



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

August 16, 2021

Steve Gerdeman
Serenity Homes - North, L.L.C.
3109 Lawton Dr. N.E.
Grand Rapids, MI 49525

RE: License #: AL700382076
Investigation #: 2021A0467008
Serenity Homes - North

Dear Mr. Gerdeman:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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 the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- Specific time frames for the 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 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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Anthony Mullins".

Anthony Mullins, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL700382076
Investigation #:	2021A0467008
Complaint Receipt Date:	08/05/2021
Investigation Initiation Date:	08/05/2021
Report Due Date:	10/04/2021
Licensee Name:	Serenity Homes - North, L.L.C.
Licensee Address:	3109 Lawton Dr. N.E., Grand Rapids, MI 49525
Licensee Telephone #:	(616) 550-6411
Administrator:	Steve Gerdeman
Licensee Designee:	Steve Gerdeman
Name of Facility:	Serenity Homes - North
Facility Address:	830 Hayes Street, Marne, MI 49435
Facility Telephone #:	(616) 677-6015
Original Issuance Date:	06/02/2016
License Status:	REGULAR
Effective Date:	09/26/2020
Expiration Date:	09/25/2022
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, AGED

II. ALLEGATION(S)

	Violation Established?
Resident A is not being cared for appropriately. Resident A is not bathed regularly and appears disheveled and dirty. Resident A's trash in his room is overflowing with soiled pull-ups.	Yes

III. METHODOLOGY

08/05/2021	Special Investigation Intake 2021A0467008
08/05/2021	Special Investigation Initiated - Telephone Telephone call made to APS worker, Melissa Dyke.
08/06/2021	Inspection Completed On-site
08/10/2021	Inspection Completed-BCAL Sub. Compliance
08/16/2021	Exit Conference completed with Steve Gerdeman, Licensee Designee.

ALLEGATION: Resident A is not being cared for appropriately at. Resident A is not bathed regularly and appears disheveled and dirty. Resident A's trash in his room is overflowing with soiled pull-ups.

INVESTIGATION: On 8/5/21, I received an Adult Protective Services (APS) complaint. The complaint stated that Resident A is not bathed regularly and appears disheveled and dirty. It also states that Resident A is often wearing the same clothes and his room has trash strewn throughout with soiled diapers in the trash can. Serenity North Homes AFC is reportedly dirty and unkempt.

On 8/5/21, I spoke with the assigned APS worker, Melissa Dyke. Mrs. Dyke stated that she plans to be at the facility tomorrow at 11:00 am to address the concerns. Mrs. Dyke has spoken to Resident A's guardian and she is looking for a new placement for Resident A as Serenity Homes North is temporary. Mrs. Dyke and I coordinated plans to appear at the facility at the same time to address the complaint jointly.

On 8/6/21, Mrs. Dyke and I arrived at the facility at 11:00 am. Upon entry into the facility, there was a strong urine smell. Mrs. Dyke and I made our way to the staff office and conducted joint interviews with staff members Jamie Eaves and Caleb Antcliff regarding Resident A. Mrs. Eaves and Mr. Antcliff stated that they have to wash Resident A's bedding 2-3 times a day. Resident A reportedly urinates and defecates while lying in bed and will sleep in it without notifying staff. In addition to

this, Mrs. Eaves and Mr. Antcliff stated that they have to ask Resident A to change himself often due to his incontinence. Mrs. Eaves stated that Resident A will change his clothes when she ask him but refuses to do so when other staff members ask. Resident A has been at the facility for less than a month and staff has had to strip his bed often as a result of his soiled linens. Mr. Antcliff stated that Resident A needs more care than Serenity Homes North can provide for him. Mrs. Eaves and Mr. Antcliff were adamant that Resident A is capable of showering and changing himself but refuses to do so at times. Mrs. Eaves stated that she spoke to Resident A's mom, who stated that Resident A "does it on purpose," referring to his incontinence. Mrs. Eaves stated that Resident A is prompted daily to shower and change his linens, sometimes more than once. Mrs. Eaves and Mr. Antcliff acknowledged that they "sometimes miss things" due to attending to 19 other residents in the facility.

