



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

December 21, 2023

Betty Holmes
Heavenly Realm Family Services
PO Box 3506
Saginaw, MI 48602

RE: License #: AS730342200
Investigation #: 2024A0576005
Heavenly Realm 4

Dear Betty Holmes:

Attached is the Special Investigation Report for the above referenced facility. Due to the severity of the violations, disciplinary action against your license is recommended. You will be notified in writing of the department's action and your options for resolution of this matter.

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) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "C. Garza".

Christina Garza, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 240-2478

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS730342200
Investigation #:	2024A0576005
Complaint Receipt Date:	11/01/2023
Investigation Initiation Date:	11/03/2023
Report Due Date:	12/31/2023
Licensee Name:	Heavenly Realm Family Services
Licensee Address:	2236 Hammel Street, Saginaw, MI 48601
Licensee Telephone #:	(989) 714-9046
Administrator:	Betty Holmes
Licensee Designee:	Betty Holmes
Name of Facility:	Heavenly Realm 4
Facility Address:	1810 N. Carolina, Saginaw, MI 48602
Facility Telephone #:	(989) 401-3138
Original Issuance Date:	10/17/2013
License Status:	REGULAR
Effective Date:	12/13/2022
Expiration Date:	12/12/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED, MENTALLY ILL, AGED, ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Staff, Nadja Stubbs is threatening Resident A and tried to take his robe off him.	No
Resident A's medications are not given at the same time every day.	No
Resident A is not given enough to eat.	No
Additional Findings	Yes

III. METHODOLOGY

11/01/2023	Special Investigation Intake 2024A0576005
11/01/2023	APS Referral
11/03/2023	Special Investigation Initiated - Telephone Left message for Complainant to return call
12/19/2023	Inspection Completed On-site Interviewed Staff, Desiree Allen, Resident A, Resident B, Resident C, and Licensee Designee, Betty Holmes
12/20/2023	Contact - Telephone call made Unsuccessful phone contact with Staff, Nadja Stubbs
12/20/2023	Contact - Document Sent Sent text message to Betty Holmes
12/20/2023	Contact - Telephone call made Interviewed Brad Lich, Veterans Affairs (VA) Nurse
12/20/2023	Contact - Telephone call made Interviewed Mary, Payee Guardianship Services
12/21/2023	Contact - Telephone call made Interviewed Staff, Nadja Stubbs
12/21/2023	Exit Conference

ALLEGATION:

Staff, Nadja Stubbs is threatening Resident A and tried to take his robe off him.

INVESTIGATION:

On December 19, 2023, I conducted an unannounced on-site interview at Heavenly Realm #4 and interviewed Staff, Desiree Allen, Resident A, Resident B, Resident C, and Licensee Designee, Betty Holmes. According to Staff Allen, there are 3 residents who reside at the home. Staff Allen denied any concerns with Staff, Nadja Stubbs and her treatment of the residents. Staff Allen has never witnessed Staff Stubbs threaten any residents and does not believe Staff Stubbs would mistreat any residents.

On December 19, 2023, I interviewed Resident A who reported he has lived at his home since October 4, 2023. Regarding the allegations, Resident A reported Staff, Nadja Stubbs threatened him with a broom. She raised the broom up like she was going to hit him because she wanted him to go back to his room. Staff Stubbs did not hit Resident A with the broom, and this was the only time Staff Stubbs threatened him. Resident A told Licensee Designee, Betty Holmes what happened, and she said she would speak to Staff Stubbs. Since this incident, things have been fine between him and Staff Stubbs. Resident A can go out of his bedroom when he wants, and Staff Stubbs will go outside and smoke with him. Staff Stubbs does not yell at Resident A, and she talks loudly. Resident A confirmed he feels safe at his home.

Regarding his robe, Resident A reported that on one occasion he came out of the shower dressed, and he also had a robe on. Staff Stubbs said the robe looked like women's robe and he should not wear it. Staff Stubbs grabbed the robe and said Resident A had to take it off.

