



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

December 16, 2024

Cynthia Nkeng
Five Star Residential, Inc.
22190 Sussex Street
Oak Park, MI 48237

RE: License #: AS630405274
Investigation #: 2025A0991002
Five Star Residential Inc

Dear Cynthia Nkeng:

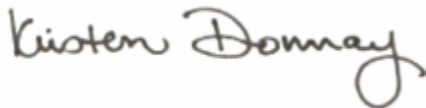
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 responsible party 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 (248) 975-5053.

Sincerely,

A handwritten signature in dark ink, reading "Kristen Donnay". The signature is written in a cursive style with a large, looped "D" and a trailing flourish.

Kristen Donnay, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place
3026 W. Grand Blvd. Ste 9-100
Detroit, MI 48202
(248) 296-2783

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630405274
Investigation #:	2025A0991002
Complaint Receipt Date:	10/23/2024
Investigation Initiation Date:	10/23/2024
Report Due Date:	12/22/2024
Licensee Name:	Five Star Residential, Inc.
Licensee Address:	22190 Sussex Street Oak Park, MI 48237
Licensee Telephone #:	(248) 421-2735
Licensee Designee:	Cynthia Nkeng
Name of Facility:	Five Star Residential Inc
Facility Address:	21358 Frazer Ave Southfield, MI 48075
Facility Telephone #:	(248) 836-8987
Original Issuance Date:	10/28/2020
License Status:	REGULAR
Effective Date:	04/28/2023
Expiration Date:	04/27/2025
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Resident A took his dog out at 4:00am and was locked out of the home. Resident A's guardian had to call the home manager to have her contact staff to let him back into the home.	Yes

III. METHODOLOGY

10/23/2024	Special Investigation Intake 2025A0991002
10/23/2024	Special Investigation Initiated - Telephone To Adult Protective Services (APS) worker, Gene Evans
10/23/2024	APS Referral Received from Adult Protective Services (APS)
10/23/2024	Referral - Recipient Rights Sent to Office of Recipient Rights (ORR)- Alanna Honkanen
10/25/2024	Contact - Telephone call made To assigned ORR worker, Lindsay Hebel
10/25/2024	Contact - Telephone call made To Resident A's guardian- left message
10/25/2024	Contact - Telephone call made To accused staff, Uzodinma (Vincent) Amaehobi
10/30/2024	Inspection Completed On-site Unannounced onsite inspection- no answer at home
10/30/2024	Contact - Telephone call made To licensee designee/home manager Cynthia Nkeng
10/31/2024	Contact - Telephone call made To Resident A's guardian
11/07/2024	Contact - Telephone call made To APS worker, Gene Evans
11/19/2024	Inspection Completed On-site Unannounced onsite inspection - no response at home

12/03/2024	Contact - Telephone call received From APS worker, Gene Evans
12/10/2024	Contact - Telephone call received From ORR worker, Alana Honkanen
12/10/2024	Contact - Document Received Received incident reports, plan of service, and crisis plan
12/10/2024	Contact - Telephone call made To Resident A's guardian
12/10/2024	Contact - Telephone call received From staff, Vince Amaehobi
12/11/2024	Contact - Face to Face Interviewed Resident A at guardian's home
12/12/2024	Exit Conference Left message for licensee designee, Cynthia Nkeng

ALLEGATION:

Resident A took his dog out at 4:00am and was locked out of the home. Resident A's guardian had to call the home manager to have her contact staff to let him back into the home.

INVESTIGATION:

On 10/23/24, I received a complaint from Adult Protective Services (APS), alleging that on 10/21/24 direct care worker, Vince, locked Resident A out of the home at 4:00am when Resident A took his dog outside to use the bathroom. The complaint noted that Vince has been against Resident A having the dog at the home. Vince told Resident A if he takes the dog out to use the bathroom late at night, he will be locked out. On 10/21/2024 at 4:00am, Resident A took the dog out to use the bathroom and got locked out of the home. Resident A banged on the doors, but no one would let him in. Resident A called his guardian, and she contacted the home manager, Cynthia Nkeng. Ms. Nkeng placed a call to Vince to tell him to let Resident A back into the home. Resident A was not harmed while being outside. It is unknown how long Resident A was locked out of the home. Vince let Resident A back into the home, but he claimed that Resident A locked himself out. Resident A was asked if he accidentally locked himself out, and he stated no, explaining the lock was round and he knew how to use it. When Resident A went back into his room, Vince followed him and banged on his door, trying to access his room. Resident A called his guardian, and she asked Vince to leave Resident A

alone for the rest of the night to let him de-escalate. Vince continued to bang on the door, which caused Resident A to have a panic attack and become scared. Resident A called his guardian, and she came to pick him up from the home.

I initiated my investigation on 10/23/24 by contacting the assigned APS worker, Gene Evans. Mr. Evans stated that he interviewed Resident A and his guardian. They confirmed that the information provided in the complaint was accurate. I also contacted the assigned Office of Recipient Rights (ORR) worker, Lindsey Hebel. Ms. Hebel stated that Resident A was locked out of the house on 10/21/24 after taking his dog out. It is estimated that Resident A was locked out of the house for ten to twenty minutes. Resident A contacted his guardian, who called the home manager. The home manager had to call the staff on shift, Vince, to have Resident A let back into the home. Resident A stated that he knocked on the front door and the back door of the home. Ms. Hebel stated that she spoke to the home manager, Cyntia Nkeng, who confirmed that Resident A's guardian contacted her when Resident A could not get back into the house. Ms. Nkeng stated that Uzodinma (Vince) Amaehobi was the midnight staff on shift. Vince claimed that he did not hear Resident A knocking on the door, and he stated that Resident A must have locked himself out of the home.

