



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

April 18, 2023

Roseline Rowan  
Medhealth Suppliers & Providers, Inc.  
706 Britten Ave  
Lansing, MI 48910

RE: License #: AS330309216  
Investigation #: 2023A0466027  
Bedford House

Dear Ms. Rowan:

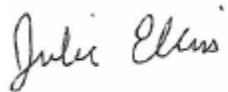
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 (517) 284-9727.

Sincerely,

A handwritten signature in cursive script that reads "Julie Elkins".

Julie Elkins, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS330309216
<b>Investigation #:</b>	2023A0466027
<b>Complaint Receipt Date:</b>	02/21/2023
<b>Investigation Initiation Date:</b>	02/21/2023
<b>Report Due Date:</b>	04/22/2023
<b>Licensee Name:</b>	Medhealth Suppliers & Providers, Inc.
<b>Licensee Address:</b>	706 Britten Ave Lansing, MI 48910
<b>Licensee Telephone #:</b>	(517) 712-8585
<b>Administrator:</b>	Roseline Rowan
<b>Licensee Designee:</b>	Roseline Rowan
<b>Name of Facility:</b>	Bedford House
<b>Facility Address:</b>	2227 Bedford Ave. Lansing, MI 48910
<b>Facility Telephone #:</b>	(517) 580-8243
<b>Original Issuance Date:</b>	06/14/2012
<b>License Status:</b>	1ST PROVISIONAL
<b>Effective Date:</b>	02/14/2023
<b>Expiration Date:</b>	08/13/2023
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED ALZHEIMERS

**II. ALLEGATION:**

*\*\*\*To maintain the coding consistency of residents across several investigations, the residents in this special investigation are not identified in sequential order.*

	<b>Violation Established?</b>
On 02/20/2023, two residents from another licensed facility owned by Roseline Rowan stayed the night at this facility putting it over capacity.	No
Additional Findings	Yes

**III. METHODOLOGY**

02/21/2023	Special Investigation Intake-2023A0466027.
02/21/2023	Special Investigation Initiated – Telephone Complainant interviewed.
02/24/2023	Contact - Document Received text message from Complainant.
02/28/2023	Contact - Document Sent to Complainant.
03/08/2023	Contact - Document Received from Complainant.
03/16/2023	Contact - Document Sent Complainant.
03/16/2023	Contact - Document Received Complainant.
03/21/2023	Inspection Completed On-site.
4/12/2023	Contact - Telephone call made to DCW Camille Owens, interviewed.
04/12/2023	Contact - Telephone call made to LD Roseline Rowan, interviewed.
4/12/2023	Contact - Telephone call made to DCW Shanda Joi, interviewed.
4/12/2023	Exit Conference Roseline Rowan.

**ALLEGATION: On 02/20/2023, two residents from another licensed facility owned by Roseline Rowan stayed the night at this facility putting it over capacity.**

**INVESTIGATION:**

On 02/21/2023, Complainant reported that on 2/20/2023 two residents from another licensed facility owned and operated by licensee designee Roseline Rowan spent the night at Bedford House thus putting the facility over capacity. Complainant reported Bedford House is at capacity with the six residents that live there permanently.

On 03/07/2023, I conducted an unannounced onsite investigation and I interviewed DCW Shanda Joi who reported she works at the facility 7am-3pm every day. DCW Joi reported the facility currently has six residents admitted to the facility. DCW Joi denied that residents from another licensed facility have ever spent the night. DCW Joi reported that two residents from another licensed facility were at this facility twice last week on Thursday 03/02/2023 and Friday 03/03/2023. DCW Joi reported that although two residents came over to visit, Resident A goes to Peckham on Monday's and Wednesday's and Resident B goes on Tuesday and Thursday's. DCW Joi reported that on 03/02/2023, the facility had six residents however Resident A was at Peckham and therefore the facility had five residents. DCW Joi reported that although licensee designee Rowan brought two residents over, she also took a resident with her so the facility remained within the allotted capacity. DCW Joi reported that on 03/03/2023, none of the residents go to Peckham and licensee designee Rowan brought one resident over and took one resident with her therefore the facility again remained within the allotted capacity. DCW Joi reported that the residents were only at the facility for a couple of hours each time and she was able to manage all the residents together as they get along and are compatible. DCW Joi reported licensee designee Rowan has discussed with her the resident's behaviors/needs and how to manage them. DCW Joi reported the residents from another licensed facility do not have any residents' records and that she has never administered them any medications. DCW Joi could not provide a *Staff Schedule* as she reported that there was not one available. DCW Joi reported that she worked on 2/20/2023, from 7am-3pm however denied that the residents from another facility were not brought over on that day. DCW Joi reported that DCW Camille Owens worked from 3pm-7am on 2/20/2023 into 2/21/2023.

I interviewed Resident A and Resident E who both reported that residents from another licensed facility have come over during the day. Resident A and Resident E both denied that any other residents have spent the night at the facility except for those that live at the facility. Resident A and Resident E reported that the two residents that have come over from another licensed facility are nice and that they do not mind them visiting. Resident A and Resident E both reported the residents that come over do not stay a long time.

On Tuesday 03/07/2023, Resident B was not available to be interviewed as she was at Peckham. When I conducted the unannounced investigation, the facility had five residents in the facility.

