



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

March 9, 2022

Rhonda Hendrickson
University Living
One Town Center Rd
Boca Raton, FL 33486

RE: License #: AH810401699
Investigation #: 2022A1019026

Dear Ms. Hendrickson:

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. Failure to submit an acceptable corrective action plan will result in disciplinary action. 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 authorized representative and a date.

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 (517) 284-9730.

Sincerely,

A handwritten signature in blue ink, appearing to read "Elizabeth Gregory-Weil".

Elizabeth Gregory-Weil, Licensing Staff
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 347-5503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AH810401699
Investigation #:	2022A1019026
Complaint Receipt Date:	01/25/2022
Investigation Initiation Date:	01/26/2022
Report Due Date:	03/24/2022
Licensee Name:	Ann Arbor Senior Housing OPCO, LLC
Licensee Address:	Ste 310 One Town Center Rd Boca Raton, FL 33486
Administrator:	Kelly Hardy
Authorized Representative:	Rhonda Hendrickson
Name of Facility:	University Living
Facility Address:	2865 S. Main Street Ann Arbor, MI 48103
Facility Telephone #:	(734) 665-2819
Original Issuance Date:	05/26/2021
License Status:	REGULAR
Effective Date:	11/26/2021
Expiration Date:	11/25/2022
Capacity:	90
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Resident A isn't bathing.	Yes
Resident A's clothes are dirty.	No
Additional Findings	Yes

III. METHODOLOGY

01/25/2022	Special Investigation Intake 2022A1019026
01/26/2022	Special Investigation Initiated - Letter Emailed administrator requesting documentation.
01/26/2022	APS Referral Notified APS of the allegations via email referral template.
01/27/2022	Contact - Document Received Email notification that APS referral was denied.
02/15/2022	Inspection Completed On-site
02/15/2022	Inspection Completed-BCAL Sub. Compliance
03/09/2022	Exit Conference

ALLEGATION:

Resident A isn't bathing.

INVESTIGATION:

On 1/25/22, the department received a complaint regarding Resident A. the complaint read that Resident A is dirty and smells horribly. The complainant expressed concern that Resident A was not bathing.

On 2/15/22, I conducted an onsite inspection. I interviewed administrator Kelly Hardy at the facility. Ms. Hardy stated that Resident A is independent with bathing tasks,

but that staff do provide him with occasional reminders to perform this task. Ms. Hardy stated that Resident A is extremely resistant and often refuses to bathe. Ms. Hardy stated that they have notified Resident A's family of this issue and that they are unable to get him to cooperate.

On 2/15/22, I interviewed shift supervisor Kayla Williams at the facility. Ms. Williams stated that staff are responsible to provide shower assistance to Resident A twice weekly. Ms. Williams affirmed that Resident A is combative and resistant and refuses "Nine out of ten times". Ms. Williams stated that staff are taught to re-approach the resident three times and after three refusals they do not have to try anymore during that shift. Ms. Williams stated that bathing tasks, including completed showers/baths and any refusals should be documented on a "Shower/Bath Record".

On 2/15/22, I attempted to interview Resident A. I stood in Resident A's doorway while Ms. Hardy introduced me. Resident A proceeded to state "Get out of here, I'm not answering any of that." As a result, I was unable to interview Resident A and promptly left his apartment.

While onsite, Ms. Williams provided me with Resident A's *Shower/Bath Record*. The timeframe reviewed was from September 2021-present. Staff documented that Resident A refused a shower on the following dates: 9/17/21, 9/25/21, 10/3/21, 10/6/21, 10/9/21, 10/16/21, 10/23/21, 10/30/21, 11/6/21, 11/13/21, 11/17/21, 11/20/21, 12/4/21, 1/8/22, 1/15/22, 1/22/22, 2/4/22 and 2/12/22. There was no documentation to support that Resident A bathed at all during that timeframe.

APPLICABLE RULE	
R 325.1933	Personal care of residents.
	(2) A home shall afford a resident the opportunity and instructions when necessary for daily bathing, oral and personal hygiene, daily shaving, and hand washing before meals. A home shall ensure that a resident bathes at least weekly and more often if necessary.

ANALYSIS:	While the facility afforded Resident A with the opportunity to bathe by having his own shower in his apartment and providing some reminders and prompting, the facility was unable to provide any evidence that he was bathing at least weekly. The bathing documentation provided by facility management indicated that Resident A had not bathed in several months and often listed infrequent attempts from staff to complete this task.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

Resident A’s clothes are dirty.

INVESTIGATION:

The complainant stated that Resident A is always wearing the same clothes every time family visits him.

Ms. Hardy and Ms. Williams stated that Resident A’s laundry is completed weekly by facility staff. Ms. Williams confirmed that Resident A’s assigned laundry day/time is Friday afternoon.

While I attempted to interview Resident A, he did not want me in his apartment, and I was unable to get close enough to him in order to verify if was wearing clean clothing. I was able to observe a laundry basket with what appeared to be freshly laundered items in his apartment. Resident A allowed Ms. Hardy to approach him, and she stated his clothing was clean.

Resident A’s service plan read “Resident can complete dressing activity independently without staff assistance” and “Facility completes residents laundry at least once per week”.

APPLICABLE RULE	
R 325.1935	Bedding, linens, and clothing.
	(3) The home shall make adequate provision for the laundering of a resident's personal laundry.

ANALYSIS:	The facility was able to demonstrate a clear and consistent laundry protocol and during my onsite, I observed a basket of clean clothing in Resident A's apartment. While it is possible that Resident A himself will change into dirty clothes on his own, there is no evidence that the facility is not laundering his items at least weekly.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

Ms. Hardy reported that Resident A bathed independently, with reminders and prompting from facility staff while Ms. Williams stated that facility staff are responsible for providing bathing assistance to Resident A. Both Ms. Hardy and Ms. Williams identified Resident A as combative and highly noncompliant with bathing, with frequent refusals. Ms. Williams stated that Resident A is on the shower schedule for Wednesday and Saturday during the day shift.

Regarding bathing, Resident A's service plan dated 12/12/21 read "Resident is resistant to assistance planned". The plan did not clearly specify if Resident A required staff assistance or bathed independently, did not identify how frequently bathing tasks were to take place and did not provide staff to any direction if/when Resident A resisted or refused bathing tasks.

APPLICABLE RULE	
R 325.1931	Employees; general provisions.
	(2) A home shall treat a resident with dignity and his or her personal needs, including protection and safety, shall be attended to consistent with the resident's service plan.
For reference R 325.1901	Definitions.
	(21) "Service plan" means a written statement prepared by the home in cooperation with a resident and/or the resident's authorized representative or agency responsible for a resident's placement, if any, and that identifies the specific care and maintenance, services, and resident activities appropriate for each individual resident's physical, social, and behavioral needs and well-being and the methods of providing the care and services while taking

	into account the preferences and competency of the resident.
ANALYSIS:	Resident A's service plan was not clear as to who was responsible for Resident A's bathing tasks, how often he was to bathe and was void of any guidance to staff if he was resistant to care.
CONCLUSION:	VIOLATION ESTABLISHED

On 3/9/22, I shared the findings of this report with authorized representative Rhonda Hendrickson.

IV. RECOMMENDATION

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



2/22/2022

Elizabeth Gregory-Weil
Licensing Staff

Date

Approved By:



03/08/2022

Andrea L. Moore, Manager
Long-Term-Care State Licensing Section

Date