When asked about cleaning Resident A's room, Mrs. Eaves and Mr. Antcliff stated that staff take care of the trash. The facility also has a custodian but that staff member has not worked recently due to a personal matter. Staff stated that residents can take care of their trash too and the responsibility to clean their rooms falls on the residents. Staff were asked about the strong urine smell and stated that the smell is from the bathroom and Resident A's room. Mrs. Eaves and Mr. Antcliff stated that there is potential to hire another staff member to assist with cleaning and laundry only. Mrs. Eaves showed me and Mrs. Dyke a laundry, room cleaning and shower schedule for residents, which indicated that the day of this onsite investigation, Resident A was scheduled to have all of those needs met but staff had not had time yet.

After speaking with staff, Mrs. Dyke and I were introduced to Resident A and he agreed to speak with us regarding the complaint. Resident A allowed us to speak with him in his bedroom. Upon entry into Resident A's bedroom, there was a strong urine odor. A trash can next to Resident A's bed was observed to be full of soiled pull-ups, the obvious source of the strong odor. Resident A acknowledged that he wears pull-ups and stated that he is able to take care of his soiled pull-ups on his own. However, Resident A stated that he is "lazy" and there is no other reason that he has not taken care of his trash. Resident A stated that staff remind him daily to clean but he hasn't done it. Resident A stated that he was unable to smell the strong urine odor in the room. Resident A stated he will clean his trash moving forward and if he needs help, he will reach out to the staff. Prior to leaving the facility, Ms. Dyke and I asked the staff to address the soiled pull-ups in Resident A's trash, to which they agreed.

On 8/10/21, I received a copy of Resident A's assessment plan from the program manager, Nancy Robinson. The assessment plan was dated 06/24/2021 and indicates that Resident A is unable to communicate needs, doesn't participate in household chores, needs help with toileting, bathing, grooming, dressing and personal hygiene. There was no further explanation provided throughout the assessment to indicate Resident A's involvement. Although staff stated that

Resident A is capable of cleaning his room on his own, his assessment plan does not reflect that.

On 8/10/21, I spoke with Ottawa County APS worker, Mrs. Dyke via email. Mrs. Dyke stated she is substantiating for neglect as the assessment plan does not indicate Resident A is responsible for taking care of his own garbage. I made Mrs. Dyke aware of my findings and plan to substantiate a licensing rule violation for the facility violating rule R. 303(2).

On 8/13/21, Mrs. Dyke notified me that she returned to the facility and there was no longer a strong urine odor upon entry into the facility. However, Resident A's room still had a strong urine odor and he still had a trash can filled with soiled pull-ups and flies were present as well.

On 8/16/21, I completed an exit conference with licensee designee, Steve Gerdeman. I informed Mr. Gerdeman of the investigation findings and he was accepting of the rule violation. Mr. Gerdeman has already spoke to staff about addressing the concern and plans to complete a corrective action plan as soon as possible.

APPLICABLE RULE	
R 400.15303	Resident care; licensee responsibilities.
	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.
ANALYSIS:	Resident A's assessment plan was observed and confirmed that he does not participate in household chores, needs help with toileting, bathing, grooming, dressing and personal hygiene. Despite this, staff stated that Resident A is responsible for cleaning his room and is able to shower, change himself and attending to activities of daily living, which is not accurate. Based on the investigative findings, there is a preponderance of evidence to support that Serenity Homes North staff are not addressing Resident A's personal care as defined in his written assessment plan.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.

Anthony Mullins

08/16/2021

Anthony Mullins
Licensing Consultant

Date

Approved By:

Jerry Hendrick

08/16/2021

Jerry Hendrick
Area Manager

Date