



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

September 30, 2024

Daniela Popaj
Serene Gardens of Rochester Hills Memory Care
930 W. South Blvd.
Rochester Hills, MI 48307

RE: License #: AH630413947
Investigation #: 2024A1019068

Dear Licensee:

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.

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) 284-9730.

Sincerely,

A handwritten signature in blue ink, appearing to read "Elizabeth Gregory-Weil".

Elizabeth Gregory-Weil, Licensing Staff
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 347-5503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AH630413947
Investigation #:	2024A1019068
Complaint Receipt Date:	09/06/2024
Investigation Initiation Date:	09/06/2024
Report Due Date:	11/06/2024
Licensee Name:	Serene Gardens of Rochester Hills LLC
Licensee Address:	Ste. 104 9463 Holly Road Grand Blanc, MI 48439
Licensee Telephone #:	(810) 241-4084
Administrator:	Margo Kendzier
Authorized Representative:	Daniela Popaj
Name of Facility:	Serene Gardens of Rochester Hills Memory Care
Facility Address:	930 W. South Blvd. Rochester Hills, MI 48307
Facility Telephone #:	(248) 270-4040
Original Issuance Date:	10/04/2023
License Status:	REGULAR
Effective Date:	08/01/2024
Expiration Date:	07/31/2025
Capacity:	37
Program Type:	ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Residents are left unattended.	No
Resident bathing isn't being completed.	Yes
The facility isn't clean.	No
Additional Findings	No

III. METHODOLOGY

09/06/2024	Special Investigation Intake 2024A1019068
09/06/2024	Special Investigation Initiated - Telephone Called complainant to conduct interview, left voicemail requesting return phone call.
09/09/2024	Contact - Document Sent Emailed licensee for additional information.
09/16/2024	Contact - Telephone call made Called complainant to conduct interview, left voicemail requesting return phone call- second attempt.
09/16/2024	APS Referral
09/17/2024	Inspection Completed On-site
09/17/2024	Inspection Completed BCAL Sub. Compliance

ALLEGATION:

Residents are left unattended.

INVESTIGATION:

On 9/6/4, the department received a complaint alleging that on 9/1/24, residents were left unsupervised at the facility for an unknown length of time while the assigned staff (Employee 1) was observed outside in their car around 11:58pm.

On 9/17/24, I conducted an onsite inspection. I interviewed administrator Margo Kendzier and Employee 2 at the facility. Ms. Kendzier and Employee 2 reported that there are currently eight residents who reside at the facility. Ms. Kendzier and Employee 2 explained that care and med passing staff are scheduled on two twelve-hour shifts (7am-7pm and 7pm-7am). Ms. Kendzier and Employee 2 deny that residents were ever left unattended at any point. Ms. Kendzier and Employee 2 reported that Employee 1 is a very good worker, is reliable, has no write ups and is on time for his shifts. In follow up correspondence with the licensee authorized representative Daniela Popaj, she reported staffing levels as follows:

“During waking hours there is always 2 persons in MC and 2 persons in AL. Overnight, there is 1 person scheduled in MC, 2 scheduled in AL, and a building floater. The building floater is always stationed in memory care overnight, but if needed the AL team is able to call them for assistance too.”

While onsite, I was provided staff schedules. I observed that for the evening shift on 9/1/24, Employee 1 was scheduled in memory care along with an additional float staff (Employee 4). Employees 1 and 4 submitted signed statements attesting that residents were never left unattended.

APPLICABLE RULE	
R 325.1931	Employees; general provisions.
	(5) The home shall have adequate and sufficient staff on duty at all times who are awake, fully dressed, and capable of providing for resident needs consistent with the resident service plans.
ANALYSIS:	Staff interviews and attestations determine that residents are not left unattended. Schedules were reviewed and one permanent staff and one float staff was scheduled during the shift in question. Based on this information, the allegation is not substantiated.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident bathing isn't being completed.

INVESTIGATION:

The complaint alleged that residents aren't receiving showers. The complaint did not specify which residents weren't being bathed and did not provide dates or a timeframe that the allegations occurred.

Employee 3 and Ms. Kendzier were interviewed about this topic and reported that each resident is service planned to get at least two showers per week, except for residents on hospice. Ms. Kendzier reported that residents on hospice have their bathing completed by hospice staff and may be bathed at a different frequency. Facility staff document bathing tasks in two ways- on a skin assessment form and also in the electronic medical record system, QuickMAR. Employee 3 reported that staff are expected to document refusals.

Service plans for all residents were reviewed. I observed that for non-hospice residents, each service plan instructed that the resident would receive two showers per week. Skin assessment documentation and QuickMAR records were reviewed for all residents and the following observations were made:

- No bathing activities were documented for Resident A from 8/13/24-8/21/24.
- No bathing activities were documented for Resident B from 8/29/24-9/6/24 and only one shower was documented during the second week of September.
- Only one shower was documented for Resident C during the second and third weeks of August.
- Only one shower was documented for Resident D during the second and third weeks of August.

APPLICABLE RULE	
R 325.1931	Employees; general provisions.
	(2) A home shall treat a resident with dignity and his or her personal needs, including protection and safety, shall be attended to consistent with the resident's service plan.
ANALYSIS:	Documentation revealed that Residents A, B, C, and D did not consistently receive twice weekly bathing as their service plans instructed during the timeframe reviewed.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

The facility isn't clean.

INVESTIGATION:

The complaint alleged the facility does not have housekeeping staff and that resident rooms and public restrooms aren't being cleaned and neither is the furniture or carpet.

Ms. Kendzier acknowledged that from 8/14/24-9/8/24 that the facility did not have housekeeping staff due to the previous housekeeper going back to school prior to the onboarding of a new housekeeper. Ms. Kendzier and Employee 3 reported that despite not having an assigned housekeeper, all staff were expected to help with those duties in the interim. Ms. Kendzier and Employee 3 reported that staff pitched in despite some verbalizing their displeasure for having added responsibilities. Ms. Kendzier and Employee 3 reported that all housekeeping tasks were being completed and denied that any areas of the facility were not cleaned due to staffing changes. Ms. Kendzier and Employee 3 reported that as part of their regularly assigned duties, care staff complete daily room tidies (including resident bathrooms), make beds, change linens, take trash out and do laundry on the midnight shift. Employee 3 reported that she personally deep cleaned each resident room and bathroom weekly while awaiting new housekeeping staff. Regarding carpets, Employee 3 reported that they are vacuumed weekly at minimum and spot cleaned on an as needed basis. Employee 3 reported that the facility has stain remover solution to use on the carpet and furniture if something is spilled or gets soiled. Employee 3 reported that maintenance staff have a large commercial carpet cleaner for bigger stains.

I conducted a walkthrough of the entire facility. I observed common areas of the building to be clean and in good condition. Floors and surfaces appeared to be clean, and the furniture was in good condition. Bathrooms appeared sanitized, and trash cans throughout the facility were mostly empty. I observed several residents' rooms and bathrooms. All rooms were clean and appeared tidy. While onsite, I also observed staff vacuuming one of the common areas.

APPLICABLE RULE	
R 325.1979	General maintenance and storage.
	(1) The building, equipment, and furniture shall be kept clean and in good repair.

ANALYSIS:	Direct observation of the building revealed an overall clean and tidy appearance. Interviews with facility staff reveal daily and weekly cleaning procedures. Based on this information, the allegation is not substantiated.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

Contingent upon approval of an acceptable corrective action plan I recommend no changes to the status of the license at this time.



09/30/2024

Elizabeth Gregory-Weil
Licensing Staff

Date

Approved By:



09/30/2024

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

Date