



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

October 27, 2022

Lena Bhim  
LJ&D Enterprises dba JC Home Care  
50800 Bog Rd  
Bellville, MI 48111

RE: License #: AS820385285  
Investigation #: 2022A0901043  
J.C. Home Care

Dear Ms. Bhim:

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 black ink that reads "Regina Buchanan". The signature is written in a cursive, flowing style.

Regina Buchanan, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 949-3029

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS820385285
<b>Investigation #:</b>	2022A0901043
<b>Complaint Receipt Date:</b>	09/02/2022
<b>Investigation Initiation Date:</b>	09/02/2022
<b>Report Due Date:</b>	11/01/2022
<b>Licensee Name:</b>	LJ&D Enterprises dba JC Home Care
<b>Licensee Address:</b>	50800 Bog Rd Bellville, MI 48111
<b>Licensee Telephone #:</b>	(734) 709-8523
<b>Administrator:</b>	Lena Bhim
<b>Licensee Designee:</b>	Lena Bhim
<b>Name of Facility:</b>	J.C. Home Care
<b>Facility Address:</b>	29659 Birchwood Inkster, MI 48141
<b>Facility Telephone #:</b>	(734) 206-2168
<b>Original Issuance Date:</b>	09/21/2017
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/21/2021
<b>Expiration Date:</b>	03/20/2023
<b>Capacity:</b>	6

<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED
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## II. ALLEGATION(S)

	<b>Violation Established?</b>
Resident A has not been to the doctor.	No
Resident A has not been to the dentist.	No
Resident A has not been given her TV, DVDs, DVD player, sewing supplies, and puzzles.	No
The owner has Resident A's bank card and is taking money.	No
Resident A sits in the house with nothing to do.	No
Additional Findings	Yes

## III. METHODOLOGY

09/02/2022	Special Investigation Intake 2022A0901043
09/02/2022	Special Investigation Initiated - Telephone Complainant
09/06/2022	APS Referral
09/07/2022	Inspection Completed On-site
09/14/2022	Contact - Document Received Email
09/28/2022	Contact - Telephone call made Guardian
09/29/2022	Contact - Telephone call made Guardian
10/25/2022	Contact - Telephone call made

	Guardian
10/25/2022	Exit Conference Licensee Designee, Lena Bhim
10/26/2022	Inspection Completed-BCAL Sub. Compliance

**ALLEGATION:**

**Resident A has not been to the doctor.**

**INVESTIGATION:**

On 09/02/2022, I made a telephone call to the complainant and left a voice message, but the call was not returned.

On 09/07/2022, I conducted an onsite inspection at the above facility. The licensee designee, Lena Bhim, was present and denied the allegation. She explained that Resident A was discharged from the home in November 2021. She left to go be with her mother and was re-admitted in June 2022. Ms. Bhim showed me verification that Resident A had a physical exam on 11/11/2020. She was discharged prior to her 2021 physical being completed. Ms. Bhim said Resident A had another physical exam since her return to the home and that she would forward me verification of it. She further indicated Resident A did not have a case manager but did have a legal guardian, who is also her stepson.

On 09/14/2022, I received an email from Ms. Bhim. It was verification of Resident A having a physical exam completed 06/08/2022 at Ypsilanti Health Center.

<b>APPLICABLE RULE</b>	
<b>R 400.14301</b>	<b>Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.</b>
	<b>(10) At the time of the resident's admission to the home, a licensee shall require that the resident or the resident's designated representative provide a written health care appraisal that is completed within the 90-day period before the resident's admission to the home. A written health care appraisal shall be completed at least annually. If a written health care appraisal is not available at the time of an emergency admission, a licensee shall require that the appraisal be obtained not later than 30 days after admission. A department health care appraisal form shall</b>

	<b>be used unless prior authorization for a substitute form has been granted, in writing, by the department.</b>
<b>ANALYSIS:</b>	Based on the information obtained during this investigation, there is a lack of evidence to confirm the allegation. Resident A was discharged from the home prior to her 2021 annual physical being due. After returning to the home in June 2022, she received a physical exam on 06/08/2022.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**Resident A has not been to the dentist.**

**INVESTIGATION:**

On 09/02/2022, I made a telephone call to the complainant and left a voice message, but the call was not returned.

On 09/07/2022, I conducted an onsite inspection at the above facility. The licensee designee, Lena Bhim, was present. She stated Resident A has not been to the dentist because she has not expressed any issues with her teeth, but that she will schedule her a check-up.

On 09/07/2022, I interviewed Resident A. She stated that her teeth were fine and that she did not need to go to the dentist. She denied having any issues with her mouth and was not sure if she wanted to go to the dentist for an exam. She stated she would have her guardian to call me.

On 09/28/2022, I attempted to contact Resident A's guardian. I received a recording indicating that "the called party was not available."

On 09/29/2022. I made a telephone call to Resident A's guardian. I got a recording that said, "The number has been changed or is no longer in service."

On 10/25/2022. I made a telephone call to Resident A's guardian. I got a recording that said, "The number has been changed or is no longer in service."

On 10/25/2022, I made a telephone call to Ms. Bhim. She gave me an alternate contact number for Resident A's guardian.

On 10/25/2022, I made a telephone call to Resident A's guardian and left a voice message, but the call was not returned.

