms. Freeman-McDonald, Resident L told her physician about the cigarette burns. Easter Seales case manager Natalie Bomb was notified of the allegations. Ms. Bomb saw the burns and stated they were from Resident L's cesarean section (C-section). When Ms. Bomb interviewed Resident L, Resident L informed her that she was burned by her ex-husband. Resident L denied informing her physician that staff burned her with cigarettes. Ms. Freeman-McDonald stated Easter Seals nurse Kimberly O'Neal informed her whenever Resident L wants to move or change facilities, she tends to make false allegations.

On 06/30/2021, I conducted a telephone interview with staff Shana Walker. Ms. Walker stated she began working in the facility about one year ago. She works day shift (from 7am to 3pm or 7am to 7pm). There is one staff per shift. Ms. Walker denied knowledge of Resident L having old burn marks on her abdomen from the staff putting out cigarettes on her. Ms. Walker denied that Resident L and/or other staff have informed her about someone putting out cigarettes on Resident L's abdomen. Ms. Walker denied that she has ever put out a cigarette on Resident L's abdomen or observed other staff or residents doing so.

On 07/01/2021, I conducted a telephone interview with staff Corvette Blunt. Ms. Blunt stated she began working in the facility three and a half years ago. She mainly works first shift (from 7am to 3pm). There is one staff per shift. Ms. Blunt stated she transported Resident L to her physician's appointment the day she made the allegations. Ms. Blunt denied ever observing any cigarette burns on Resident L. Ms. Blunt stated she does not smoke. Ms. Blunt denied that Resident L and/or other staff have informed her about someone putting out cigarettes on Resident L's abdomen. Ms. Blunt denied that she has ever put out a cigarette on Resident L's abdomen or observed other staff or residents doing so.

On 07/01/2021, I conducted a telephone interview with staff Lisa Gemes. Ms. Gemes stated she began working in the facility about one year and a few months ago. She works various shifts. Ms. Gemes stated she heard of the allegations, but she denied ever observing any cigarette burns on Resident L. Ms. Gemes stated she does not smoke. Ms. Gemes denied that Resident L and/or other staff have informed her about someone putting out cigarettes on Resident L's abdomen. Ms. Gemes denied that she has ever put out a cigarette on Resident L's abdomen or observed other staff or residents doing so.

On 07/01/2021, I conducted a telephone interview with staff DeQuida Lenear. Ms. Lenear stated she began working in the facility about one month ago. She works second shift (from 3pm to 11pm). There is one staff per shift. Ms. Lenear denied ever observing any cigarette burns on Resident L. Ms. Lenear stated she smokes. However, she denied that she has ever put out a cigarette on Resident L's abdomen or observed other staff or residents doing so. In addition, she denied that Resident L and/or other staff have informed her about someone putting out cigarettes on Resident L's abdomen.

On 07/01/2021, I conducted a telephone interview with staff Kim Gardner. Ms. Gardner stated she began working in the facility in October 2020. She works the midnight shift (from 11pm to 7:00am). There is one staff per shift. Ms. Gardner denied ever observing any cigarette burns on Resident L. Ms. Gardner stated she does not smoke. Ms. Gardner denied that Resident L and/or other staff have informed her about someone putting out cigarettes on Resident L's abdomen. Ms. Gardner denied that she has ever put out a cigarette on Resident L's abdomen or observed other staff or residents doing so.

On 07/12/2021, I conducted a telephone interview with Easter Seals nurse Kimberly O'Neal. Ms. O'Neal stated she has been Resident L's nurse for over five years. Ms. O'Neal denied knowledge of Resident L having old burn marks on her abdomen from the staff putting out cigarettes on her. Ms. O'Neal stated Resident L was confused and fell one day and sprained her arm. She sustained a bruise on her an arm. Ms. O'Neal did not recall the date of the incident. Ms. O'Neal stated she visits the facility at least once a month, and she does not have any concerns about the care Resident L receives in the facility.

On 07/12/2021, I conducted a telephone interview with Easter Seals case manager Natalie Bomb. Ms. Bomb stated she visited the facility either the same day or the day after she learned of the allegations. She stated she observed marks on Resident L's body. She did not know how Resident L sustained them. The marks appeared to have been old medical incisions. She stated she observed a fresh bruise/scrap on Resident L's leg. Ms. Bomb denied observing any marks on Resident L that resembled a cigarette burn. Ms. Bomb stated Resident L has a history of making false allegations whenever she is no longer happy at the facility and wish to move.

On 07/12/2021, I conducted a telephone interview with APS specialist Darlene Thompson. She verified she is also investigating the allegations. She stated based on the interviews she conducted she does not plan to substantiate the allegations.

On 07/12/2021 as well as on a few other days, I attempted to conduct a telephone interview with staff Barbara Davies with no success. Ms. Davies failed to return my phone calls.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	Resident L stated she has burn marks, but she did not want to talk about them. Resident L did not say how or when she sustained the marks. Resident L also refused to allow me to see the marks. Ms. Ramsey, Ms. Blunt, Ms. Gemes, Ms. Lenear, and Ms. Gardner denied observing any cigarette burns on Resident L. They denied that Resident L and/or other staff have informed her about someone putting out cigarettes on Resident L's abdomen. They denied that she has ever put out a cigarette on Resident L's abdomen or observed other staff or residents doing so. Ms. Bomb observed marks on Resident L but said none of the marks resembled a cigarette burn. According to Ms. Bomb, Resident L has a history of making false allegations whenever she is no longer happy at the facility and wish to move.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident L is not getting her medications as prescribed.

