



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 22, 2023

Karen Harris
Integrated Living, Inc.
43133 Schoenherr Road
Sterling Heights, MI 48313

RE: License #: AS500243286
Investigation #: 2023A0617024
Kelly Rd. AFC Home

Dear Mrs. Harris:

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 (248) 975-5053.

Sincerely,

A handwritten signature in black ink, appearing to be 'EJ', written in a cursive style.

Eric Johnson, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place, Ste 9-100
3026 W Grand Blvd.
Detroit, MI 48202

Enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS500243286
Investigation #:	2023A0617024
Complaint Receipt Date:	04/03/2023
Investigation Initiation Date:	04/06/2023
Report Due Date:	06/02/2023
Licensee Name:	Integrated Living, Inc.
Licensee Address:	43133 Schoenherr Road Sterling Heights, MI 48313
Licensee Telephone #:	(586) 731-9800
Administrator:	Karen Harris
Licensee Designee:	Karen Harris
Name of Facility:	Kelly Rd. AFC Home
Facility Address:	Suite # 400 - 35932 Kelly Road Clinton Township, MI 48035
Facility Telephone #:	(586) 790-8110
Original Issuance Date:	04/04/2002
License Status:	REGULAR
Effective Date:	10/04/2021
Expiration Date:	10/03/2023
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Resident A is being neglected terribly at the group home.	Yes

II. METHODOLOGY

04/03/2023	Special Investigation Intake 2023A0617024
04/03/2023	APS Referral Adult Protective Services (APS) referral received, assigned worker is Debra Johns
04/06/2023	Special Investigation Initiated - Face to Face Conducted an unannounced onsite investigation- No one was home. Called licensee designee (LD) and residents were all at Workshop.
04/06/2023	Inspection Completed On-site I conducted an unannounced onsite investigation of the facility. During the onsite investigation I interviewed Resident A, staff Shirley Murphy, Chereta Murphy, and Lalita Whiteside
04/17/2023	Contact - Document Received Email received from Ms. Johns
04/19/2023	Contact - Document Sent Email sent to Ms. Johns
04/25/2023	Contact - Document Received I interviewed Adult Protective Services worker, Ms. Debra Johns. I received a medical report from Henry Ford Health.
05/10/2023	Contact - Telephone call made Dr. Chadmika Yahampath
05/11/2023	Contact – Telephone call made I conducted an interview with Dr. Eder who is Resident A's Podiatrist.

05/11/2023	<p>Exit Conference</p> <p>I held an exit conference with licensee designee Karen Harris informing her the findings of the investigation.</p>
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ALLEGATION:

Resident A is being neglected terribly at the group home.

INVESTIGATION:

On 04/03/23, I received a complaint regarding the Kelly Road AFC. The complaint indicated the following: Resident A has short term memory, hydrocephalus and is mentally challenged. Resident A can speak but she has no memory. Resident A uses a wheelchair to ambulate. Resident A is being neglected terribly at the group home. Today, Resident A fell which caused carpet burn on her knees. Resident A has other bruises on her body, but it is unknown where they came from. Resident A is not being dressed every day. It is unknown how often she is being bathed/showered. Today, Resident A had dry applesauce on her face. Resident A's feet are scaly. She has fungus on her toenails and feet. Resident A has a blood red diaper rash due to going unchanged for long periods of time and the rash not being properly treated. Today, Resident A's bed was full of urine. Resident A had been sleeping in a soiled bed. Resident A has no pillowcase on her pillow. The staff do not talk to Resident A, and they are mean to her. These are ongoing issues. The issues are not being addressed until Resident A has a visitor that says something.

On 04/06/23, I conducted an unannounced onsite investigation of the facility. During the onsite investigation I interviewed Resident A, staff Shirley Murphy, Chereta Murphy, and Lalita Whiteside.

During the onsite investigation, I inspected the facility. The home was clean and there were no concerns to report. I observed residents in the living room watching television. I attempted to interview the residents, but they were unable to understand and answer my questions. Residents including Resident A appeared to be clean and did not have a noticeable odor. During the onsite investigation, I reviewed several resident files, and the facility appears to be properly caring for the residents according to the resident assessment plans.

