



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

Joyce Sihotang
Loving Care Foster Homes, LLC
8228 Kephart Lane
Berrien Springs, MI 49103

August 12, 2022

RE: License #: AL110315890
Investigation #: 2022A0579030
Harvest Home

Dear Ms. Sihotang:

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 (616) 356-0183.

Sincerely,

Cassandra Duursma, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa Ave NW, 7th Floor-Unit 13
Grand Rapids, MI 49503
(269) 615-5050

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL110315890
Investigation #:	2022A0579030
Complaint Receipt Date:	07/18/2022
Investigation Initiation Date:	07/18/2022
Report Due Date:	09/16/2022
Licensee Name:	Loving Care Foster Homes, LLC
Licensee Address:	4509 Timberland Drive Berrien Springs, MI 49103
Licensee Telephone #:	(269) 471-2125
Administrator:	Joyce Sihotang
Licensee Designee:	Joyce Sihotang
Name of Facility:	Harvest Home
Facility Address:	625 St. Joseph Avenue Berrien Springs, MI 49103
Facility Telephone #:	(269) 473-2700
Original Issuance Date:	02/21/2013
License Status:	REGULAR
Effective Date:	08/16/2021
Expiration Date:	08/15/2023
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED/ MENTALLY ILL DEVELOPMENTALLY DISABLED/ AGED/ TRAUMATICALLY BRAIN INJURED/ ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Resident was observed to have poor hygiene; his nails were not cut, he needed a haircut, and he had not shaved or had his teeth brushed for weeks.	No
Additional Findings	Yes

III. METHODOLOGY

07/18/2022	Special Investigation Intake 2022A0579030
07/18/2022	Special Investigation Initiated - Letter Complainant
07/21/2022	Contact- Face to Face Resident A, Christopher Sihotang (Direct Care Worker), and Grace Kaleao (Direct Care Worker), and Ms. Elvie Sundalangi (Direct Care Worker.
08/24/2022	Exit Conference Joyce Sihotang, Licensee Designee

ALLEGATION:

Resident was observed to have poor hygiene; his nails were not cut, he needed a haircut, and he had not shaved or had his teeth brushed for weeks.

INVESTIGATION:

On 7/18/22, I received this referral through the Bureau of Community Health Systems online complaint system. The complaint alleged on 7/14/22, Resident A was observed with his nails not cut, he needed a haircut, his face was not shaved, and his teeth had not been brushed in weeks. He was observed in bed wearing a hospital gown at lunch time.

On 7/18/22, I e-mailed the complainant confirming receipt of the allegations.

On 7/19/22, I completed an unannounced, on-site investigation. Interviews were completed with Resident A, direct care workers (DCW) Christopher Sihotang, and Grace Kaleao, and Ms. Elvie Sundalangi.

I spoke to Resident A in his room. Due to limited verbal abilities, Resident A could not successfully engage in interviewing. He was observed to be clean shaven and appropriately dressed while lying in bed. His nails had growth approximately 1/4 an inch past the tips of his fingers and appeared clean. The crown of Resident A's head appeared bald, and he presented with wispy hair growth approximately 3 inches long on the sides and back of his head. Resident A's lips appeared to be peeling and there was saliva on his lips and teeth. He appeared neat and clean otherwise.

Ms. Kaleao stated she did not work on 7/14/22 so she could not speak to how Resident A appeared that day. She stated Resident A has his teeth brushed twice daily. She stated Resident A is shaved after his shower, which occurs approximately every other day. She stated she has not observed Resident A's hair to be unkempt and she believes he has it cut once a month when a barber visits the home. She stated Resident A's nails are currently slightly long and she will be cutting them after he eats lunch today. She stated she is not certain when his nails were last cut. She stated there was a resident who went into critical care the week prior and returned home with increased needs on 7/14/22, in addition to a few staff members being gone due to family member illness, so it was likely that Resident A's nails were not trimmed last week due to staffing constraints.

Mr. Sihotang stated he was working on 7/14/22. He stated he was not the direct care worker assigned to Resident A, another worker was, but he was aware that Resident A's guardian brought up concerns about Resident A's nails and teeth that day. He stated Resident A's teeth are brushed every morning and every evening. He stated he did not see Resident A at the time that Guardian A had concerns, but he knows it was after lunch time, and he believes Resident A may have needed his mouth cleaned with a solution he uses because he gets mucus and saliva build up in his mouth. He stated Resident A's nails are due to be trimmed today and staff will be trimming them this afternoon. He stated he assisted with putting Resident A into his hospital gown after he finished lunch on 7/14/22. He stated when Resident A rests in bed, staff typically put him in his hospital gown with the back open to prevent sores.

