



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

April 15, 2024

Angelyth Marino
HSC Macomb II, LLC
48675 Lafayette Drive
Macomb Twp., MI 48044

RE: License #: AS500404914
Investigation #: 2024A0990015
Hearthstone Communities Macomb II

Dear Ms. Marino:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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.

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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "L. Reed".

LaShonda Reed, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place, Ste 9-100
Detroit, MI 48202
(586) 676-2877

Enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS500404914
Investigation #:	2024A0990015
Complaint Receipt Date:	01/29/2024
Investigation Initiation Date:	02/05/2024
Report Due Date:	03/29/2024
Licensee Name:	HSC Macomb II, LLC
Licensee Address:	48675 Lafayette Drive Macomb Twp., MI 48044
Licensee Telephone #:	(586) 276-5993
Administrator:	Angelyth Marino
Licensee Designee:	Angelyth Marino
Name of Facility:	Hearthstone Communities Macomb II
Facility Address:	48675 Lafayette Drive Macomb Twp, MI 48044
Facility Telephone #:	(586) 276-5993
Original Issuance Date:	09/11/2020
License Status:	REGULAR
Effective Date:	03/11/2023
Expiration Date:	03/10/2025
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED ALZHEIMERS AGED

II. ALLEGATION(S)

	Violation Established?
On 1/25/2024, at 12:24 AM, Emergency Medical Services transported Resident A to the home. When they arrived, no staff could open the front door.	Yes

III. METHODOLOGY

01/29/2024	Special Investigation Intake 2024A0990015
01/29/2024	APS Referral Adult Protective Services (APS) referral denied at intake.
02/05/2024	Special Investigation Initiated - On Site I conducted an unannounced onsite investigation. I interviewed Resident A and Resident B. I spoke with Angelyth Marino, licensee designee (LD) via phone.
02/05/2024	Contact - Document Sent I emailed the Ms. Marinos and requested records for resident.
02/05/2024	Contact - Document Received I received texts messages from Ms. Marino.
02/05/2024	Contact - Telephone call made I called the reporting person (RP); I left a detailed message.
02/06/2024	Contact - Telephone call received I conducted a phone interview with the reporting person (RP). The RP sent screen shots of texts messages.
02/27/2024	Contact - Telephone call received I left a detailed voice message for Relative A.
02/27/2024	Contact - Telephone call made I conducted a brief phone interview with a Relative D.
03/14/2024	Contact - Telephone call made I left a detailed voice message for Relative A.

03/14/2024	Contact - Telephone call made I conducted a phone interview with direct care staff Vanessa Lopez.
03/26/2024	Exit Conference I conducted an exit conference with Ms. Marino

ALLEGATION:

On 1/25/2024, at 12:24 AM, Emergency Medical Services transported Resident A to the home. When they arrived, no staff could open the front door.

INVESTIGATION:

On 01/29/2024, I received the complaint via email. In addition to the allegations, it was indicated that Resident A is a 72-year-old female residing at Hearthstone Communities Adult Foster Care Group Home. Resident A has a history of stroke and weakness on one side of her body. Resident A also has hypertension and is wheelchair-bound. On January 25, 2024, at 12:24 AM, Resident A was transferred back to Hearthstone Communities after being discharged from Henry Ford Hospital. When the Emergency Medical Services (EMS) medical staff member and Resident A arrived, no staff members opened the door to grant Resident A access. The EMS medical staff member knocked on all doors and called the number posted on the front door. The staff did not answer the phone number, and several calls were made. Resident A had to be returned to Henry Ford Hospital.

On 02/05/2024, I conducted an unannounced onsite investigation. I interviewed Resident A and briefly interviewed Resident B.

Resident A said that she was taken to the emergency room (ER) because her blood pressure was fluctuating. Resident A recalled being treated at the hospital and EMS brought her home. Resident A was unsure of the time but said it was late at night. Resident A explained that the EMS workers knocked on the door and called inside the home a few times because no one answered. Resident A described that the EMS staff was “beating” on the front door. Resident A said that no staff ever answered the door or the phone and, as a result, she had to return to the hospital. Resident A said that she had to stay at the hospital until the morning. Resident A said there was to be staff there, and usually, staff are available at nighttime. Resident A denied ever observing staff sleeping at night.

I observed a note that Ms. Marino had posted next to the front door and above the doorbell indicating if anyone had questions, call her at (586) 276-2993.

I interviewed Resident B. Resident B denied observing staff sleeping on the shift or being left alone by staff. Resident B was unaware of the incident on 01/25/2024.

