



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

October 25, 2021

Todd Dockerty  
Dockerty Health Care Services, Inc.  
8850 Red Arrow Hwy.  
Bridgman, MI 49106

RE: License #: AL390381477  
Investigation #: 2021A1024046  
Beacon Pointe Memory Care

Dear Mr. Dockerty:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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 "Ondrea Johnson".

Ondrea Johnson, Licensing Consultant  
Bureau of Community and Health Systems  
427 East Alcott  
Kalamazoo, MI 49001

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL390381477
<b>Investigation #:</b>	2021A1024046
<b>Complaint Receipt Date:</b>	09/01/2021
<b>Investigation Initiation Date:</b>	09/03/2021
<b>Report Due Date:</b>	10/31/2021
<b>Licensee Name:</b>	Dockerty Health Care Services, Inc.
<b>Licensee Address:</b>	8850 Red Arrow Hwy. Bridgman, MI 49106
<b>Licensee Telephone #:</b>	(269) 465-7600
<b>Administrator:</b>	Roni Brown, Administrator
<b>Licensee Designee:</b>	Todd Dockerty
<b>Name of Facility:</b>	Beacon Pointe Memory Care
<b>Facility Address:</b>	732 E. Centre Street Portage, MI 49002
<b>Facility Telephone #:</b>	(269) 775-1430
<b>Original Issuance Date:</b>	03/01/2018
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/30/2020
<b>Expiration Date:</b>	08/29/2022
<b>Capacity:</b>	20
<b>Program Type:</b>	AGED ALZHEIMERS

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Residents are not properly changed and cleaned and residents requiring two-person assistance with transfers were not being done.	No

## III. METHODOLOGY

09/01/2021	Special Investigation Intake 2021A1024046
09/03/2021	Special Investigation Initiated – Telephone with complainant
10/05/2021	Inspection Completed On-site with Residents A, B, C, D, and direct care staff member Anna Fouts
10/08/2021	Contact - Telephone call made with home manager Makayla Stalay
10/08/2021	Contact - Document Received-Assessment Plan for AFC Residents, staff schedules
10/15/2021	Contact - Telephone call made with direct care staff member Sarah Pettipas and Shandra Morris
10/18/2021	Contact-Document Received-facility staff schedules
10/18/2021	Contact - Telephone call made with executive director Kayla Davis
10/18/2021	Contact-Telephone call made with direct care staff member Diana Masomere
10/21/2021	Exit Conference with licensee designee Todd Dockerty

## **ALLEGATION:**

**Residents are not properly changed and cleaned and residents requiring two-person assistance with transfers were not being done.**

## **INVESTIGATION:**

On 9/1/2021, I received this complaint through the Bureau of Community and Health Systems online complaint system. This complaint alleged residents are not properly changed and cleaned and residents requiring two-person assistance with transfers were not being done.

On 9/3/2021, I conducted an interview with Complainant who stated she was a former employee at Beacon Pointe Memory Care however no longer works there due to being terminated. Complainant stated she worked during 3<sup>rd</sup> shift, sleeping hours, and found the Residents A, B, C, and D to be soaked in urine and not cleaned properly when she would have to change them. Complainant does not believe these four residents were cleaned properly because the residents smell like they have not showered, and she has found residents to have feces on their back when changing. Complainant also does not believe residents were being cleaned in the morning properly such as getting their face washed or teeth brushed. Complainant stated she does not have direct knowledge whether direct care staff members are changing and cleaning residents during 1<sup>st</sup> and 2<sup>nd</sup> shifts throughout the day as she has not worked during this time frame with residents. Complainant stated she has also observed a direct care staff member be "too rough" with a resident when changing them and has observed only one staff person transfer a resident who requires two direct care staff members to assist with transferring in the morning hours before she left from her shift. Complainant stated there are a total of six residents in the facility.

On 10/5/2021, AFC licensing consultant Eli Deleon conducted an onsite investigation at the facility and interviewed direct care staff member Anna Fouts regarding this allegation. According to Mr. Deleon, Ms. Fouts stated she is required to check on the residents every two hours and has not found any issues with the residents not being changed or cleaned. Ms. Fouts stated the residents are also cleaned, if needed, after breakfast, lunch, and dinner. According to Mr. Deleon, Ms. Fouts stated the residents are given showers daily which includes having their teeth brushed and face washed. Ms. Fouts stated she usually works with two other staff members and believed she is able to adequately carry out her job responsibilities in caring for all the residents with the support she has. Ms. Fouts believed residents are transferred appropriately, and she has not seen any resident who requires two person assistance be transferred by one staff member.

While at the facility, Mr. Deleon observed Residents A, B, C, and D to be clean and in good spirits. Mr. Deleon also stated he observed the facility, along with resident bedrooms to be clean with no concerns.

On 10/8/2021, I conducted an interview with home manager Makayla Stalay who stated that the residents are changed every two hours and all direct care staff are good about changing them without incident. Ms. Stalay stated there are three or four direct care staff members working each shift, excluding 3<sup>rd</sup> shift when the residents are asleep, therefore there is always an adequate number of staff members on each shift to ensure that the resident needs are tended to at all times. Ms. Stalay stated all direct care staff members work together effectively in caring for the residents and she has not observed or received any reports residents are not cleaned and/or changed properly. Ms. Stalay stated residents are showered regularly and their bed sheets are changed weekly or as needed. Ms. Stalay stated there are five residents who require assistance from two direct care staff members to safely transfer and Ms. Stalay has no knowledge residents are not being transferred without the appropriate number of staff members. Ms. Stalay stated direct care staff members will ask for additional assistance when needed and Ms. Stalay does not have any concerns for the residents getting their needs met.