On December 19, 2023, I interviewed Resident B who reported he has lived at his home for 7 years and it is alright. Resident B denied any knowledge of the allegations and Resident B has never witnessed Staff, Nadja Stubbs threaten Resident A. Staff Stubbs is nice to Resident A, and she does not yell or threaten Resident A or any residents who live at the home. Staff Stubbs is nice and Resident B has no concerns with Staff Stubbs.

On December 19, 2023, I interviewed Resident C who has lived at his home for 5 years. Regarding the allegations, Resident C reported he is familiar with Staff, Nadja Stubbs and reported she is friendly and nice. Staff Stubbs treats all the residents of the home nicely. Resident C has never witnessed Staff Stubbs threaten Resident A with a broom and Staff Stubbs has never threatened him or any residents. Resident C has no concerns with Staff Stubbs or any staff and reported the staff spoil him.

On December 19, 2023, I interviewed Licensee Designee, Betty Holmes regarding the allegations. Licensee Designee Holmes denied any knowledge of the allegations and denied Resident A has ever disclosed to her that he was mistreated by Staff, Nadja

Stubbs. Licensee Designee advised Resident A never disclosed to her that Staff Stubbs threatened him with a broom or told him he could not wear his robe.

On December 20, 2023, I interviewed Brad Lich, Resident A’s Nurse from the VA. Nurse Lich reported he visits with Resident A at his home, and he has not witnessed any concerning interactions between staff and Resident A. According to Nurse Lich, the staff seem nice and Resident A has not reported being mistreated by staff.

On December 20, 2023, I interviewed Mary from Guardianship Services. Mary reported Resident A does not have a guardian however she is his payee. Resident A picked his home, and he has not complained to her about any concerns he has at his home. Resident A has not reported any threatening behavior by staff toward Resident A.

On December 21, 2023, I interviewed Staff, Nadja Stubbs regarding the allegations to which she denied. Staff Stubbs reported she has never mistreated Resident A and did not threaten him with a broom. Staff Stubbs reported she has worked in the field a long time and does not mistreat residents. Regarding Resident A’s robe, Staff Stubbs reported Resident A came out of the bathroom with only the robe on and it was open. Staff Stubbs redirected Resident A and requested he put on clothing. Staff Stubbs has no problem with Resident A wearing the robe and she just wanted him to cover himself upon coming him out of the bathroom.

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:	<p>It was alleged that Staff, Nadja Stubbs threatened Resident A and tried to take his robe. Upon conclusion of investigative interviews, there is not a preponderance of evidence to conclude a rule violation.</p> <p>Resident A was interviewed and stated Staff Stubbs raised a broom toward him and tried removing a robe from him. Resident B and Resident C were interviewed and denied witnessing Staff Stubbs threaten or mistreat Resident A. Resident B and Resident C report no concerns with Staff Stubbs. Staff Stubbs denied mistreating Resident A in any manner since the time he has lived at the home. Resident A’s Nurse from the VA, Brad Lich, and his Payee, Mary from Guardianship Services were interviewed and deny any knowledge of Resident A being threatened or mistreated by staff at his home.</p>

	There is not a preponderance of evidence to conclude Resident A was not treated with dignity and his safety and protection was not adhered to at all times.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident A's medications are not given at the same time every day.

INVESTIGATION:

On December 19, 2023, I interviewed Resident A regarding the allegations. Resident A reported he receives his medications three times per day when he is supposed to. Resident A receives his medications at 8am, 12pm, and 8pm. Resident A is not sure of all the medications he takes or their dosages however he believes he receives his medications when he is supposed to.

On December 19, 2023, I interviewed Resident B who reported he receives his medications on time. Resident B receives his medications as they are prescribed, and he has no concerns about his medications.

On December 19, 2023, I interviewed Resident C who reported he is prescribed several medications and staff administer his medications. Resident C receives his medications on time, and he receives them at 8am and 8pm.

On December 19, 2023, I interviewed Staff, Desiree Allen who reported the residents receive their medications on time and as prescribed. Resident A receives his medications at 8am, 12pm, and 8pm as ordered.

On December 19, 2023, I viewed resident medications and the medication administration sheets, which are electronic for Resident B and Resident C.

