



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

January 24, 2023

Connie Clauson
Leisure Living Mgt of Portage
Suite 203
3196 Kraft Ave SE
Grand Rapids, MI 49512

RE: License #: AL390016015
Investigation #: 2023A1024008
Fountain View Ret Vil Of Port #2

Dear Mrs. Clauson:

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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Ondrea Johnson".

Ondrea Johnson, Licensing Consultant
Bureau of Community and Health Systems
427 East Alcott
Kalamazoo, MI 49001

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL390016015
Investigation #:	2023A1024008
Complaint Receipt Date:	11/28/2022
Investigation Initiation Date:	11/30/2022
Report Due Date:	01/27/2023
Licensee Name:	Leisure Living Mgt of Portage
Licensee Address:	Suite 203 3196 Kraft Ave SE Grand Rapids, MI 49512
Licensee Telephone #:	(616) 285-0573
Administrator:	Connie Clauson
Licensee Designee:	Connie Clauson
Name of Facility:	Fountain View Ret Vil Of Port #2
Facility Address:	7818 Kenmure Drive Portage, MI 49024
Facility Telephone #:	(269) 327-9595
Original Issuance Date:	08/01/1995
License Status:	REGULAR
Effective Date:	09/04/2022
Expiration Date:	09/03/2024
Capacity:	20
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Resident A has been found in soiled urine clothing multiple times.	No
The electrical sockets and lamp do not work in Resident A's bedroom.	No

III. METHODOLOGY

11/28/2022	Special Investigation Intake 2023A1024008
11/30/2022	Special Investigation Initiated – Telephone with Relative A-left voicemail
11/30/2022	APS Referral-sent via email
12/02/2022	Inspection Completed On-site with regional director Karen Hodge, direct care staff members Precious Higgins, Tashia Glover, Angela Jones, Melvina Higgins
01/04/2023	Contact - Document Received-Resident A's <i>Resident Evaluation</i>
01/18/2023	Contact - Telephone call made with clinical manager Robert Campbell from Elara Caring
01/18/2023	Exit Conference with licensee designee Connie Clauson

ALLEGATION:

Resident A has been found in soiled urine clothing multiple times.

INVESTIGATION:

On 11/28/2023, I received this complaint through the Bureau of Community and Health Systems (BCHS) online complaint system. This complaint alleged Resident A has been found in urine soiled clothing multiple times. It should be noted an allegation regarding bed bugs was addressed in SIR # 2022A1024053.

On 12/02/2023, I conducted an onsite investigation at the facility and interviewed regional director Karen Hodge and direct care staff members Precious Higgins, Tashia Glover, Angela Jones, and Melvina Higgins. Ms. Hodge stated she has never seen Resident A in soiled clothing and Resident A regularly appears to be clean. Ms. Hodge stated Resident A has a urinary catheter which is managed and monitored by Elara

Caring, a home nursing service provider that comes out weekly. Ms. Hodge stated staff members are responsible for draining Resident A's catheter bag as needed. Ms. Hodge further stated Resident A needs occasional guidance to his bathroom and assistance with cleaning after he has had a bowel movement. Ms. Hodge stated she has not heard any reports from any staff members or relatives regarding Resident A being unclean.

Ms. P. Higgins stated she works with Resident A regularly and she has never seen Resident A soiled in urine. Ms. P. Higgins stated Resident A is incontinent and direct care staff members perform checks to see if Resident A needs to be changed every hour or as needed. Ms. P. Higgins stated direct care staff also regularly takes Resident A to the bathroom everyday after he eats breakfast as this is usually when he will verbalize that he must use the bathroom. Ms. P. Higgins stated Resident A is active in the common areas on most days, and she has not seen any concerns. Ms. P. Higgins further stated Resident A is seen by a doctor who comes to the facility weekly, and he also has home help services that provides weekly nursing care.

Ms. Glover stated she has never seen Resident A soaked in urine. Ms. Glover stated direct care staff members conduct routine checks to see if Resident A needs changing every hour. Ms. Glover stated Resident A wears adult incontinence briefs and uses a catheter. Ms. Glover stated Resident A is legally blind therefore needs assistance with transferring to the bathroom as needed. Ms. Glover stated direct care staff must also assist Resident A with wiping and empty Resident A's catheter bag as needed. Ms. Glover stated that Resident A can verbalize when he needs assistance with going to the bathroom and direct care staff usually take Resident A to the bathroom after each meal.