On 04/12/2023, I interviewed DCW Owens who denied that she worked on 2/20/2023 and reported she does not work on Mondays rather DCW Joi works a 24-hour shift on Mondays. DCW Owens reported she works from 3pm-7am every day except Mondays. DCW Owens denied that licensee designee Rowan brought residents over from another licensed facility anytime she was working. DCW Owens reported she was aware of an appointment that Resident E needed to be taken to in March, but she is not sure when that appointment occurred. DCW Owens reported she was aware that residents from another licensed facility came over but reported that they never spent the night.

On 4/12/2023, I interviewed DCW Joi for a second time and she reported that she does work a 24-hour shift on Mondays and that she did work on 02/20/2023. DCW Joi denied that residents from another licensed facility were brought over and spent the night on 02/20/2023.

On 4/12/2023, I interviewed licensee designee Rowan who denied that on 02/20/2023, two residents from another licensed facility stayed the night at this facility thus putting it over capacity. Licensee designee Rowan reported residents were at this facility on 03/07/2023 from another licensed facility as Resident B had a person center planning (PCP) meeting at Peckham that she needed to attend. Licensee designee Rowan reported two residents from another licensed facility were visiting at the facility with the five residents for two hours. Licensee designee Rowan reported that on 03/14/2023, Resident C had a medical appointment so the two residents from another licensed facility were over visiting again. Licensee designee Rowan reported that on 3/14/2023, Resident A was at Peckham, Resident C had a medical appointment so that left four residents at the facility and therefore adding the two other residents did not exceed the capacity. Licensee designee Rowan reported that she had taken Resident E to the appointment and left two residents from another licensed facility with DCW Joi for a couple of hours only.

<b>APPLICABLE RULE</b>	
<b>R 400.14105</b>	<b>Licensed capacity.</b>
	<b>(1) The number of residents cared for in a home and the number of resident beds shall not be more than the capacity that is authorized by the license.</b>

<b>ANALYSIS:</b>	There is no evidence to support that on 02/20/2023, two residents from another licensed facility owned by Roseline Rowan stayed the night at this facility thus putting the facility over its licensed capacity. Although, there were a couple of dates when residents from another licensed facility came over to visit, there is no evidence the capacity of the home was exceeded.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:**

On 03/07/2023, I conducted an unannounced investigation and I interviewed DCW Joi who reported that she could not provide a *Staff Schedule* as there was not one available at the time of the unannounced investigation.

<b>APPLICABLE RULE</b>	
<b>R 400.14208</b>	<b>Direct care staff and employee records.</b>
	<p><b>(3) A licensee shall maintain a daily schedule of advance work assignments, which shall be kept for 90 days. The schedule shall include all of the following information:</b></p> <p><b>(a) Names of all staff on duty and those volunteers who are under the direction of the licensee.</b></p> <p><b>(b) Job titles.</b></p> <p><b>(c) Hours or shifts worked.</b></p> <p><b>(d) Date of schedule.</b></p> <p><b>(e) Any scheduling changes.</b></p>
<b>ANALYSIS:</b>	On 03/07/2023, during an unannounced investigation DCW Joi could not provide a <i>Staff Schedule</i> for review as there was not one available therefore a violation has been established.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**INVESTIGATION:**

On 03/07/2023, I conducted an unannounced investigation and I kept hearing a loud beeping noise. DCW Joi and I walked through the facility and determined that the beeping was coming from the smoke detector in Resident B's bedroom.

On 04/12/2023, I contacted DCW Joi for a second time while she was working at the facility. In the background noise I could hear the same beeping sound that I heard previously while at the facility. DCW Joi reported she had changed the battery in the smoke detector that we heard when I was at the facility previously but reported

licensee designee Rowan provides off brand batteries, so she was not sure how long they last.

On 04/12/2023, I contacted licensee designee Rowan who reported that she sent her maintenance man out to the house to fix the beeping smoke detector but that she would send him out again to re-assess it.

On 04/12/2023, DCW Joi called back and reported that she changed the battery in the smoke detector in Resident B's bedroom which stopped the beeping. DCW Joi reported that if the smoke detector begins beeping again, she will notify licensee designee Rowan that she needs new batteries. I stayed on the phone with DCW Joi for several minutes and I no longer heard the beeping noise.

<b>APPLICABLE RULE</b>	
<b>R 400.14403</b>	<b>Maintenance of premises.</b>
	<b>(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.</b>
<b>ANALYSIS:</b>	On 03/07/2023 and on 04/12/2023, a loud beeping noise was heard coming from Resident B's resident bedroom. On 03/07/2023, I determined the noise was a malfunctioning smoke detector in a resident bedroom that is not being maintained adequately for the health, safety, and well-being of occupants.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION:**

Contingent upon receipt of an acceptable corrective action plan, I recommend this license remains on the provisional license that was issued on 02/14/2023. The licensee designee continues to enact the corrective action plan established and approved and consultation and technical assistance was provided and will continue to be provided to assure compliance.



04/12/2023

---

Julie Elkins  
Licensing Consultant

Date

Approved By:



04/18/2023

---

Dawn N. Timm  
Area Manager

Date