



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 22, 2021

David Powell
Spectrum Community Services
Suite 700
185 E. Main St
Benton Harbor, MI 49022

RE: License #: AS630397224
Investigation #: 2021A0605034
Lake Braemar Home

Dear Mr. Powell:

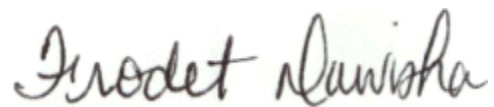
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 cursive script that reads "Frodet Dawisha". The signature is written in dark ink on a white background.

Frodet Dawisha, Licensing Consultant
Bureau of Community and Health Systems
4th Floor, Suite 4B
51111 Woodward Avenue
Pontiac, MI 48342
(248) 303-6348

Enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630397224
Investigation #:	2021A0605034
Complaint Receipt Date:	06/01/2021
Investigation Initiation Date:	06/01/2021
Report Due Date:	07/31/2021
Licensee Name:	Spectrum Community Services
Licensee Address:	28303 Joy Rd. Westland, MI 48185
Licensee Telephone #:	(269) 927-3472
Administrator:	Kimberly Martin
Licensee Designee:	David Powell
Name of Facility:	Lake Braemar Home
Facility Address:	1255 East Davisburg Road Holly, MI 48442
Facility Telephone #:	(248) 369-8663
Original Issuance Date:	06/06/2019
License Status:	REGULAR
Effective Date:	12/06/2019
Expiration Date:	12/05/2021
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED/MENTALLY ILL DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Resident A was observed on 5/28/2021 with feces on his finger. There were feces on the floor and smeared on the wall of Resident A's bedroom room too. There was blood on Resident A's pillow.	Yes

III. METHODOLOGY

06/01/2021	Special Investigation Intake 2021A0605034
06/01/2021	Special Investigation Initiated - Telephone I contacted Office of Recipient Rights (ORR) worker Sondra Knisely regarding the allegations.
06/07/2021	Inspection Completed On-site An unannounced on-site inspection was conducted. I interviewed Residents A and B, the home manager Marty Singleton and direct care staff (DCS) Jennifer Moore. I observed Resident A's bedroom.
07/08/2021	Contact - Telephone call made Interviews were conducted with Resident A's brother, brother's girlfriend and DCS Trent Kramer regarding the allegations.
07/13/2021	Contact - Telephone call made Telephone call made with ORR Sondra Knisely. Ms. Knisely will be substantiating her case.
07/21/2021	Exit Conference I conducted the exit conference via telephone with licensee David Powell regarding my findings.

ALLEGATION:

Resident A was observed on 5/28/2021 with feces on his fingers. There were feces on the floor and smeared on the wall of Resident A's bedroom room too. There was blood on Resident A's pillow.

INVESTIGATION:

On 06/01/2021, intake #179876 was received from Office of Recipient Rights (ORR) and assigned for investigation.

On 06/07/2021, I conducted an unannounced on-site investigation. I interviewed Resident A, Resident B, and observed Residents C, D, E, and F who are non-verbal. I also interviewed the home manager Marty Singleton and direct care staff (DCS) Jennifer Moore. In addition, I observed Resident A's bedroom.

I interviewed Resident A in his bedroom. Resident A's bedroom was observed to have clean linens as was his pillowcase. I did not observe any feces on the floor or the walls of the bedroom. Resident A appeared to be clean and there were no feces on his fingers. His clothes were clean too. Most of the bedroom walls were covered with plywood because Resident A punches the walls with his fists. Resident A stated, "I punch the walls and there's blood on my hands and Jennifer helps me." Resident A reported that he periodically punches the walls and afterwards, he gets cuts on his hands. I did not see any fresh cuts on his hands. Resident A stated the day his brother came to fix his bedroom walls, he had a bowel movement (BM). Resident A stated, "I didn't tell anyone I had a BM." Resident A was unable to provide any further details as to feces on his bedroom floors or on his hands. He stated he does not like living in a group home because he stated, "I want to live in Almont on a farm where my mom takes me." Resident A stated his mom and stepdad live on the farm.