Ms. Jones stated she transfers Resident A to the bathroom at least two to three times a day and will ask him if he needs to be changed every hour. Ms. Jones stated Resident A is also able to verbalize when he needs to go to the bathroom. Ms. Jones stated direct care staff members provide transfer assistance and assist with wiping for Resident A's toileting needs. Ms. Jones stated she has not seen Resident A soaked in urine and believes he is changed regularly.

Ms. M. Higgins stated she has never seen Resident A soiled in urine and he usually is clean. Ms. M. Higgins stated Resident A is usually up and active in the common areas by 6am or 7am and will verbalize when he needs to go the bathroom. Ms. M. Higgins stated direct care staff also check every hour to see if Resident A needs to be changed. Ms. M. Higgins stated Resident A requires assistance with wiping and transferring when he goes to bathroom. Ms. M. Higgins stated she has not heard any complaints regarding Resident A's care.

On 1/4/2023, I reviewed Resident A's *Resident Evaluation*, which documented Resident A "requires occasional reminders to go to the bathroom and forgets to flush the toilet after use. Staff will monitor hourly and may need assistance with cleaning thoroughly."

On 1/18/2023, I conducted an interview with clinical manager Robert Campbell from Elara Caring. Mr. Campbell stated Resident A receives nursing services once a week which requires a nurse to visit the home to assess Resident A's care needs and manage Resident A's catheter bag. Mr. Campbell stated AFC direct care staff members are only required to empty Resident A's catheter bag as needed and Elara Caring staff have not seen any issues with direct care staff not handling the catheter bag appropriately. Mr. Campbell stated direct care staff call regularly whenever there are issues with the catheter bag, such as the catheter bag leaking, and someone from Elara Caring has gone out to the facility to address those issues. Ms. Campbell stated Elara Caring is available 24/7 for Resident A and no provider has noted any concerns about Resident A not getting changed properly or being soaked in urine.

APPLICABLE RULE	
R 400.15305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	Based on my investigation which included interviews with regional director Karen Hodge, direct care staff members Precious Higgins, Tashia Glover, Angela Jones, and Melvina Higgins, clinical manager Robert Campbell, and a review of Resident A's <i>Resident Evaluation</i> , there is no evidence Resident A has been found in soiled urine clothing multiple times. Ms. Hodge, Ms. P. Higgins, Ms. Glover, Ms. Jones and Ms. M. Higgins all stated they have not seen Resident A soiled in urine. All interviewed stated direct care staff members conduct routine hourly checks to see if Resident A needs changing or toileting and all reported Resident A can verbalize if he needs toileting assistance. According to the Resident A's <i>Resident Evaluation</i> , Resident A requires occasional reminders to use the bathroom and may require assistance with wiping during toileting. Mr. Campbell stated a nurse comes out to the home weekly and there have been no concerns noted regarding Resident A's condition, his catheter care, or finding Resident A soaked in urine. Resident A's protection and safety needs are being attended to at all times by direct care staff members.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The electrical sockets and lamp do not work in Resident A’s bedroom.

INVESTIGATION:

The complaint also alleged the electrical sockets and Resident A’s lamp do not work in Resident A’s bedroom.

On 12/2/2022, I conducted an onsite investigation at the facility with regional director Karen Hodge and direct care staff members Precious Higgins, Tashia Glover, Angela Jones, and Melvina Higgins who all stated they have not seen any issues with the electrical sockets in Resident A’s bedroom nor have they seen any issues with Resident A’s lamp.

While at the facility, I observed Resident A’s bedroom to be clean. I also tested the electrical outlets in Resident A’s bedroom and observed them to work properly. I also observed Resident A’s lamp and lighting to be fully functional.

On 1/18/2023, I conducted an interview with clinical manager Robert Campbell who stated he has not heard any reports concerning Resident A’s bedroom conditions and the premises of the home.

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.
ANALYSIS:	Based on my investigation which included interviews with regional director Karen Hodge, direct care staff members Precious Higgins, Tashia Glover, Angela Jones, and Melvina Higgins, clinical manager Robert Campbell and inspection of Resident A’s electrical sockets and lamp, all are working as designed. All interviewed reported the electrical was working as designed in Resident A’s bedroom and that was my observation as well when I tested the outlets and his lamp. The home is maintained adequately.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 1/18/2023, I conducted an exit conference with licensee designee Connie Clauson. I informed Ms. Clauson of my findings and allowed her an opportunity to ask questions or make comments.

IV. RECOMMENDATION

I recommend the current license status remain unchanged.

Ondrea Johnson

01/24/2023

Ondrea Johnson
Licensing Consultant

Date

Approved By:

Dawn Timm

01/24/2023

Dawn N. Timm
Area Manager

Date