According to Resident A, she is doing well and has no concerns about the care she receives at the facility. Resident A stated that she enjoys living in the home and the staff treat her well. Resident A denies falling or being abused. Resident A stated that her briefs are not often changed at night. There have been many nights that she wasn't changed and had to lay in urine-soaked clothes for hours. Resident A stated that staff will check on her at night but refuses to change her briefs. Resident A stated that she is bathed, clothed and gotten out of bed regularly. I observed Resident A and she appeared to be clean and did not have a noticeable odor. Resident A did not have any

bruises, marks or scars. Resident A's feet did not appear scaly, and her toenails did not appear to have fungus.

According to Lalita Whiteside, staff check on residents every two hours during the sleeping hours. Ms. Whiteside denied that Resident A is being neglected and not properly taking care of. Ms. Whiteside stated that Resident A went to the doctor on 04/04/23. Resident A was diagnosed with a non-severe diaper rash. Ms. Whiteside stated that staff are following doctor's orders with regards to treatment. According to Ms. Whiteside, the doctor stated that it is normal to get a diaper rash from time to time. According to Ms. Whiteside, this is Resident A's first rash in months.

During the onsite investigation, Ms. Shirley Murphy and Chereta Murphy denied the allegations. Both staff stated that the residents are properly cared for and there are no concerns.

On 04/25/23, I interviewed Adult Protective Services (APS) worker, Ms. Debra Johns. According to Ms. Johns, she did observe a rash on Resident A's private area, during her onsite visit on 04/03/23, however it appeared to be healing. Ms. John stated that Resident A was seen by a doctor on 04/04/23. Ms. Johns interviewed staff Lalita Whiteside, Chereta Murphy and the house manager, Keunita who all denied the allegations. Ms. Johns conducted another interview with Resident A on 04/10/23. According to Ms. Johns Resident A was in the living room at the time, she was clean and dressed appropriate on this day. Ms. Johns observed Resident A's room to be clean/bedding and sheets clean with no odors of urine on this day. On 04/10, Ms. Johns was told the diaper rash had healed. Ms. Johns stated that she spoke to the doctor (Dr. Eder, Podiatrist) and he stated that he was out to the home two weeks ago after this alleged complaint and looked at Resident A's feet, he reported he had no concerns, no marks, he stated there may have been a slight bruise on top of the foot however nothing concerning. According to Ms. Johns, Dr. Eder reported no concerns of neglect. Ms. Johns stated that she did not have enough to substantiate this case.

On 04/25/23, I received a medical report from Henry Ford Health. The medical report indicated that Resident A was seen on 04/04/23 by Dr. Chadmika Yahampath and was diagnosed with a diaper rash.

On 05/11/23, I conducted an interview with Dr. Eder who is Resident A's Podiatrist. According to Dr. Eder, he conducted a physical examination of Resident A at the home and he has no concerns about her care or her condition. Dr. Eder stated that Resident A, did have some fungus under her toenails but it was not caused by neglect or abuse. Dr. Eder reported no bruising or scratches or scars on Resident A's legs or feet.

On 05/11/23, I held an exit conference with licensee designee Karen Harris informing her the findings of the investigation.

APPLICABLE RULE	
R 400.14305	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 the information gathered through my interviews and documentation reviews, the licensee failed to protect and properly care for Resident A. According to Resident A, her briefs are not often changed at night. There have been many nights that she wasn't changed and had to lay in urine-soaked clothes for hours. Resident A stated that staff will check on her at night but refuses to change her briefs. According to medical records, Resident A was seen on 04/04/23 and was diagnosed with a diaper rash.
CONCLUSION:	VIOLATION ESTABLISHED

III. RECOMMENDATION

Contingent upon the receipt of an acceptable corrective action plan, I recommend no change to the status of the license.



05/11/23

Eric Johnson
Licensing Consultant

Date

Approved By:



05/18/2023

Denise Y. Nunn
Area Manager

Date