



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

December 18, 2023

Regina Amadi
Platinum Care, Inc.
3129 Golfview Drive
Saline, MI 48176

RE: License #: AS820297237
Investigation #: 2024A0901004
Syracuse TLC

Dear Regina Amadi:

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 (313) 456-0380.

Sincerely,

A handwritten signature in cursive script that reads "Regina Buchanan".

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

License #:	AS820297237
Investigation #:	2024A0901004
Complaint Receipt Date:	10/20/2023
Investigation Initiation Date:	10/24/2023
Report Due Date:	12/19/2023
Licensee Name:	Platinum Care, Inc.
Licensee Address:	3129 Golfview Drive Saline, MI 48176
Licensee Telephone #:	(734) 330-3262
Administrator:	Regina Amadi
Licensee Designee:	Regina Amadi
Name of Facility:	Syracuse TLC
Facility Address:	31415 Conway Drive Westland, MI 48185
Facility Telephone #:	(248) 941-1140
Original Issuance Date:	01/12/2009
License Status:	REGULAR
Effective Date:	08/29/2023
Expiration Date:	08/28/2025
Capacity:	6

Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL
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II. ALLEGATION(S)

	Violation Established?
The residents are not being fed properly. On an unknown date they were fed only macaroni and cheese for dinner.	No

III. METHODOLOGY

10/20/2023	Special Investigation Intake 2024A0901004
10/20/2023	APS Referral
10/23/2023	Referral - Recipient Rights
10/24/2023	Special Investigation Initiated - On Site
10/24/2023	Contact - Telephone call made Resident's C and E case manager
10/27/2023	Contact - Telephone call made Residents C and D
11/01/2023	Contact - Telephone call made Resident's A, B, and D case manager
11/01/2023	Contact - Telephone call made Resident D's guardian
11/13/2023	Contact - Telephone call made Resident D's sister
12/13/2023	Exit Conference Licensee Designee, Regina Amadi

ALLEGATION:

The residents are not being fed properly. On an unknown date they were fed only macaroni and cheese for dinner.

INVESTIGATION:

On 10/24/2023, I conducted an unannounced onsite inspection at the above facility and checked the food supply. Plenty of food was observed in the kitchen in the refrigerator and in the cabinets. There was also plenty of food stored in the deep freezer in the basement as well as plenty of dry goods and canned goods stored in the basement. Staff, Michael Figuero, was present. Michael stated the residents get 3 meals a day and snacks. I reviewed the menus, which were appropriate and consisted of complete meals.

During the onsite inspection on 10/24/2023, Residents A-C were present. Resident B refused to be interviewed. Resident A reported getting 3 meals a day and snacks. He stated he had no problem with the food and can always have extra if he wants more. He reported having cereal for breakfast and chicken, rice, and vegetables for dinner last night. Resident B reported being given complete meals and denied being given macaroni only. Resident C also indicated that they get 3 meals a day and snacks. He stated he gets enough to eat and is allowed to have something different if he does not want what is on the menu. Resident C stated he did not want breakfast today and instead ate some leftover pizza he had. He reported having chicken for dinner but could not remember the sides. Resident C also stated he often has his mom get him food because there are certain things he likes. He denied being given macaroni by itself. He stated they normally get a meat with their food.

During the onsite inspection on 10/24/2023, Resident C's mother came to pick him up and was interviewed. Resident C's mother reported buying food for him every day because he always asks for stuff. Resident C's mother stated the meals served are not always complete, consist of too much starch and do not always include fruit and vegetables. Resident C has been in the home 3 years and his mother visits frequently. These concerns were reportedly already addressed, and some improvement was made. It was also reported that once the residents were given pancakes and ketchup for breakfast. It was unknown when and Resident C's mother denied seeing this. Resident C informs his mother about the meals so some of the information is indirect knowledge.

During the onsite inspection on 10/24/2023, the licensee designee, Regina Amadi arrived and was interviewed. Regina denied the allegations and stated the residents are welcomed to whatever they want. They are provided 3 meals a day and snacks but if they do not want what is on the menu, staff are willing to change it with no problem or they can have a substitute. Regina showed me pictures the phone of food. It was explained that they go grocery shopping every 2 weeks. Staff notifies Regina of what is needed and after they get it, send pictures.

During the onsite inspection on 10/24/2023, Regina contacted Kimberly, Residents E and C case manager from Lincoln Behavioral. Kimberly spoke well of the home and stated food has never been a concern. Kimberly reported being at the home often,

even during mealtimes, and stated the meals were always appropriate and complete. Kimberly also stated neither resident has complained to her about food.

On 10/27/2023, I made a telephone call to the facility and interviewed Resident D. He reported getting 3 meals a day. He said the food was okay and that he gets enough to eat. When describing the meals, he stated they always get a meat and sides. He denied ever being served macaroni only.

On 10/27/2023, I made a telephone call to the facility and interviewed Resident E. He reported getting 3 complete meals a day but stated he do not always like the food. He also stated he does not eat much and is not always hungry, so sometimes do not eat. He denied ever being given macaroni for dinner. He stated they normally get meat and fruit or vegetables.

On 11/01/2023, I made a telephone call to Aleya, the case manager for Residents A, B, and D, from Hegira. Aleya reported never witnessing a meal due to never being at the home during mealtimes. Aleya also stated no one has ever complained about the meals.

On 11/01/2021, I made a telephone call to Resident D's guardian, who is also his mother. The guardian reported never visiting the home during mealtime, therefore not personally witnessing a meal. The guardian stated at times Resident D complained about not getting enough to eat, but if was unknown if he asked for more. The guardian requested that I speak with Resident D's sister.

On 11/13/2023, I made a telephone call to Resident D's sister. The sister reported when she was at the house a few weeks ago and asked Resident D what they were having for dinner, he said macaroni and cheese. The sister did not confirm with staff if this was accurate or inquire if they were having anything with the macaroni. It was explained that Resident D has never complained about not eating but always contact her and her mother asking for something else, specifically things he has a taste for. Resident D complained about not eating breakfast before, but he also stated he did not get up to eat. The sister reported never witnessing a meal.

APPLICABLE RULE	
R 400.14313	Resident nutrition.
	(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.

ANALYSIS:	Based on the information obtained during this investigation, there is a lack of evidence to confirm the allegations. The residents reported getting complete meals and getting enough to eat. The case managers had no concerns with the food and Kimberly, from Lincoln Behavioral, reported always seeing complete and appropriate meals when visiting. In addition to this, I observed plenty of food in the home and the menus were appropriate. Resident C's mother reported food being an issue in the past. It was confirmed that this was previously addressed by this Department (SIR #2023A0992035) and a corrective action plan was received and approved on 09/27/2023.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend the status of the license remains unchanged.



Regina Buchanan
Licensing Consultant

12/13/2023
Date

Approved By:



Ardra Hunter
Area Manager

12/18/2023

Date