



STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

GRETCHEN WHITMER
GOVERNOR

ORLENE HAWKS
DIRECTOR

November 9, 2021

Karen Conquest
11437 Runnells Dr.
Clio, MI 48420

RE: License #:	AM730009474
Investigation #:	2021A0123045
	Conquests AFC Home

Dear Ms. Conquest:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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 (906) 226-4171.

Sincerely,

A handwritten signature in cursive script, appearing to read "Shamidah Wyden".

Shamidah Wyden, Licensing Consultant
Bureau of Community and Health Systems
411 Genesee
P.O. Box 5070
Saginaw, MI 48607
989-395-6853

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM730009474
Investigation #:	2021A0123045
Complaint Receipt Date:	09/29/2021
Investigation Initiation Date:	09/30/2021
Report Due Date:	11/28/2021
Licensee Name:	Karen Conquest
Licensee Address:	11437 Runnells Dr. Clio, MI 48420
Licensee Telephone #:	(810) 397-3458
Administrator:	Karen Conquest
Licensee Designee:	N/A
Name of Facility:	Conquests AFC Home
Facility Address:	1914 N Bond Saginaw, MI 48602
Facility Telephone #:	(989) 752-5811
Original Issuance Date:	12/01/1997
License Status:	REGULAR
Effective Date:	07/19/2021
Expiration Date:	07/18/2023
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Resident A volunteers during the day. If she misses dinner, she calls the facility and asks them to save her a plate, but they do not.	No
On an unknown date, spinach pizza was served, and it made all the resident's sick.	No
On an unknown date, Resident A threw up in her bed, and there is still vomit on the side of her bed. The bathrooms in the home are filthy.	No
Additional Findings	Yes

III. METHODOLOGY

09/29/2021	Special Investigation Intake 2021A0123045
09/29/2021	APS Referral Information received regarding APS referral.
09/30/2021	Special Investigation Initiated - On Site I conducted an unannounced on-site visit.
10/14/2021	Contact - Telephone call made I conducted a Facetime interview with Resident A and Ms. Conquest.
10/18/2021	Inspection Completed On-site I conducted a follow up visit at the facility.
10/29/2021	Contact - Telephone call made I left a message requesting a return call from Resident A's guardian.
11/01/2021	Contact- Telephone call received I spoke with Resident A's public guardian via phone.
11/08/2021	Exit Conference I spoke with Karen Conquest via phone.

ALLEGATION:

- **Resident A volunteers during the day. If she misses dinner, she calls the facility and asks them to save her a plate, but they do not.**
- **On an unknown date, spinach pizza was served, and it made all the resident's sick.**

INVESTIGATION: On 09/30/2021, I conducted an unannounced visit to Conquest AFC Home. I spoke with licensee Karen Conquest. Ms. Conquest stated that Resident A does not eat all three meals at the facility, just supper and a snack. She stated that this is so because Resident A volunteers five to six days a week at an animal shelter. She stated that the spinach pizza was for Resident B's birthday, that was brought in by Resident B's family. She denied that the pizza is what made the residents sick. She stated that they had a flu.

On 10/14/2021, I made a call to the facility to schedule an interview with Resident A. I was informed Resident A was leaving for the weekend. I interviewed Resident A via Facetime. Resident A stated that she has a public guardian, and she has lived in the facility since August 2021. She stated that she was gone during the day volunteering and that she did tell Ms. Conquest that she threw up from the pizza she ate the night before. She stated that it was spinach pizza from another Resident that was served. She stated that other residents threw up as well as some having bowel movements. She stated that this is the first time she got sick from any food served at the home. She stated that she gets dinner at the facility every night after she gets home from volunteering. She stated that when she first started volunteering, there was about three days where there was no leftovers for her to eat dinner.

On 10/14/2021, I spoke with Ms. Conquest via Facetime. Ms. Conquest stated that three residents had an intestinal 24-hour stomach bug, with one of the residents being diagnosed with it because she had to go receive medical care. She stated that the residents all got sick on the night of September 17, 2021. She stated that it was viral gastroenteritis that Resident C was diagnosed with, and that everyone else had the same symptoms.

