



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

January 10, 2024

Krystal Samuel  
Encompassing Care LLC  
11416 Ossineke Rd  
Ossineke, MI 49766

RE: License #: AS040410720  
Investigation #: 2024A0360005  
Encompassing Care

Dear Krystal Samuel:

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 (866) 865-0006.

Sincerely,

A handwritten signature in blue ink, appearing to read "Matthew Soderquist".

Matthew Soderquist, Licensing Consultant  
Bureau of Community and Health Systems  
Ste 3  
931 S Otsego Ave  
Gaylord, MI 49735  
(989) 370-8320

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS040410720
<b>Investigation #:</b>	2024A0360005
<b>Complaint Receipt Date:</b>	11/13/2023
<b>Investigation Initiation Date:</b>	11/13/2023
<b>Report Due Date:</b>	01/12/2024
<b>Licensee Name:</b>	Encompassing Care LLC
<b>Licensee Address:</b>	11416 Ossineke Rd Ossineke, MI 49766
<b>Licensee Telephone #:</b>	(989) 590-0145
<b>Administrator:</b>	Krystal Samuel
<b>Licensee Designee:</b>	Krystal Samuel
<b>Name of Facility:</b>	Encompassing Care
<b>Facility Address:</b>	11229 US 23 N Ossineke, MI 49766
<b>Facility Telephone #:</b>	(989) 590-0145
<b>Original Issuance Date:</b>	06/07/2022
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/01/2023
<b>Expiration Date:</b>	05/31/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED MENTALLY ILL AGED, ALZHEIMERS

## II. ALLEGATION(S)

	Violation Established?
Resident A has untreated bed sores and was found sitting in urine and feces.	No

## III. METHODOLOGY

11/13/2023	Special Investigation Intake 2024A0360005
11/13/2023	APS Referral Assigned to Kayla Kelly
11/13/2023	Special Investigation Initiated - Letter Kayla Kelly APS
11/13/2023	Contact – Document Received License designee Krystal Samuel
11/14/2023	Inspection Completed On-site Resident A, DCS Sandy Miller
01/05/2024	Inspection Completed On-site Resident A, DCS Sandy Miller
01/05/2024	Contact - Document Received APS Kayla Kelly
01/09/2024	Exit Conference With Licensee Designee Krystal Samuel

**ALLEGATION:** Resident A has untreated bed sores and was found sitting in urine and feces.

**INVESTIGATION:** On 11/13/2023 I was assigned a complaint from the LARA online complaint system.

On 11/13/2023 I contacted Adult Protective Services (APS) worker Kayla Kelly who stated the on-call APS worker had made contact with Resident A over the weekend and Resident A stated the care she receives in the home is wonderful.

On 11/13/2023 I received an email from the licensee designee Krystal Samuel. Ms. Samuel stated that APS worker Kayla Kelly had come to the home to follow-up with Resident A. She stated Resident A reported no concerns to APS.

On 11/14/2023 I made an unannounced onsite inspection at the facility. Resident A stated she started to get bedsores on her heels and her butt while at a nursing home placement. She stated since moving to this home they have been significantly reduced. She stated she goes to the wound clinic once per week. She stated the care in this home is the best care she has ever received. She stated the staff adjust her every two hours. She stated she also has residential care come into the home three times a week. She denied being left in soiled bedding. I observed the bedding to be clean. She stated there was an incident where there was a pinhole leak in her catheter, but the staff fixed it as soon as she noticed it.

While at the facility on 11/14/2023 I interviewed direct care staff Sandy Miller. Ms. Miller stated Resident A is never left in soiled bedding. She stated Resident A was admitted to the facility with a bedsore on her rear end and heels. She stated she goes to the wound clinic once per week for treatment and they are seeing a reduction in both sores. She stated Resident A also has residential care coming into the facility to work with her three times per week. She stated she adjusts Resident A every two hours.

On 01/05/2024 I conducted another unannounced onsite inspection at the facility. Resident A was observed in clean clothing and bedding. Resident A stated she continues to receive excellent care in the home. She stated the staff are adjusting her every two hours. She stated she is still going to the wound clinic once per week and has residential care coming into the home three days per week. She stated her sores continue to be reduced in size and she is looking forward to being able to get back into her wheelchair. She stated her family regularly visits each week.

While at the facility on 01/05/2024 I interviewed the direct care staff Sandy Miller. Ms. Miller stated Resident A continues to go to the wound clinic weekly and have residential care coming into the home. She stated they are still adjusting her every two hours. She stated the sores are getting smaller. She stated the wound clinic has also ordered a new bed for her which should be at the facility in the next week.

On 01/05/2023 I contacted APS worker Kayla Kelly. Ms. Kelly stated the APS investigation was not substantiated and the case has been closed.

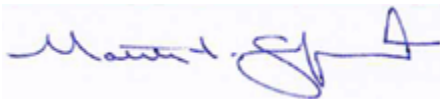
<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.</b>
<b>ANALYSIS:</b>	The complaint alleged Resident A has untreated bed sores and was found sitting in urine and feces.

	<p>Resident A was observed during two unannounced onsite inspections to be clean and reported that she has bed sores from a previous nursing home stay that are being treated. She denied being left in urine and feces.</p> <p>Direct care staff Sandy Miller denied Resident A is left in urine and feces and stated her bed sores are being treated weekly by the wound clinic. She stated she is rotated every two hours.</p> <p>APS worker Kayla Kelly stated her investigation has been unsubstantiated and closed.</p> <p>There is not a preponderance of evidence that Resident A's personal needs are not being attended to at all times.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 01/09/2024 I conducted an exit conference with the licensee designee Krystal Samuel. Ms. Samuel concurred with the findings of the inspection.

#### IV. RECOMMENDATION

I recommend no change in the status of the license.



01/09/2024

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Matthew Soderquist  
Licensing Consultant

Date

Approved By:



01/10/2024

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Jerry Hendrick  
Area Manager

Date