



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 7, 2022

Tasheona Beard
4460 Orchard Lake Road
West Bloomfield, MI 48323

RE: License #: AH630378427
Investigation #: 2022A1019049
Townehall Place of West Bloomfield

Dear Ms. Beard:

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 #:	AH630378427
Investigation #:	2022A1019049
Complaint Receipt Date:	05/03/2022
Investigation Initiation Date:	05/04/2022
Report Due Date:	07/02/2022
Licensee Name:	Orchard Lake Senior Care, LLC
Licensee Address:	Suite 1600 1000 Legion Place Orlando, FL 32801
Licensee Telephone #:	(407) 999-2400
Administrator and Authorized Representative:	Tasheona Beard
Name of Facility:	Townehall Place of West Bloomfield
Facility Address:	4460 Orchard Lake Road West Bloomfield, MI 48323
Facility Telephone #:	(248) 683-1010
Original Issuance Date:	11/16/2015
License Status:	REGULAR
Effective Date:	05/16/2022
Expiration Date:	05/15/2023
Capacity:	75
Program Type:	AGED

II. ALLEGATION(S)

	Violation Established?
Resident A eloped from the facility.	Yes
Additional Findings	No

III. METHODOLOGY

05/03/2022	Special Investigation Intake 2022A1019049
05/04/2022	Comment Complaint was forwarded to LARA from APS. Assigned to APS worker Aldred.
05/04/2022	Special Investigation Initiated - Letter Emailed APS worker S. Aldred for status update/ additional information.
05/04/2022	Comment Due to COVID-19 pandemic, investigation is being conducted remotely.
05/24/2022	Inspection Completed-BCAL Sub. Compliance
06/07/2022	Exit Conference

ALLEGATION:

Resident A eloped from the facility.

INVESTIGATION:

On 5/3/22, the department received a complaint that Resident A eloped from the facility on 5/2/22. The complaint read that staff were unaware she left the building and was later "seen walking through people's backyards". The complaint was forwarded to LARA from Adult Protective Services.

Prior to receipt of the complaint, licensing staff received an email from administrator and authorized representative Tasheona Beard that read:

I am emailing to report that one of our residents [Resident A.] exited the community and was returned via the police. The caregiver who was assigned to her last saw her around 10:30 getting ready to attend exercise. The resident was returned to community via the authorities around 11:25-11:30 am. Responsible party was notified. Meeting scheduled with responsible party Wednesday to discuss next steps. Resident had no injuries & was evaluated by EMS. We are still piecing together the circumstances surrounding this incident but for reporting purposes I wanted to email you to inform you asap.

On 5/5/22, Ms. Beard submitted an incident report regarding the elopement. The incident report listed the date of the incident as 5/2/22 and time of incident as 11:30am. The incident report read:

Around 11:30 AM [Resident A] was returned to the community by the West Bloomfield Police department. Police department stated that they received a call for a welfare check regarding an elderly W/F roaming the neighborhood. Resident was assessed by EMS, was originally going to be transported to HFWB for elevated blood pressure but it was determined that the residents blood pressure decreased and she was safely returned to the community. Resident stated she walked out of the front door to get some fresh air. Receptionist stated that she stepped away from the desk for 5 minutes. During this time the front door was being serviced so door alarm was not on. Residents service plan/assessment calls for every 2-hour checks on resident, resident was last observed by caregiver at 10:30 am getting on elevator stating she was going to exercise class. Resident is ambulatory and uses no assistive devices. Resident is able to communicate her needs.

In follow up correspondence with Ms. Beard, she indicated that it is believed that Resident A exited the building around 10:30 am while the receptionist went on break and was gone for roughly one hour. Ms. Beard reported that to her understanding, the police were notified by a bystander to conduct a welfare check on an elderly woman who appeared confused. Ms. Beard also confirmed that prior to her return, staff were unaware that Resident A had left the building and that staff were aware that she required supervision while outside of the facility.

APPLICABLE RULE	
R 325.1921	Governing bodies, administrators, and supervisors.
	<p>(1) The owner, operator, and governing body of a home shall do all of the following:</p> <p style="padding-left: 40px;">(b) Assure that the home maintains an organized program to provide room and board, protection, supervision, assistance, and supervised personal care for its residents.</p>

For Reference R 325.1901	Definitions.
	<p>(16) "Protection" means the continual responsibility of the home to take reasonable action to ensure the health, safety, and well-being of a resident as indicated in the resident's service plan, including protection from physical harm, humiliation, intimidation, and social, moral, financial, and personal exploitation while on the premises, while under the supervision of the home or an agent or employee of the home, or when the resident's service plan states that the resident needs continuous supervision.</p> <p>(22) "Supervision" means guidance of a resident in the activities of daily living, and includes all of the following:</p> <p style="padding-left: 40px;">(d) Being aware of a resident's general whereabouts as indicated in the resident's service plan, even though the resident may travel independently about the community.</p>
ANALYSIS:	Resident A eloped from the facility on 5/2/22 by means of exiting out of the main entrance. Resident A was outside of the facility unattended for roughly one hour before being escorted back to the facility by police, placing her at great risk of harm while outside unsupervised. It was also determined that staff left the front door unattended without a working alarm system in place.
CONCLUSION:	VIOLATION ESTABLISHED

On 6/7/22, I shared the findings of this report with authorized representative Tasheona Beard.

IV. RECOMMENDATION

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



06/07/2022

Elizabeth Gregory-Weil
Licensing Staff

Date

Approved By:



06/07/2022

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

Date