On 02/05/2024, I interviewed Angelyth Marino, licensee designee (LD). Ms. Marino said that on 01/24/2024, Resident A was not feeling well; her blood pressure had dropped, and she was short of breath. Ms. Marino contacted Relative A, Resident A's legal guardian, to inform them of her status. They decided to send her to the ER for evaluation. Resident A left the home around 3:45 PM via ambulance to Henry Ford Hospital. Ms. Marino said that when residents go to the ER, she gives the EMS staff documents called "EMS Letters." Ms. Marino said that Relative A was meeting Resident A at the hospital. Relative A agreed to coordinate with her before Resident A's discharge. Ms. Marino noted that she heard from Relative A once, and they informed her that the ER was still testing Resident A. Ms. Marino said she did not receive any additional calls from Relative A, the ER staff, or the EMS. Ms. Marino noted that her Google Voice number is posted next to the front door, and she did not receive any phone calls from EMS. Ms. Marino said that the Google Voice number listed is her direct business line. At midnight, Ms. Marino was at her private home and not working on shift on 01/25/2024. Ms. Marino said that direct care staff Vanessa Lopez was on shift and was using the bathroom when EMS arrived at the house, and they did not give her time to answer the door. Ms. Marino denied that staff are allowed to sleep on shift.

On 02/05/2024, I received email messages from Ms. Marino with attached screenshots of her phone log. I observed that on the screenshots, the last call that Ms. Marino had on her phone call log was at 7:50 PM on January 24, 2024. The next call I observed was from Henry Ford ER at 5:41 AM. The EMS Letter indicates: For more information regarding this patient, please call Angelyth Marino (Manager) at 586-276-5993 regarding any questions about patient information. I informed Ms. Marino that I tested my Google Voice number by calling my main line and that my Google Voice number shows on my main long call log. I asked if Ms. Marino to send a screenshot of her call log from her main phone carrier. Ms. Marino sent screenshots of a log from Xfinity Mobile listed under Leo Marino, and there were no calls captured on 01/25/2024, around midnight. I did not observe a phone number or dates of the phone call log on the Xfinity Mobile screenshot.

On 02/06/2024, I conducted a phone interview with the reporting person (RP). The RP said they received a call from their dispatch that the ER requested patient/Resident A to be transported home. The RP said that the hospital staff informs the staff at the home or facility when the resident is ready to be transported home. The RP said that when they arrived at the hospital, an unknown staff member informed him they had spoken to someone at the home, and the staff was aware that Resident A was en route home. The RP said they arrived at the home around midnight on 01/25/2024 and knocked on the front door and rang the doorbell, but there was no answer. The RP said that there were no lights on inside the home. The RP knocked on the front door and rang the doorbell several times. The RP said he went to the back of the home and knocked on the back door. The RP said the attached garage had a door; therefore, he went inside and saw a parked car. The RP knocked on the inside of the garage door. The RP said that he called the phone number on the front door twice, (586) 276-5993, and there was no answer. The RP said that he called dispatch and the dispatch supervisor and informed

them no one was answering inside the home. The dispatch supervisor instructed the RP to return Resident A to the ER. The RP said he called twice before leaving the home, but there was no answer. The RP sent screenshots of text messages. I observed that the RP called 586-276-5993 four times, dispatch once, and dispatch supervisor. The RP said he was outside the home for 10-15 minutes before leaving.

On 02/27/2024, I conducted a brief phone interview with Relative D. Relative D said that there are always staff on the shift and that they have no knowledge of staff sleeping on shift. Relative D said that Ms. Marino is very responsible.

03/14/2024 I conducted a phone interview with direct care staff Vanessa Lopez. Ms. Lopez said she worked the midnight shift on 01/25/2024. Ms. Lopez said that she heard the doorbell ringing while she was in the bathroom. She said it took her 3-4 minutes to arrive at the front door, and no one was there. Ms. Lopez said that no phone calls were received at the home number. The only phone call she received at the home was in the early morning from Ms. Marino informing her that Resident A was returning home from the ER. Ms. Lopez denied sleeping on shift and was working the shift alone.

On 03/26/2024, I conducted an exit conference with Ms. Marino. I informed Ms. Marino of the findings. I advised that the home number should also be documented on the front door and sent to the ER staff. The number posted is Ms. Marino's private Google Voice phone number. I told her that the EMS staff called the Google Voice number four times but did not receive an answer. I informed Ms. Marino that it was unclear how her line did not accept the calls. I informed Ms. Marino that the EMS staff said they knocked on the front, back, and garage doors to no avail. Ms. Marino agreed to submit a corrective action plan.

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:	Based on the investigation, sufficient evidence supports that Resident A was not attended to by the staff on duty on 01/25/2024, around midnight. Resident A was sent to the ER around 3:45 PM on 01/24/2024, via EMS to Henry Ford Hospital due to feeling unwell and having dropped blood pressure. Resident A was treated and returned to the home around midnight on 01/25/2024, via EMS. When EMS arrived, they knocked and rang the doorbell at the front, back, and inside garage doors and received no answer. The EMS called the number listed at the front door four times, and no staff answered. The EMS provided screenshots to verify that four

	<p>phone calls were made to the Google Voice number used by the licensee designee, Ms. Marino.</p> <p>Resident A confirmed that she was brought home by the EMS, and no one answered the door to allow her entry to her home. Additionally, I observed Ms. Marino's Google Voice number listed at the home's front door, which is, different from the direct line to the house.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend no change in the license status.

L. Reed

04/02/2024

LaShonda Reed
Licensing Consultant

Date

Approved By:

Denise Y. Nunn

04/15/2024

Denise Y. Nunn
Area Manager

Date