On December 20, 2023, I interviewed Brad Lich, Resident A's Nurse from the VA. Nurse Lich reported he gave the home a medication list for Resident A, and he believes Resident A receives his medications as prescribed. Resident A's mood is stable and if Resident A had not been receiving his medications as prescribed, he would likely be displaying behaviors including talking excessively or experiencing delusions.

On December 20, 2023, I interviewed Mary, Resident A's Payee from Guardianship Services. Mary reported Resident A has not reported to her any concerns regarding his medications.

On December 21, 2023, I interviewed Staff, Nadja Stubbs regarding the allegations. Staff Stubbs reported the residents of the home receive their medications as prescribed. Staff Stubbs administers resident medications, and she gives them at the appropriate times per doctor orders.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(1) Prescription medication, including dietary supplements, or individual special medical procedures shall be given, taken, or applied only as prescribed by a licensed physician or dentist. Prescription medication shall be kept in the original pharmacy-supplied container, which shall be labeled for the specified resident in accordance with the requirements of Act No. 368 of the Public Acts of 1978, as amended, being S333.1101 et seq. of the Michigan Compiled Laws, kept with the equipment to administer it in a locked cabinet or drawer, and refrigerated if required.
ANALYSIS:	<p>It was alleged that Resident A is not receiving his medications at the same time every day. Upon conclusion of investigative interviews and a review of medications, there is not a preponderance of evidence to conclude a rule violation.</p> <p>All the residents of the home were interviewed and report they receive their medications as ordered. Resident A's Nurse from the VA, Brad Lich was interviewed and denied any concerns with Resident A's medications. Nurse Lich reported if Resident A was not receiving his medications as ordered he would likely be displaying symptoms, including talking excessively or experiencing delusions.</p> <p>There is not a preponderance of evidence to conclude Resident A's medications are not being given as prescribed.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident A is not given enough to eat.

INVESTIGATION:

On December 19, 2023, I interviewed Resident A regarding the allegation to which he denied. Resident A confirmed he gets enough to eat and receives breakfast, lunch, and dinner. Resident A reported he weighs 220 pounds, and his weight has remained steady since the time he has moved into Heavenly Realm #4.

On December 19, 2023, I interviewed Resident B who reported he receives enough food to eat at his home. Resident B reported he receives breakfast, lunch, and dinner and he is “not going hungry”.

On December 19, 2023, I interviewed Resident C who reported he gets plenty to eat at his home. Resident C receives breakfast, lunch, and dinner. Resident C reported he is “overfed”, and he has no concerns regarding food or his meals at the home.

On December 19, 2023, I interviewed Staff, Desiree Allen who reported the residents are provided breakfast, lunch, and dinner. The residents also have snacks available to them. Sometimes Resident A is not home when meals are served however staff will save him a plate to eat when he arrives home.

On December 19, 2023, I viewed the home to have adequate food in the home. The refrigerator and freezer had drinks, meats, and condiments. The pantry was stocked with canned goods, boxed food items, potatoes, and snack items.

On December 19, 2023, I viewed weight records for Resident A and Resident C. There were no concerns with Resident A or Resident C’s weight and their weights appeared to remain steady during the time they have lived at the facility.

On December 19, 2023, I interviewed Licensee Designee, Betty Holmes regarding the allegations. Licensee Designee Holmes denied the allegations and reported the residents of the home receive plenty to eat including breakfast, lunch, dinner, and snacks.

On December 20, 2023, I interviewed Brad Lich, Resident A’s Nurse from the VA. Nurse Lich reported the food/meals Resident A receives at his home seems adequate. Resident A has said that he does not receive enough to eat however Nurse Lich has no concerns with Resident A’s weight. Resident A is overweight and has not lost weight since living at Heavenly Realm #4. Nurse Lich provided the following weights for Resident A: July 2023 216 pounds; September 2023 218 pounds; October 2023 226 pounds, and December 2023 220 pounds. According to Nurse Lich, Resident A has displayed “normal fluctuation” with his weight over the last several months.

On December 20, 2023, I interviewed Mary, Resident A’s Payee from Guardianship Services. Mary reported Resident A has not reported to her any concerns regarding food or meals at his home.