On 10/18/2021, I conducted a follow-up on-site visit at the facility. I interviewed Resident C. Resident C stated that she is her own person and does not have a guardian. She stated that she likes living in the facility, they eat three meals a day, plus snacks at night and when hungry. Resident C stated that the food is really good, and she has never been sick from the food. She stated that they had gotten sick from the flu, not the pizza they had. She stated that it was a stomach bug that lasted for about a day. Resident C stated that she does not know of a time that Resident A did not get dinner, and that the facility always has leftovers.

On 10/18/2021, I interviewed Resident B at the facility. Resident B does not have a guardian and is her own person. She stated that the pizza they had was for her birthday. She stated that they had the flu. She stated that the residents in this home are a family, and Resident A does not fit in. Resident B stated that they eat three meals

daily plus snacks, and everyone gets meals. She stated that they can go into the refrigerator to make a plate from the leftovers. Resident B stated that Resident A is lazy, but she has two hands and can make her own plate. She stated that Resident A is not starved, and Resident A comes home sometimes with fast food.

On 10/18/2021, I interviewed staff Lydia Bulgrien at the facility. Staff Bulgrien denied that any food has made any of the resident's sick. She stated that she is Safe Serv certified. She stated that she did not work the day the pizza was served. She stated that the pizza is bought at the same place every year by Resident B's family for her birthday. She stated that three meals are served per day, and an 8:00 pm snack. She stated that Resident A refuses meals sometimes, and usually eats with the person who transports her to her volunteer work. She stated that there are leftovers available to Resident A, but not a specific plate fixed for Resident A

On 10/18/2021, during this on-site I did a walk-thru and observed the food items stored in the home both upstairs and downstairs, and in each refrigerator and freezer. No issues were noted.

On 11/01/2021, I received a return phone call from Resident A's public guardian. He stated that Resident A is not excited about living in an AFC setting, and that Resident A has been kicked out of three AFC homes in the last year. He stated that he has not been made aware of the allegations. He stated he does not know if the allegations regarding the food are true. He stated that the facility has dinner every night at the same time, and there may be times Resident A will miss dinner due to her schedule.

APPLICABLE RULE	
R 400.14313	Resident nutrition.
	(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.
ANALYSIS:	<p>Ms. Conquest stated that Resident A does not eat all three meals at the facility, just supper and a snack.</p> <p>Resident A stated that she gets dinner at the facility every night after she gets home from volunteering. She stated that when she first started volunteering, there was about three days where there was no leftovers for her to eat dinner.</p> <p>Resident B and Resident C denied the allegations. They both reported that the home always has leftovers available after dinner.</p> <p>Staff Bulgrien stated that Resident A refuses meals sometimes,</p>

	<p>and usually eats with the person who transports her to her volunteer work. She stated that there are leftovers available to Resident A, but not a specific plate fixed for Resident A.</p> <p>There is no preponderance of evidence to substantiate a rule violation.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.14402	Food service.
	(1) All food shall be from sources that are approved or considered satisfactory by the department and shall be safe for human consumption, clean, wholesome and free from spoilage, adulteration, and misbranding.
ANALYSIS:	<p>Ms. Conquest stated that the spinach pizza was for Resident B's birthday, that was brought in by Resident B's family. She denied that the pizza is what made the residents sick. She stated that they had a 24-hour stomach flu.</p> <p>Resident A stated that she threw up from the pizza that was served for Resident B's birthday.</p> <p>Resident C stated that the food is really good, and she has never been sick from the food. She stated that they had gotten sick from the flu, not the pizza they had. She stated that it was a stomach bug that lasted for about a day.</p> <p>Resident B stated that the pizza they had was for her birthday. She stated that they had the flu.</p> <p>Staff Bulgrien denied that any food has made any of the resident's sick.</p> <p>There is no preponderance of evidence to substantiate a rule violation.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: On an unknown date, Resident A threw up in her bed, and there is still vomit on the side of her bed. The bathrooms in the home are filthy.

INVESTIGATION: On 09/30/2021, I conducted an unannounced visit to Conquest AFC Home. I spoke with licensee Karen Conquest. Ms. Conquest stated that Resident A is a complainer, that she just put new bed covers on Resident A's bed, and if there is vomit, Resident A did it and did not say anything about it. Ms. Conquest stated that she would have cleaned it up right away. Ms. Conquest stated that they clean the bathrooms, but this morning they have not done their cleaning yet.

