



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

September 22, 2022

John Winden
Close To Home Assisted Living, Saginaw LLC
1805 South Raymond
Bay City, MI 48706

RE: License #: AL730398655
Investigation #: 2022A0871049
Close to Home Assisted Living Saginaw Side 1

Dear Mr. Winden:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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) 643-7960.

Sincerely,

A handwritten signature in blue ink that reads "Kathryn A. Huber".

Kathryn A. Huber, Licensing Consultant
Bureau of Community and Health Systems
411 Genesee
P.O. Box 5070
Saginaw, MI 48605
(989) 293-3234

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL730398655
Investigation #:	2022A0871049
Complaint Receipt Date:	08/08/2022
Investigation Initiation Date:	08/10/2022
Report Due Date:	10/07/2022
Licensee Name:	Close To Home Assisted Living, Saginaw LLC
Licensee Address:	1805 South Raymond Bay City, MI 48706
Licensee Telephone #:	(989) 401-3581
Administrator:	John Winden
Licensee Designee:	John Winden
Name of Facility:	Close to Home Assisted Living Saginaw Side 1
Facility Address:	2142 N Center. Saginaw, MI 48603
Facility Telephone #:	(989) 778-2575
Original Issuance Date:	03/31/2020
License Status:	REGULAR
Effective Date:	09/30/2020
Expiration Date:	09/29/2022
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED AGED

II. ALLEGATION(S)

	Violation Established?
Staff does not want to give Resident A showers because of his size, and they do not do a good job.	No
Resident A's hearing aids have been broken for three weeks and the facility has not replaced them.	

III. METHODOLOGY

08/08/2022	Special Investigation Intake 2022A0871049
08/08/2022	APS Referral Denied to Saginaw County MDHHS
08/10/2022	Special Investigation Initiated - On Site Interviewed Home Manager Stacy Reno
09/20/2022	Inspection Completed On-site Interviewed Staff Members Felicitee Barnett and Makyah Coleman, Residents A-E
09/20/2022	Exit Conference Face to face exit conference with Licensee John Winden

ALLEGATION:

Staff does not want to give Resident A showers because of his size, and they do not do a good job.

INVESTIGATION:

On August 10, 2022, I conducted an unannounced onsite investigation and interviewed Home Manager Stacy Reno. Manager Reno stated Resident A gets showered two times per week, on Tuesday and Thursday. Manager Reno indicated he is showered more often if needed. Manager Reno said she has fired several employees lately and feels like they are calling in complaints in retaliation.

I also interviewed Resident A and he stated he gets showered. Resident A said he is “showered every Tuesday and Thursday.” Resident A said staff does a good job showering him and he “likes Stacy and staff.” Resident A appeared clean, and no odor was noted.

On September 20, 2022, I conducted an unannounced onsite investigation and interviewed Staff Felicitee Barnett. I asked Ms. Barnett when Resident A is showered and she indicated “two times per week, more if needed.” Ms. Barnett stated Resident A’s “showers are easy to give” and he never was given a “bad shower where he was left unclean.”

On September 20, 2022, I also interviewed Staff Makyah Coleman. When I asked Ms. Coleman when Resident A gets showered, she replied, “as scheduled or if he asks for one.” Ms. Coleman said he gets at least two showers a week, on Tuesday and Thursday. Ms. Coleman said he is always washed and clean.

On September 20, 2022, I also interviewed Resident A. Resident A said staff are doing a good job and he is getting showered. Again, he appeared clean with no odor about him.

On September 20, 2022, I also interviewed Residents B-E. Resident B said staff does a good job showering her and had no complaints. Resident C does her own showering but showers regularly. Resident D said she gets her showers, and she likes staff. Resident D indicated she gets her showers twice a week and “staff are very good.” Resident E said when staff showers her “they do a really good job.” Residents A-E all indicated the staff are good workers and they like staff. Residents A-E all appeared clean and no odor on anyone. The other residents in the facility that are in the later stages of dementia all appeared clean.

APPLICABLE RULE	
R 400.15314	Resident hygiene.
	(1) A licensee shall afford a resident the opportunity, and instructions, when necessary, for daily bathing and oral and personal hygiene. A licensee shall ensure that a resident bathes at least weekly and more often if necessary.

ANALYSIS:	Resident A said he gets showered two times a week. Residents B-E stated they get showered, and they all appeared clean. Staff Members Felicitee Barnett and Makyah Coleman both said Resident A gets showered two times a week, more often if needed or requested. There is no evidence to confirm violation of this rule.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident A’s hearing aids have been broken for three weeks and the facility has not replaced them.

INVESTIGATION:

On August 10, 2022, Manager Stacy Reno indicated Resident A is a ‘Pace’ client and they handle his medical needs. Ms. Reno said his hearing aids have been broken but Pace had limited services because there was an outbreak of COVID-19 within their staff. Manager Reno said Resident A’s hearing aids will be replaced as soon as Pace is able to get them.

On September 20, 2022, Manager Reno reported that Resident A had received his new hearing aids.

On September 20, 2022, I asked Staff Makyah Coleman if Resident A had new hearing aids and she replied that “he has them but does not want to use them.” I also asked Staff Felicitee Coleman if Resident A had new hearing aids and she said, “he did get new hearing aids and I put them in myself.” She also said he does not want to wear his hearing aids.

I asked Resident A if he had his new hearing aids, and he was wearing them.

APPLICABLE RULE	
R 400.14303	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:	Manager Reno said ‘Pace’ is the agency that handles Resident A’s medical needs and they were aware he needed new hearing aids. Manager Reno said it took longer because of an outbreak of COVID-19 and services were slowed because of it. Resident

	A did receive his new hearing aids when it was possible for Pace to get them. There is no evidence to confirm violation of this rule.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On September 20, 2022, I conducted a face-to-face exit conference with Licensee John Winden. Licensee Winden was advised there would be no rule violations cited with this complain.

IV. RECOMMENDATION

I recommend continuation of the current status of the license of this AFC adult large group home (capacity 13-20).

Kathryn Huber

09/22/2022

Kathryn A. Huber
Licensing Consultant

Date

Approved By:

Mary Holton

09/22/2022

Mary E. Holton
Area Manager

Date