He stated Resident A is shaved after he is bathed which is multiple times per week. He stated Resident A's hair typically looks as it appears today, and he did not have concerns about Resident A appearing unshaven or his hair unkempt when he saw Resident A on 7/14/22.

Ms. Sundalangi stated Guardian A brought concerns to her attention for Resident A's hygiene on 7/14/22. She stated she did not directly observe Resident A that day. She stated there was a resident in critical care and staff out of the home last week so there may have been a delay to trimming Resident A's nails since it was nonemergent, but the staffing concerns have been resolved and Resident A's nails will be trimmed today.

While on-site I reviewed Resident A's written assessment plan dated 9/23/21 and signed by all appropriate parties. Regarding Resident A's hair care, it was noted Resident A is bald. Regarding "Mouth Care" it was noted staff "assist."

APPLICABLE RULE	
R 400.15303	Resident care; licensee responsibilities.
	(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.
ANALYSIS:	<p>Resident A appeared appropriately groomed and free of hygiene concerns. His nails presented with growth approximately $\frac{1}{4}$ of an inch past his fingertips and his nails appeared clean.</p> <p>Ms. Kaleao, Mr. Sihotang, and Ms Sundalangi reported Resident A's nails would be trimmed on 7/19/22 and noted there may have been a delay in trimming Resident A's nails due to staffing challenges and a resident emergency in the previous week that led to nonemergency resident care tasks being delayed to this week when staffing challenges were resolved.</p> <p>Ms. Kaleao and Mr. Sihotang reported Resident A showers multiple times per week, is shaved after his shower, and Resident A's teeth are brushed twice daily.</p> <p>Ms. Kaleao reported Resident A has his hair trimmed once a month.</p> <p>Based on the interviews completed the staff communicated reasonable care routines for Resident A. My observations of the residents revealed they were receiving the care staff communicated except for Resident A's nail routine. While there</p>

	was some staffing challenges and unexpected increase in care needs during the period in question, it appears the allegations as indicated by the complainant were isolated in nature and not an ongoing problem.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

On 7/19/22, Ms. Kaleao stated Resident A has his teeth brushed twice daily, is shaved after his shower approximately every other day, has his haircut approximately once a month, and she would be trimming his fingernails today.

Mr. Sihotang stated Resident A's teeth are brushed twice daily, is shaved after his shower multiple times per week, and staff will be trimming Resident A's nails today.

Ms. Sundalangi stated staff will be trimming Resident A's nails today.

Resident A's written assessment plan noted, regarding Resident A's hair care, only that Resident A is bald. The section regarding Resident A's facial shaving was left blank indicating care is not needed or provided. Regarding "Hands/Feet Care", this section was left blank indicating care is not needed or provided. Regarding "Mouth Care", it noted only that staff assist.

APPLICABLE RULE	
R 400.15301	Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.
	<p>(2) A licensee shall not accept or retain a resident for care unless and until the licensee has completed a written assessment of the resident and determined that the resident is suitable pursuant to all of the following provisions:</p> <p>(a) The amount of personal care, supervision, and protection that is required by the resident is available in the home.</p>

ANALYSIS:	<p>Ms. Kaleao, Mr. Sihotang, and Ms. Sundalangi reported staff trim Resident A's nails and would be doing so today. Directions for Resident A's nail care were left blank on Resident A's written assessment plan.</p> <p>Ms. Kaleao reported Resident A has his hair trimmed once a month. The section regarding Resident A's hair care only noted he is bald.</p> <p>Ms. Kaleao and Mr. Sihotang reported Resident A showers multiple times per week and is shaved after his shower. The section regarding shaving Resident A's facial hair in Resident A's assessment plan was left blank.</p> <p>Ms. Kaleao and Mr. Sihotang reported Resident A's teeth are brushed twice daily. Resident A's assessment plan only noted staff assist with Resident A's mouth care.</p> <p>Based on the interviews completed and documentation observed, there is sufficient evidence to support that Resident A's written assessment plan did not accurately list the amount of personal care that is required by the resident and is available in the home.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 8/24/22, I contacted Ms. Sihotang for an exit conference. She did not refute my findings or recommendations.

IV. RECOMMENDATION

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

Cassandra Duursma

8/12/22

Cassandra Duursma, Licensing
Consultant

Date

Approved By:

Russell Misiak

8/24/22

Russell B. Misiak, Area Manager

Date