On 09/30/2021, I conducted an unannounced visit to Conquest AFC Home. During this on-site, I conducted a walk-thru of the facility. I observed the bathrooms to appear to be clean/maintained.

On 10/18/2021, I conducted a follow-up on-site visit at the facility. I interviewed Resident C. Resident C stated that she is her own person and does not have a guardian. She stated that the bathrooms are clean, and that staff clean the bathrooms.

On 10/18/2021, I interviewed Resident B at the facility. She stated that when Resident A threw up on her covers, Resident A did not tell staff about it, and that Resident A does not like anyone going into her room to clean. She stated that there have been no issues with the bathrooms being clean, and she will tell staff if something is wrong with the bathroom, or she'll clean it herself. She stated that it is not staff's fault regarding the bathroom, it is that they have a low functioning resident who lives there, and if you can't wait for staff to clean the bathroom, you have to clean it yourself.

On 10/18/2021, I interviewed staff Lydia Bulgrien at the facility. She stated that there is one resident you have to clean the toilet behind after the resident uses the bathroom. Staff Bulgrien stated that one day Resident A told her she accidentally urinated in her bed while asleep, and she (Staff Bulgrien) cleaned up Resident A's laundry afterwards. Staff Bulgrien stated that Ms. Conquest called her regarding Resident A throwing up. Staff Bulgrien denied seeing any throw up in Resident A's room. She stated that staff cleans the bathrooms daily, and some residents wash dishes.

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:	On 09/30/2021, I conducted an unannounced visit to Conquest AFC Home. During this on-site, I conducted a walk-thru of the facility. I observed the bathrooms to appear to be clean/maintained.

	<p>Ms. Conquest, Resident B, Resident C, and Staff Bulgrien denied the allegations and stated that staff clean the bathrooms.</p> <p>There is no preponderance of evidence to substantiate a rule violation.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION: On 09/30/2021, I conducted an unannounced visit to Conquest AFC Home. During this on-site, I conducted a walk-thru of the facility. There were at least two resident bedrooms that appeared to not be kept in a clean and orderly appearance. I took photos of the bedrooms. Resident A's bedroom was unkempt, with clothing and other personal items all on the floor of the room, and on the floor of her closet. The paint on the wall at the head of her bed and side of her bed appeared to have been peeled away in large sections. The floor also appeared to have needed sweeping. A second upstairs bedroom appeared to be disorderly as well, with personal items, laundry, shoes, pop bottles, and a bag of chips laying in the middle of the floor between two resident beds, in a trail from the front of the resident's dresser (situated at the far wall to the bedroom door.)

On 10/18/2021, I conducted a follow up visit to the facility. I took photos of Resident A's bedroom, as well as second bedroom observed from the visit on 09/30/2021. Resident A's bed was made up, her clothing was hanging up in the closet, and her bedroom walls had been repainted. The second bedroom appeared to be picked up as well. The beds were made, and the floor appeared to be clear of clutter.

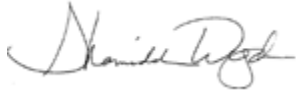
On 11/01/2021, I received a return phone call from Resident A's public guardian. Guardian 1 stated that Resident A notoriously has a messy bedroom.

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.
ANALYSIS:	<p>On 09/30/2021, I conducted an unannounced visit to Conquest AFC Home. During this on-site, I conducted a walk-thru of the facility. There were at least two resident bedrooms that appeared to not be kept in a clean and orderly appearance.</p> <p>There is a preponderance of evidence to substantiate a rule violation.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 11/08/2021, I conducted an exit conference with licensee Karen Conquest. I informed her of the findings and conclusion.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend continuation of this AFC medium group home license (capacity 12).

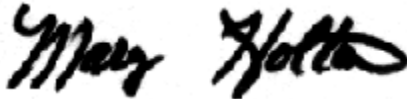


11/09/2021

Shamidah Wyden
Licensing Consultant

Date

Approved By:



11/09/2021

Mary E Holton
Area Manager

Date