



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 26, 2023

Jacquelyn Gillum
Henlyn Care, Inc.
P O Box 2562
Ann Arbor, MI 48106

RE: License #: AS810014833-Clair House
Investigation #: 2023A0575033

Dear Ms. Gillum:

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) 284-9720.

Sincerely,

A handwritten signature in blue ink that reads "Jeffrey J. Bozsik".

Jeffrey J. Bozsik, Licensing Consultant
Bureau of Community and Health Systems
(734) 417-4277

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

I. IDENTIFYING INFORMATION

License #:	AS810014833
Investigation #:	2023A0575033
Complaint Receipt Date:	06/27/2023
Investigation Initiation Date:	06/27/2023
Report Due Date:	07/27/2023
Licensee Name:	Henlyn Care, Inc.
Licensee Address:	P O Box 2562 Ann Arbor, MI 48106
Licensee Telephone #:	(734) 545-0188
Administrator:	Jacquelyn Gillum, Designee
Licensee Designee:	Jacquelyn Gillum, Designee
Name of Facility:	Clair House
Facility Address:	1132 Clair Circle Ann Arbor, MI 48103
Facility Telephone #:	(734) 545-0188
Original Issuance Date:	03/17/1993
License Status:	REGULAR
Effective Date:	06/10/2023
Expiration Date:	06/09/2025
Capacity:	6
Program Type:	PH; DD; MI; AGED

II. ALLEGATION(S)

	Violation Established?
The licensee and her granddaughter had an altercation which resulted in the police being called while on duty.	Yes
The facility is short staffed.	Yes
The facility has bedbugs.	No

III. METHODOLOGY

06/27/2023	Special Investigation Intake-2023A0575033
06/27/2023	Special Investigation Initiated-On Site
06/27/2023	APS Referral
06/27/2023	Referral - Recipient Rights
06/27/2023	Contact - Telephone call made-Jackie Gillum-licensee designee
06/28/2023	Inspection Completed On-site-interviews with (a) licensee designee-Jackie Gillum; (b) Residents A-E
06/28/2023	Inspection Completed-BCAL Sub. Compliance
06/28/2023	Exit Conference with licensee designee- Jackie Gillum
06/29/2023	Contact - Telephone call made-interviews with guardians for Residents A, B, and E.
07/06/2023	Contact- Telephone call made- Ann Arbor police records department

ALLEGATION:

The licensee and her granddaughter had an altercation which resulted in the police being called while on duty.

INVESTIGATION:

APS and ORR referrals were made.

On 6/28/2023, I interviewed Jackie Gillum, licensee designee. She stated that her granddaughter arrived at the facility unannounced and wanted to drop off her children for Jackie Gillum to supervise while she ran errands. The two of them got into an argument, and an alleged physical altercation inside the facility in the living room, which resulted in the Ann Arbor police being called. None of the residents were injured/harmed during the incident. The residents were either in their bedrooms, off grounds or in another area of the facility. I spoke with the Ann Arbor police records department on 7/6/2023 and the staff stated the police report cannot be released yet because it is an open case. The police report is #23-26-267). Jackie Gillum stated that she called her attorney to get a personal protection order (PPO) against her granddaughter in case she returns to the facility.

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:	Whether the licensee’s relatives show up unannounced or not, the licensee is being compensated for providing personal care, protection, and safety of the 5 residents, not providing day care services for family members, and getting into fights with them on the facility grounds. Therefore, the licensee did not treat the residents with dignity and their personal needs, including protection and safety, were not attended to at all times in accordance with the provisions of the act.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

The facility is short staffed.

INVESTIGATION:

On 6/27/2023 and 6/28/2023, I interviewed Jackie Gillum, licensee designee about the facility staffing. She admitted that when she works the overnight shift she sleeps, and she’s been doing it for years.

APPLICABLE RULE	
R 400.14206	Staffing requirements.
	(1) The ratio of direct care staff to residents shall be adequate as determined by the department, to carry out the responsibilities defined in the act and in these rules and shall not be less than 1 direct care staff to 12 residents and children who are under the age of 12 years.
ANALYSIS:	By Jackie Gillum admitting she sleeps on the overnight shift she has made it so there is less than 1 direct care staff to 12 residents as required by this rule.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

The facility has bedbugs.

INVESTIGATION:

On 6/28/2023, I interviewed 4 of the 5 residents. Resident A was out in the community and was unavailable for interview. Residents D and E are too cognitively impaired to understand my questions. Residents B and C stated they have not seen any bed bugs in the facility, and they are satisfied with the placement.

On 6/29/2023, I interviewed the guardians for Residents A, B and E. Residents C and D do not have legal guardians. The guardian for Residents A and B stated he was very satisfied with their placements and feels the facility is well run. The guardian for Resident E stated he was satisfied with his relative's placement. I also inspected the residents' mattresses for any signs of bed bugs and found none. The licensee stated that she has not seen any evidence of bed bugs in the facility.

On 6/28/2023, I conducted an exit conference with Jackie Gillum, licensee designee.

APPLICABLE RULE	
R 400.14401	Environmental health.
	(5) An insect, rodent, or pest control program shall be maintained as necessary and shall be carried out in a manner that continually protects the health of residents.

ANALYSIS:	<p>The guardian for Residents A and B stated he was very satisfied with their placements and feels the facility is well run.</p> <p>I inspected the residents' mattresses for any signs of bed bugs and found none. The licensee stated that she has not seen any evidence of bed bugs in the facility.</p> <p>There is no evidence to support this allegation.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

Contingent upon the receipt of an acceptable plan of correction; I recommend no changes in the status of the license.



Jeffrey J. Bozsik
Licensing Consultant

Date: 7/25/2023

Approved By:



Ardra Hunter
Area Manager

Date: 7/26/2023