



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 28, 2022

Patsy Bolden
Mom's Healing Hands, LLC
937 E. Grand Blvd
Detroit, MI 48207

RE: License #: AS820360516
Investigation #: 2022A0101026
Mom's Healing Hands II

Dear Ms. Bolden:

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.
- 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 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 (313) 456-0380.

Sincerely,

A handwritten signature in blue ink, appearing to read "Edith Richardson".

Edith Richardson, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 919-1934

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT
THIS REPORT CONTAINS QUOTED PROFANITY**

I. IDENTIFYING INFORMATION

License #:	AS820360516
Investigation #:	2022A0101026
Complaint Receipt Date:	06/06/2022
Investigation Initiation Date:	06/08/2022
Report Due Date:	08/05/2022
Licensee Name:	Mom's Healing Hands, LLC
Licensee Address:	1027 E. Grand Blvd. Detroit, MI 48207
Licensee Telephone #:	(313) 922-4915
Administrator:	Patsy Bolden
Licensee Designee:	Patsy Bolden
Name of Facility:	Mom's Healing Hands II
Facility Address:	1027 E. Grand Blvd. Detroit, MI 48207
Facility Telephone #:	(313) 922-4915
Original Issuance Date:	02/04/2015
License Status:	REGULAR
Effective Date:	08/04/2021
Expiration Date:	08/03/2023
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

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II. ALLEGATION(S)

	Violation Established?
Direct care staff (DCS) LaCarol Collins is verbally and physically abusive to the residents.	Yes

III. METHODOLOGY

06/06/2022	Special Investigation Intake 2022A0101026
06/06/2022	APS Referral Received from APS and ORR
06/08/2022	Special Investigation Initiated - Telephone Licensee Designee Pasty Bolden
06/30/2022	Inspection Completed-BCAL Sub. Compliance
07/21/2022	Exit Conference

ALLEGATION: Direct care staff (DCS) LaCarol Collins is verbally and physically abusive to the residents.

INVESTIGATION: On 06/06/2022, I listened to two audio recordings. It was a staff person talking harshly to various residents at the Mom's Helping Hands Adult Foster Care Home. The following statements were made:

"Don't you start choking. Don't go swelling up. I'm going to put your ass down the basement steps and close the door. I ain't going to let your ass up here either you, just going to be down there. I ain't letting him up cause I don't want to see his swollen ass lips."

"Get your ass on in here. [unintelligible] Shit. Wake your ass up. You don't sleep all day, just trying to get up in that room and sleep all day, for what. Come on over here so I can stab you with this oven fork. Come on, come on."

"Awe hell naw you ain't using my bathroom. You walk past your bathroom talking about how nasty my bathroom. Ain't nobody in there ain't a sole mother fucker cause everybody here use this bathroom right here. So what are you talking about somebody in here."

I spoke with licensee designee Pasty Bolden on 06/08/2022. Ms. Bolden stated she heard the audio recordings, and it was DCS LaCarol Collins talking to the residents. Ms. Bolden also stated Ms. Collins was a long-term employee. Ms. Bolden stated Ms. Collins started working for her when she brought the home in 2015. Ms. Bolden stated she never observed Ms. Collins mistreat the residents and the residents never reported Ms. Collins' behavior to her.

On 06/30/2022, I interviewed Residents A, B, C, D, and E. Resident A stated Ms. Collins is disrespectful, and he express that he never wants to see her again in life. Resident A stated Ms. Collins does not know how to get along with people. Resident A further stated Ms. Collins slapped him. Resident B stated he observed Ms. Collins slap Resident A. Resident B further stated he was standing at the office doorway and Ms. Collins pushed him out of the doorway. Resident C stated Ms. Collins argued with the residents. Resident D and E stated they did not have a problem with Ms. Collins

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	<p>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following:</p> <ul style="list-style-type: none"> (a) Use any form of punishment. (b) Use any form of physical force other than physical restraint as defined in these rules. (c) Restrain a resident's movement by binding or tying or through the use of medication, paraphernalia, contraptions, material, or equipment for the purpose of immobilizing a resident. (d) Confine a resident in an area, such as a room, where egress is prevented, in a closet, or in a bed, box, or chair or restrict a resident in a similar manner.

	<p>(e) Withhold food, water, clothing, rest, or toilet use.</p> <p>(f) Subject a resident to any of the following:</p> <p>(i) Mental or emotional cruelty.</p> <p>(ii) Verbal abuse.</p> <p>(iii) Derogatory remarks about the resident or members of his or her family.</p> <p>(iv) Threats.</p> <p>(g) Refuse the resident entrance to the home.</p> <p>(h) Isolation of a resident as defined in R400.14102(1)(m).</p> <p>(i) Any electrical shock device.</p>
ANALYSIS:	Based upon the audio recordings and my interviews with Residents A, B, and C it is concluded that DCS La Carol Collins subjected the residents to mental and emotional cruelty, verbal abuse, threaten the residents and made derogatory remarks about the residents. It is further concluded, Ms. Collins used physical force with Resident A and B. Resident A stated Ms. Collins slap him. Resident B observed Ms. Collins slap Resident A. Resident B stated Ms. Collins pushed him out of the office doorway. Resident C stated Ms. Collins argue with the residents.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon submission of an acceptable corrective action plan I recommend the status of the license remains unchanged.



Edith Richardson
Licensing Consultant

07/28/2022

Date

Approved By:



07/28/2022

Ardra Hunter
Area Manager

Date