I interviewed Resident B in his bedroom. Resident B is wheelchair and bedbound. He was lying in his bed. He stated he does not know anything about Resident A's hygiene or anything about his bedroom.

I did not interview Residents C, D, E, and F as they were non-verbal. I observed Residents C, D, E, and F to have good hygiene.

I interviewed the home manager Marty Singleton regarding the allegations. Mr. Singleton worked 05/28/2021, but his shift ended before Resident A's brother arrived at the home to repair Resident A's bedroom walls. Around 6:50PM, Mr. Singleton received a call from DCS Jennifer Moore advising him that Resident A's brother repaired the bedroom wall. Ms. Moore also reported to Mr. Singleton that Resident A was observed to have feces on his hands and that temp staff Trent Kramer cleaned Resident A's hands. Ms. Moore also informed Mr. Singleton that Resident A's brother called Ms. Moore into Resident A's bedroom and asked Ms. Moore, "Do you think this is poop on

the floor?" Ms. Moore stated, "Yes," and proceeded to clean up the poop. Mr. Singleton stated that Mr. Kramer is a temp staff that was not fully trained, but described Mr. Kramer as a "great worker," who "cleans well." Mr. Singleton stated he asked Mr. Kramer about Resident A's hands covered in feces and the poop on the bedroom floor. Mr. Kramer told Mr. Singleton, "I assume that Resident A dug into his rectum, but I don't know when he did that." Mr. Kramer told Mr. Singleton that he helped wipe Resident A's butt and wiped his hands. Mr. Singleton stated that when Resident A has a BM, sometimes Resident A would not tell staff. Resident A would go into the bathroom take toilet paper, ball it up in a way that his fingers are exposed and then he wipes his butt and feces gets on his hands. He stated that staff then learn that Resident A had a BM and then follow-up to see if Resident A needs help and then assist in washing Resident A's hands and wiping his butt. Mr. Singleton stated he taught Resident A to get a bed pad, put water on it and clean his bottom whenever he had a BM to prevent Resident A's hands from getting feces on them. Mr. Singleton stated that Resident A began doing this and it helped.

Mr. Singleton stated the blood on Resident A's pillowcase is from Resident A's nose bleeds. He stated staff have laundered the pillowcase, but the blood stain was still present. Mr. Singleton stated that the blood on the walls is due to Resident A punching the walls with his fists. Resident A's fists bleed and staff clean his hands and bandage them up. Mr. Singleton stated that staff deep clean Resident A's bedroom every Saturday; however, Resident A goes into his bedroom afterwards and throws toys on the floor or punches holes in the walls.

I interviewed DCS Jennifer Moore regarding the allegations. Ms. Moore stated she has worked for Spectrum Community Services since they took over the previous corporation where she had worked for 16 years. Ms. Moore works all shifts, sometimes puts in 16 hours per shift. On 05/28/2021, she was working the afternoon shift with temp staff Trent Kramer. Around 6PM, Resident A's brother and the brother's girlfriend arrived at Lake Braemar Home to repair the wall in Resident A's bedroom after Resident A pulled part of the panel off where Resident A's father had made the repairs. Ms. Moore stated before the brother and his girlfriend arrived at Lake Braemar Home, Resident A had a BM after dinner. Resident A came to Ms. Moore stating he needed help because he had a BM. Ms. Moore was helping transfer Resident C, so Mr. Kramer said, "I got him." She stated she saw Mr. Kramer take Resident A into his bathroom to help and then Resident A returned to the dining room table and went on his computer. Resident A's brother and the brother's girlfriend arrived. Ms. Moore was sitting in the living room with Resident C. Ms. Moore stated she was on her phone at that time. Resident A was still at the dining room table on his computer. Resident A's brother and the girlfriend went into Resident A's and repaired the wall. As the brother and his girlfriend were getting ready to leave, the brother called Ms. Moore into the bedroom. Ms. Moore observed two small brown soft clumps of poop sitting on the bedroom floor near Resident A's bed. She immediately cleaned them up. Ms. Moore stated then the brother and his girlfriend went to see Resident A at the dining room table. She stated that the brother observed feces on Resident A's hands. Ms. Moore stated that Mr. Kramer said, "I tried to clean Resident A's hands, but he was snatching his hands away." Ms. Moore stated she