INVESTIGATION:

On 06/03/2021, I conducted an unannounced onsite investigation. I interviewed staff Osheka Ramsey and Resident L.

Ms. Ramsey stated Resident L was taken off her insulin and was prescribed Metformin in place of it. This is the reason Resident L thinks she does not receive all her medications. Per Ms. Ramsey, staff administer Resident L's medications to her as prescribed. Only staff who have completed medication administration training can administer medications.

Resident L stated sometimes staff give her medications, sometimes they do not. When staff forget to administer her medications, she tells them. According to Resident L, staff then tell her that they already gave them to her. Resident L was unable to indicate specific dates and/or times when staff did not administer her medications to her as prescribed. Resident L stated she received all her medications today.

While at the facility, I observed Resident L's June 2021 medications and medication administration record (MAR). I observed that staff did not initial the MAR on 06/01/2021 and 06/02/2021 at 5pm to show administration of Metformin 500mg and Benzotropine Mesylate 1mg to Resident L. Staff also did not initial the MAR on 06/02/2021 at 8pm to show administration of Carvedilol 25mg, Glimepiride 25mg, Haloperidol 10mg, Divalproex ER 500mg, Econazole Nitrate 1% cream, Atorvastatin Calcium 40mg, Dicyclomine HCL 10mg, and Quetiapine Fumarate 400mg to Resident L. I observed the medication packets, enabling me to verify that all these medications were administered to Resident L despite staff not initialing the MAR.

On 06/17/2021, I conducted a telephone interview with licensee designee Rhonda Freeman-McDonald. According to Ms. Freeman-McDonald, Resident L used to receive insulin. In January 2021, she was admitted to Providence Hospital. While in the hospital, she was taken off insulin and prescribed Metformin. When she went to her follow up appointment with her physician after being discharged from the hospital, she was kept on the Metformin. Ms. Freeman-McDonald stated that staff administers all Resident L's medications as prescribed and untrained staff do not administer medications.

On 06/21/2021, I received verification that staff Corvette Blunt, Barbara Davies, Shana Walker, Osheka Ramsey, Tammy Collins, Lisa Gemes, and Kim Gardner have completed medication administration training. Staff DeQuida Lenear and Leah Walker are scheduled to complete medication administration training on 07/19/2021.

On 06/30/2021, I conducted a telephone interview with staff Shana Walker. Ms. Walker stated staff administer Resident L's medications as prescribed. All staff who administer medications have been trained to do so.

On 07/01/2021, I conducted separate telephone interviews with staff Corvette Blunt, Lisa Gemes, DeQuida Lenear, and Kim Gardner. They stated staff administer Resident L's medications as prescribed. Staff who administer medications have been trained to do so. Ms. Blunt, Ms. Gemes, and Ms. Gardner confirmed they administer medications and have completed training. Ms. Lenear confirmed she does not administer medications, but she is currently in training.

On 07/12/2021, I conducted separate telephone interviews with Easter Seales nurse Kimberly O'Neal and Easter Seales case manager Natalie Bomb. They stated staff administer Resident L's medications as prescribed. In addition, staff who administer medications have been trained to do so.

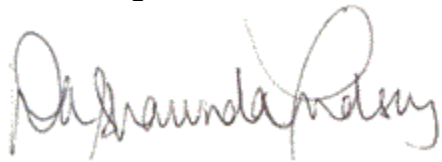
On 07/12/2021, I conducted an exit conference with licensee designee Rhonda Freeman-McDonald. I informed her of the findings.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(2) Medication shall be given, taken, or applied pursuant to label instructions.
ANALYSIS:	I received verification that staff Corvette Blunt, Barbara Davies, Shana Walker, Osheka Ramsey, Tammy Collins, Lisa Gemes, and Kim Gardner have completed medication administration training. Staff DeQuida Lenear and Leah Walker are scheduled to complete medication administration training on 07/19/2021. During an unannounced onsite investigation on 06/03/2021, I observed that all of Resident L's medications had been administered to her.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.14312	Resident medications.
	(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: (b) Complete an individual medication log that contains all of the following information: (v) The initials of the person who administers the medication, which shall be entered at the time the medication is given.
ANALYSIS:	On 06/03/2021, I observed that staff did not initial the MAR on 06/01/2021 and 06/02/2021 at 5pm to show administration of Metformin 500mg and Benztropine Mesylate 1mg. Staff also did not initial the MAR on 06/02/2021 at 8pm to show administration of Carvedilol 25mg, Glimepiride 25mg, Haloperidol 10mg, Divalproex ER 500mg, Econazole Nitrate 1% cream, Atorvastatin Calcium 40mg, Dicyclomine HCL 10mg, and Quetiapine Fumarate 400mg. I observed the medication packets, enabling me to verify that all these medications were administered to Resident L despite staff not initialing the MAR.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend no change in the license status.

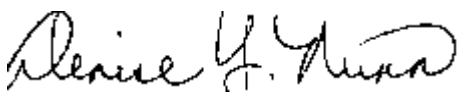


07/14/2021

DaShawnda Lindsey
Licensing Consultant

Date

Approved By:



07/14/2021

Denise Y. Nunn
Area Manager

Date