<b>APPLICABLE RULE</b>	
<b>R 400.14310</b>	<b>Resident health care.</b>
	<b>(1) A licensee, with a resident's cooperation, shall follow the instructions and recommendations of a resident's physician or other health care professional with regard to such items as any of the following: (d) Other resident health care needs that can be provided in the home. The refusal to follow the instructions and recommendations shall be recorded in the resident's record.</b>
<b>ANALYSIS:</b>	Based on the information obtained during this investigation, there is a lack of evidence to confirm that Resident A's health care needs are not being met. Resident A denied needing to or requesting to go to the dentist. In addition to this, it was not recommended by any health care professionals that it was necessary.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**Resident A has not been given her TV, DVDs, DVD player, sewing supplies, and puzzles.**

**INVESTIGATION:**

On 09/02/2022, I made a telephone call to the complainant and left a voice message, but the call was not returned.

On 09/07/2022, I conducted an onsite inspection at the above facility. The licensee designee, Lena Bhim, was present and denied the allegation. She stated Resident A had all her belongings and has had them since she moved back in the home in June 2022.

On 09/07/2022, I interviewed Resident A. She confirmed that she had all her belongings and that Ms. Bhim had nothing of hers. She took me to her bedroom and showed me her TV, DVD player, DVDs, sewing kit, puzzles and game boy. Resident A stated her items have been in her possession since she returned to the home.

<b>APPLICABLE RULE</b>	
<b>R 400.14304</b>	<b>Resident rights; licensee responsibilities.</b>
	<b>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights: (j) The right of reasonable access to and use of his or her personal clothing and belongings.</b>
<b>ANALYSIS:</b>	There is a lack of evidence to support the allegations. Resident A not only has access to her belongs, but confirmed that they have always been in her possession. In addition to this, I observed all her items in her room.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**The owner has Resident A's bank card and is taking money.**



**INVESTIGATION:**

On 09/02/2022, I made a telephone call to the complainant and left a voice message, but the call was not returned.

On 09/07/2022, I conducted an onsite inspection at the above facility. The licensee designee, Lena Bhim, was present and denied the allegation. She stated she does not have access to Resident A’s money. Ms. Bhim explained that Resident A’s guardian brings Resident A her bank card the end of every month so she can pay her rent and get some cash for herself. She is not allowed to keep the card. Her guardian always returns for it. She currently does not have a bank card due to her account being hacked.

On 09/07/2022, I interviewed Resident A. She stated no one has access to her money but her and her guardian. She explained that her guardian keeps her bank card and brings it to her every month so she can pay the rent and get other things she may need. She stated he does not allow her to keep the card. He comes back to get the card and her receipts. Resident A also indicated that she recently received a letter from the bank indicating that her account was hacked. Her guardian has the letter is working on fixing her account. She stated she would have him to call me.

On 09/28/2022, I attempted to contact Resident A’s guardian by phone. I received a recording indicating that “the call party was not available.”

On 09/29/2022. I made a telephone call to Resident A’s guardian. I got a recording that said, “The number has been changed or was no longer in service.”

On 10/25/2022. I made a telephone call to Resident A’s guardian. I got a recording that said, “The number has been changed or was no longer in service.”

On 10/25/2022, I made a telephone call to Ms. Bhim. She gave me an alternate contact number for Resident A’s guardian.

On 10/25/2022, I made a telephone call to Resident A’s guardian and left a voice message, but the call was not returned.

<b>APPLICABLE RULE</b>	
<b>R 400.14315</b>	<b>Handling of resident funds and valuables.</b>
	<b>(11) A licensee shall obtain prior written approval from a resident and his or her designated representative before charges are made to a resident's account.</b>

<b>ANALYSIS:</b>	Based on the information I obtained during this investigation, there is a lack of evidence to support claim that Ms. Bhim is taking money or making charges to Resident A's account. They both denied the allegations and Resident A confirmed that Ms. Bhim does not have access to her bank card. I was unable to corroborate this with the guardian due to unsuccessfully being able to contact him.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**Resident A sits in the house with nothing to do.**

**INVESTIGATION:**

On 09/02/2022, I made a telephone call to the complainant and left a voice message, but the call was not returned.

On 09/07/2022, I conducted an onsite inspection at the above facility. The licensee designee, Lena Bhim, was present and denied the allegation. She stated there were only 2 ladies residing in the home and that she treats them like family. She always takes them in the community to places like parks, stores and out to eat. She also showed me a variety of games she has available in the home that the residents are welcomed to use when they want.

On 09/07/2022, I interviewed Resident A. She stated Ms. Bhim always offer to take them places like shopping or wherever they want to go. She stated she does not like getting out much and often prefers to stay home. She also stated that there were plenty of games in the home that staff also plays with them.

<b>APPLICABLE RULE</b>	
<b>R 400.14317</b>	<b>Resident recreation.</b>
	<b>(1) A licensee shall make reasonable provision for a varied supply of leisure and recreational equipment and activities</b>

	<b>that are appropriate to the number, care, needs, age, and interests of the residents.</b>
<b>ANALYSIS:</b>	Based on the information obtained during this investigation, reasonable provisions are being made for leisure and recreational activities. Ms. Bhim indicated that she frequently takes the residents on outings and provide activities and games in the home. Resident A confirmed this, and indicated that most of the time, she prefers not to go on outings. I also observed games and activities in the home.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:**

During my onsite inspection at the facility on 09/072022, I observed a chain lock located at the top of the front egress door. I showed the lock to Ms. Bhim, who stated she would have it removed immediately.

<b>APPLICABLE RULE</b>	
<b>R 400.14507</b>	<b>Means of egress generally.</b>
	<b>(5) A door that forms a part of a required means of egress shall be not less than 30 inches wide and shall be equipped with positive-latching, non-locking-against-egress hardware.</b>
<b>ANALYSIS:</b>	The front egress door was equipped with locking against egress hardware.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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

*Regina Buchanan*

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Regina Buchanan  
Licensing Consultant

10/26/2022  
Date

Approved By:

*A. Hunter*

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Ardra Hunter  
Area Manager

10/27/2022  
Date