never observed feces on Resident A's hands; however, Resident A's brother asked Resident A, "Is that poop on your hands? You need to get up and wash your hands." Mr. Kramer got up and washed Resident A's hands.

Ms. Moore stated she cleaned Resident A's room the end of the night and that Resident A has nose bleeds which is why Resident A's pillowcase was stained with blood. She stated after laundering the pillowcase, the blood stain is still present. She also stated that Resident A chews his fingernails to the point of bleeding and Resident A punches his bedroom walls with his fists and then they bleed.

On 07/08/2021, I interviewed Resident A's brother via telephone regarding the allegations. The brother stated he was contacted by his father asking him to go to Lake Braemar Home to patch holes in Resident A's bedroom walls. Around 6:30PM, he and his girlfriend arrived at Lake Braemar Home. He stated the home smelled like an "outhouse." He stated the smell was not pleasant. He went into Resident A's bedroom to repair the walls and as he knelt, he saw two clumps of poop on the floor. He looked around the bedroom and saw poop on the walls along with blood on Resident A's pillowcase. He repaired the wall and when he came out of the bedroom, he observed Ms. Moore sitting on the couch watching TV. He called Ms. Moore into the bedroom and pointed to the floor where Ms. Moore observed the poop and then cleaned it up. He stated he then went to see Resident A at the dining room table and observed Resident A's hands to be covered in feces. Resident A's brother stated he asked Resident A, "What's that on your hands? Is that poop on your fingers? Resident A stated, "Yes." Resident A's brother then asked, "Did you have poop on your fingers for a short or long time? Resident A stated, "long time." Resident A's brother cannot recall who helped Resident A clean the feces off his hands.

On 07/08/2021, I interviewed Resident A's brother's girlfriend via telephone regarding the allegations. The brother's girlfriend stated she and Resident A's brother arrived on 05/28/2021 around 6:30PM at Lake Braemar Home to repair Resident A's bedroom walls due to Resident A punching the walls with his fist. The brother's girlfriend stated she was in the bedroom with Resident A's brother when she observed the poop on the floor and on the walls, blood on Resident A's pillowcase and on the walls. She took pictures and will forward them to me. After repairing the walls, she and Resident A's brother went to the dining room table where Resident A was sitting on his computer. She and Resident A's brother observed poop on Resident A's fingers. She stated, "We figured Resident A had been sitting on his poop for a longtime." Resident A's brother asked Resident A, "What's that on your fingers." Resident A said, "That's poop." Resident A's brother then asked, "Has that poop been there for a short or long time?" Resident A said, "long time." The girlfriend stated there were two staff on shift, Jennifer Moore, and Trent Kramer. She stated that Ms. Moore was not paying attention as she was sitting in the living room on her cellphone. She stated that Resident A's brother told Ms. Moore about the poop she and Resident A's brother observed on Resident A's bedroom floor and Ms. Moore said, "Oh, I didn't see that." Ms. Moore then cleaned the bedroom floor. The girlfriend stated that Trent noticed the poop on Resident A's fingers

after they asked Resident A about it and then Trent stated, "I'll take care of that," while Ms. Moore was still on her cell phone.

The girlfriend texted the pictures she took of Resident A's fingers which appear to be covered with brown feces, a picture of his pillowcase with a large stain on it and two pictures of feces on the carpet floor.