On December 21, 2023, I interviewed Staff, Nadja Stubbs regarding the allegations. Staff Stubbs reported that the residents of the home receive plenty to eat. Residents receive breakfast, lunch, dinner, and snacks. There are always groceries in the home and the residents can write a list of food items they want, and it will be purchased for them.

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:	<p>It was alleged that Resident A does not receive enough food to eat. Upon conclusion of investigative interviews and an unannounced on-site inspection to the home, there is not a preponderance of evidence to conclude a rule violation.</p> <p>Resident A was interviewed and denied not being provided enough to eat. There are 3 residents who reside at the home and all report receiving plenty to eat including breakfast, lunch, and dinner. The facility was viewed to have adequate food items for the residents of the home.</p> <p>There is not a preponderance of evidence to conclude the residents are not provided a minimum of 3 nutritious meals per day.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On December 19, 2023, I conducted an unannounced on-site interview at Heavenly Realm #4 and interviewed Staff, Desiree Allen and Licensee Designee, Betty Holmes. I requested to review resident weight records. After several minutes resident weight records for Resident A and Resident C were viewed. Neither Staff Allen or Licensee Designee Holmes was able to locate and provide me with Resident B's weight record.

APPLICABLE RULE	
R 400.14310	Resident health care.
	(3) A licensee shall record the weight of a resident upon admission and monthly thereafter. Weight records shall be kept on file for 2 years.
ANALYSIS:	On December 19, 2023, I conducted an unannounced on-site interview at Heavenly Realm #4 and requested to view all resident weight records. The weight record for Resident B was unable to be located by staff.
CONCLUSION:	VIOLATION ESTABLISHED

INVESTIGATION:

On December 19, 2023, I completed an unannounced on-site inspection at Heavenly Realm #4. I viewed Resident A's medications and requested to view his medication administration sheets. Staff, Desiree Allen reported the home is provided a list of Resident A's medications every 3 days, and the medications often change. Resident A did not have any medication administration sheets and Staff Allen confirmed there are no medication sheets to sign/initial when staff administer his medications.

APPLICABLE RULE	
R 400.14312	Resident medications.
	<p>(4) When a licensee, administrator, or direct care staff member supervises the taking of medication by a resident, he or she shall comply with all of the following provisions:</p> <p>(b) Complete an individual medication log that contains all of the following information:</p> <ul style="list-style-type: none"> (i) The medication. (ii) The dosage. (iii) Label instructions for use. (iv) Time to be administered. (v) The initials of the person who administers the medication, which shall be entered at the time the medication is given. (vi) A resident's refusal to accept prescribed medication or procedures.

ANALYSIS:	On December 19, 2023, I completed an unannounced on-site inspection at Heavenly Realm #4. I reviewed Resident A's medications and requested to view his medication administration sheets. Staff, Desiree Allen reported the home is provided a list of Resident A's medications, and the medications often change. Resident A did not have any medication administration sheets and Staff Allen confirmed there are no medication sheets to sign/initial when staff administer his medications.
CONCLUSION:	VIOLATION ESTABLISHED

On December 21, 2023, I conducted an Exit Conference with Licensee Designee, Betty Holmes. I advised Licensee Designee Holmes I would be citing rule violations and recommending revocation to coincide with SIR #2023A0576032 sent on June 1, 2023. SIR #2023A0576032 recommended revocation of this license due to Licensee Designee Holmes willful and substantial violation of R 400.14315. Licensee Designee/Administrator, Betty Holmes took valuables (food stamps) from residents of Heavenly Realm #4. R 400.14201(9)(a) was also substantiated due to Ms. Holmes inappropriately spending resident's food stamps and found not to be suitable to care and supervise vulnerable residents due to this behavior.

IV. RECOMMENDATION

I recommend revocation of the license to coincide with the recommendation made in SIR #2023A0576032.

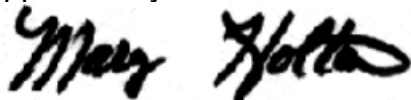


12/21/2023

Christina Garza
Licensing Consultant

Date

Approved By:



12/21/2023

Mary E. Holton
Area Manager

Date