On 10/8/2021, I reviewed *Assessment Plan for AFC Residents* for Residents A, B, C, D, E, F who all require assistance with personal care needs. Residents A, B, C, D, E all require two person assistance with transfers.

On 10/15/2021, I conducted an interview with direct care staff members Sarah Pettipas and Shandra Morris regarding this allegation. Ms. Pettipas stated she routinely changes residents every two hours, and residents are changed and cleaned after each mealtime as well. Ms. Pettipas stated she has not observed residents to be unclean and believed all direct care staff members change and clean residents regularly as required. Ms. Pettipas stated five of the six residents require two direct care staff members to safely transfer and Ms. Pettipas has not observed the any residents transferred unsafely. Ms. Pettipas stated there is one manager, another direct care staff member and one resident care coordinator that works with the residents while she is working, and Ms. Pettipas believes she has adequate support to appropriately tend to residents' personal care needs which includes changing and cleaning the residents regularly and transferring the residents safely.

Ms. Morris stated she routinely checks all the residents' adult briefs every two hours. Ms. Morris stated she also cleans residents after the residents eat a meal or snack. Ms. Morris stated she has no knowledge of any resident not getting changed or cleaned properly. Ms. Morris stated she works well with the other staff members, and they help each other with assisting the residents as needed. Ms. Morris stated she has not seen any staff members transfer a resident unsafely and all except one resident requires two direct care staff members to assist with transferring. Ms. Morris further stated she can rely on the resident coordinator and manager if she needed additional assistance with caring for the residents.

On 10/18/2021, I conducted an interview with executive director Kayla Davis and direct care staff member Diana Masomere. Ms. Davis stated there are two to three

direct care staff members that work during a shift therefore, there is always adequate staffing to ensure all staff duties are performed appropriately. Ms. Davis further stated she works at the facility Monday through Friday and is available to assist direct care staff at any given time along with a resident care coordinator who is available to direct care staff as needed. Ms. Davis stated direct care staff members check on the residents every two hours, which includes checking resident briefs. Ms. Davis stated she also checks on residents to ensure direct care staff are doing their checks as required or have not missed anything. Ms. Davis believes direct care staff members perform their job duties effectively and work well as a team. Ms. Davis further stated bed sheets are changed weekly however are changed immediately if the sheets are found soiled. Ms. Davis stated residents are cleaned in the morning however will also be cleaned throughout the day as needed. Ms. Davis stated she has not observed or heard of any complaints that residents are not changed or cleaned properly. Ms. Davis also stated she has not heard of any reports direct care staff members are not transferring the residents safely. Ms. Davis stated she has observed all residents in the facility transferred appropriately.

Ms. Masomere stated she is required to check the resident's briefs every two hours and have not had any issues with staff members not changing or cleaning the residents. Ms. Masomere stated she checks on the residents to ensure that "they are dry, clean and comfortable." Ms. Masomere stated if a resident is wet, she changes the resident immediately along with their bedding and clothes if necessary. Ms. Masomere stated she leads by example and works with the younger staff members to ensure they are changing and cleaning the residents adequately. Ms. Masomere stated the younger staff members "catch on quickly" and she does not have to "micromanage them when they are changing the residents." Ms. Masomere stated two direct care staff members are required to assist five of the residents to safely transfer and she has not found any issues with two-person transfers for residents. Ms. Masomere stated the residents are transferred with the appropriate number of staff and are tended to at all times.

On 10/18/2021, I observed the facility's staff schedule for the months of August 2021 and September 2021 and found that there are at least 2 staff working on each shift at all times. I found the staff schedule to be adequate.

<b>APPLICABLE RULE</b>	
<b>R 400.15303</b>	<b>Resident care; licensee responsibilities.</b>
	<b>(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.</b>

<b>ANALYSIS:</b>	Based on my investigation which included interviews with Anna Fouts, Sarah Pettipas, Shandra Morris, Diana Masomere, home manager Makayla Stalay, executive director Kayla Davis, review of <i>Assessment Plan for AFC Residents</i> , and <i>staff schedules</i> there is no evidence to support the allegation residents are not properly changed and cleaned or that residents are not being transferred properly or safely. Ms. Fouts, Ms. Pettipas, Ms. Morris, Ms. Masomere and Ms. Davis all stated residents are changed every two hours and there have not been any issues with the residents getting changed and cleaned appropriately. These staff members also all reported there are five residents who require two-person assistance with transfers and there have not been any issues with transferring the residents safely. The facility, including resident bedrooms, and residents were observed to be clean. The residents were also observed to be in good spirits. According to the staff schedules the facility has adequate staffing to conduct two-person assistance with transfers as needed. The facility has provided the personal care as defined in the assessment plan for all six residents.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 10/21/2021, I conducted an exit conference with licensee designee Todd Dockerty. I informed Mr. Dockerty of my findings and allowed him an opportunity to ask questions or make comments.

**IV. RECOMMENDATION**

I recommend the current license status remain unchanged.



Ondrea Johnson  
Licensing Consultant

10/21/2021  
Date

Approved By:



10/25/2021

Dawn N. Timm  
Area Manager

\_\_\_\_\_  
Date