



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 21, 2024

Surindar Jolly
Brownstown Forest View Assisted Living
19341 Allen Rd.
Brownstown, MI 48183

RE: License #: AH820238949
Investigation #: 2024A1035030
Brownstown Forest View Assisted Living

Dear Surindar Jolly:

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 authorized representative 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 (877) 458-2757.

Sincerely,

Jennifer Heim, Licensing Staff
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(313) 410-3226
enclosure

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

I. IDENTIFYING INFORMATION

License #:	AH820238949
Investigation #:	2024A1035030
Complaint Receipt Date:	03/25/2024
Investigation Initiation Date:	03/25/2024
Report Due Date:	05/24/2024
Licensee Name:	Brownstown Assisted Living Center LLC
Licensee Address:	19335 Allen Road Brownstown, MI 48183
Licensee Telephone #:	(734) 658-4308
Administrator:	Surindar Jolly
Authorized Representative:	Surindar Jolly
Name of Facility:	Brownstown Forest View Assisted Living
Facility Address:	19341 Allen Rd. Brownstown, MI 48183
Facility Telephone #:	(734) 675-2700
Original Issuance Date:	08/14/2002
License Status:	REGULAR
Effective Date:	12/17/2023
Expiration Date:	07/31/2024
Capacity:	76
Program Type:	AGED

II. ALLEGATION(S)

	Violation Established?
Resident Neglect	Yes
Additional Findings	No

The complainant identified some concerns that were not related to licensing rules and statues for a home for the aged. Therefore, only specific items pertaining to homes of the aged provisions of care were considered for investigation. The following items were that that could be considered under the scope of licensing.

III. METHODOLOGY

03/25/2024	Special Investigation Intake 2024A1035030
03/25/2024	Special Investigation Initiated - Letter
04/15/2024	Contact - Face to Face

ALLEGATION:

Resident Neglect

INVESTIGATION:

On March 25, 2024, the department received a complaint through the BCAL online complaint system which read: "I'm a former employee and I witnessed a lot of verbal abuse and neglect with residents. A lot of residents wouldn't get showers and the rooms were dirty. The manager allows employees to work without background checks. And residents are to be heard yelling for help for hours in hallways."

On April 15, 2024, an onsite visit was conducted. While onsite I interviewed Jackie Elayyan Assistant Director who states all employees have background checks prior to hire. Jackie states there have been changes in HR therefore process of organizing employee files is a work in process. Jackie states several employees have been let go recently related to work conduct concerns. Jackie continues to state the facility is working on enforcing policy and procedures and processes.

While onsite I interviewed staff person (SP)4 who states room and sections of the home have a schedule to be cleaned. SP4 articulates the clean process and measures taken to keep the home clean and presentable. SP4 states she has never witnessed resident abuse physical nor verbal. SP4 states the individuals that were “lazy” no longer work for the facility.

While onsite I interviewed SP5 who states “this home has had its fair share of problem employees. Jackie Assistant Director is doing her best to eliminate these individuals from the home and hire new employees that enjoy the work we do. Over the past couple months care and engagement has improved significantly.”

While onsite I interviewed SP6 who was observed inappropriately transferring Resident E. SP6 was able to articulate proper transfer techniques but did not transfer Resident E in this manner.

APPLICABLE RULE	
R 325.1921	Governing bodies, administrators, and supervisors.
	<p>(1) The owner, operator, and governing body of a home shall do all of the following:</p> <p>(b) Assure that the home maintains an organized program to provide room and board, protection, supervision, assistance, and supervised personal care for its residents.</p>
ANALYSIS:	<p>Through record review of SP1, SP2, SP3, SP4 each staff person had record of preemployment screening and background checks with clearance to work.</p> <p>Through direct observation rooms, common areas, and halls free of clutter. Observed resident groomed and dressed appropriately. Residents engaged with each other. No yelling out noted during facility rounds.</p> <p>Through direct observation SP6 improperly transferred Resident E from recliner to wheelchair. Facility was unable to provide shower sheets for the requested timeframe for Residents A, B, C, D. Based on observation and inability to produce requested documentation violation established.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend the status of this license remain unchanged.



5/16/2024

Jennifer Heim
Licensing Staff

Date

Approved By:



08/20/2024

Andrea L. Moore, Manager
Long-Term-Care State Licensing Section

Date