On 07/08/2021, I interviewed temp staff Trent Kramer via telephone regarding the allegations. Mr. Kramer stated he began working at Lake Braemar Home the second week of April 2021 but has since quit. Mr. Kramer stated he is not fully trained. On 05/28/2021, he and Jennifer Moore were working the second shift from 2PM-10PM. Resident A's brother and the brother's girlfriend came to the home to repair the walls that Resident A punched holes in the bedroom. The brother observed feces on the floor of Resident A's bedroom. The brother pointed these spots to Ms. Moore who then cleaned them up. Mr. Kramer stated prior to the brother arriving at Lake Braemar Home, Resident A had a BM. Resident A was in the bathroom calling out for help. Ms. Moore was helping Resident C; therefore, Mr. Kramer went into the bathroom and helped clean him up. Mr. Kramer stated he saw feces on Resident A's hands and wiped them up. He stated he did not wash Resident A's hand but used hand wipes only. Mr. Kramer stated he is unsure if Resident A had another BM because he changed Resident A's brief and wiped his hands prior to the brother arriving at the home. Mr. Kramer stated he did not observe Resident A's hands after the brother arrived at the home and pointed out that Resident A's fingers were covered in feces. Mr. Kramer stated he was not the person who washed Resident A's fingers after the brother pointed the feces out. He stated he cannot recall who washed Resident A's hands. Mr. Kramer stated he did not see the feces on the floor of Resident A's bedroom or the pillowcase with a blood stain on it.

On 07/13/2021, I contacted ORR Sondra Knisely via telephone regarding the allegations. Ms. Knisely stated she will be substantiating her case.

On 07/21/2021, I conducted the exit conference with licensee David Powell via telephone. Mr. Powell was advised of the findings and stated he will complete an in-service with all staff regarding Resident A's hygiene and bedroom concerns. Mr. Powell stated he will submit a corrective action plan.

APPLICABLE RULE	
R 400.14314	Resident hygiene.
	(1) A licensee shall afford a resident the opportunity, and instructions, when necessary, for daily bathing and oral and personal hygiene. A licensee shall ensure that a resident bathes at least weekly and more often if necessary.
ANALYSIS:	Based on my investigation and information gathered, Resident A's personal hygiene was not attended to after he had a bowel

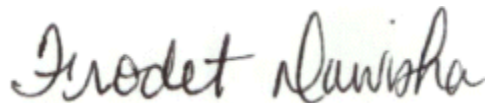
	movement on 05/28/2021. Resident A's fingers were observed to be covered in feces by Resident A's brother and the brother's girlfriend. The brother's girlfriend forwarded pictures she took of Resident A's fingers. I viewed the pictures and observed Resident A's fingers to be covered in feces.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14403	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:	Based on my investigation and the information gathered, Resident A's bedroom was not maintained to provide adequately for the health, safety, and well-being of Resident A. There was feces on Resident A's carpet that was observed by Resident A's brother, the brother's girlfriend and DCS Jennifer Moore who cleaned it up after the brother pointed it out to her.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14411	Linens.
	(1) A licensee shall provide clean bedding that is in good condition. The bedding shall include 2 sheets, a pillowcase, a minimum of 1 blanket, and a bedspread for each bed. Bed linens shall be changed and laundered at least once a week or more often if soiled.
ANALYSIS:	Based on my investigation and information gathered, Resident A was not provided with a clean pillowcase as it was still stained with blood after being laundered.
CONCLUSION:	VIOLATION ESTABLISHED

II. RECOMMENDATION

Contingent upon receiving an acceptable corrective action plan, I recommend that this special investigation be closed and no change to the status of the license.

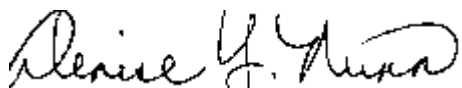


07/22/2021

Frodet Dawisha
Licensing Consultant

Date

Approved By:



07/22/2021

Denise Y. Nunn
Area Manager

Date