On 10/30/24, I conducted an unannounced onsite inspection at the home. There was no response at the door. I called the home manager, Cynthia Nkeng, and interviewed her via telephone. Ms. Nkeng stated that she received a phone call at 4:00am from Resident A's guardian. Resident A's guardian told her that staff locked Resident A out of the home, after the staff told Resident A that if he goes out again, he was going to lock him out. Ms. Nkeng stated that she called the home phone and Vincent Amaehobi answered. She asked Vince if Resident A was locked out of the home. Vince stated that Resident A had been in the living room and then went outside with his dog. Vince stated that he did not lock Resident A outside, but the door was locked. He stated that Resident A must have locked himself out. He went to the door and let Resident A back into the home.

Ms. Nkeng stated that she called Resident A's guardian and told her that Resident A was back in the home. Resident A's guardian stated that there have been issues with Vince Amaehobi for a long time. Ms. Nkeng told Resident A's guardian that neither she nor Resident A had reported any issues to her previously. Ms. Nkeng stated that Resident A's guardian called her back a short while later and stated that Resident A was crying and that she was going to the home to get him. Ms. Nkeng called the home to tell Vince to prepare Resident A's medications. Vince told her that Resident A's guardian was very rude, as she told him not to knock on Resident A's door again or she would call the cops. Ms. Nkeng stated that a similar incident happened with Resident A getting locked out of the house when another staff was working, but the staff saw Resident A going outside and saw him push the lock on the door as he was going out. Ms. Nkeng stated that Resident A does not have community access, and that staff should keep an eye on him if he is outside. She stated that the other residents in the home did not hear knocking. The home has a video doorbell, but it is not currently

functioning. Ms. Nkeng stated that she believes Resident A wants to leave the home and he is looking for ways to leave. He frequently lies about staff. Ms. Nkeng stated that Vince Amaehobi is still on the schedule. She has worked shifts with him before, and he is a very good worker. He does not have issues with anybody. Ms. Nkeng stated that they issued a 30-day discharge notice for Resident A, as his guardian is not happy with the services they are providing, and it has become uncomfortable to work with Resident A.

On 10/31/24, I interviewed Resident A's guardian via telephone. Resident A's guardian stated that about a week ago she got a phone call from Resident A in the middle of the night. The call woke her up and she was not sure what time it was. Resident A stated that staff, Vince, locked him out of the house. Resident A's guardian told Resident A to knock on the door and Vince would let him back into the home. Resident A knocked loudly on the front door and the back door. Resident A's guardian could hear him knocking over the phone. Nobody came to the door, so Resident A's guardian called the home manager, Cynthia Nkeng. She asked the home manager to call staff and tell them to let Resident A into the home. Resident A's guardian stated that she was not sure how long Resident A was outside for, but it was probably 20-30 minutes. She stated that Resident A has a lot of anxiety and was agitated, because it was dark and cold outside. After Resident A was let into the home, she was talking to him on the phone. Vince was standing outside Resident A's bedroom door trying to engage with Resident A, asking him, "Why did you tell your mom I locked you out?" Resident A stated that he did not feel safe, because Vince had a key to his room. Resident A's guardian called Vince and asked him to please stop engaging with Resident A. She stated that Vince got argumentative with her and was asking why Resident A was crying. She asked him again to please stop engaging with Resident A. She stated that she knows Vince triggers Resident A, so she decided to drive to the home to pick up Resident A and bring him to her home at 4:30am. She stated that Vince has not been removed from the schedule, so she is rearranging her own schedule so that she can bring Resident A to her home on the weekends when Vince is working. Resident A's guardian stated that there are a lot of communication issues in the home due to language barriers. Resident A's guardian stated that Resident A got his dog in July 2024. About three weeks after he got the dog, Vince made a comment to Resident A that he was going to lock Resident A out of the house if he kept going outside late at night. She stated that Vince has been a bully since the very beginning. Resident A's guardian stated that Resident A is not allowed to be in the community without supervision, and that staff should be watching him.

On 12/10/24, I interviewed direct care worker, Vince Amaehobi, via telephone. Vince stated that he has worked at Five Star Residential for several years, since the home first got licensed. He confirmed that he was working the midnight shift on 10/20/2024 from 9:00pm until 9:00am on 10/21/2024. He was the only staff on shift. On 10/21/2024, around 4:00am, Resident A walked past him in the living room and out the back door of the home to take his dog outside. Resident A did not say anything or interact with Vince when he went outside. A short while later, Vince received a call from the home

manager, Cynthia Nkeng, who told him that Resident A was locked outside the house. Vince immediately got up from the living room couch, unlocked the door, and let Resident A into the home. Vince stated that Resident A then walked into his bedroom, without saying anything to Vince, and locked his door.

Vince stated that he could not see the back door from the living room couch, where he was sitting, and denied hearing Resident A knocking at the back door or the front door. He stated that he would have opened the door immediately if he heard knocking. Vince denied receiving a call from Resident A or Resident A's guardian on the home phone prior to when the home manager called him. Vince denied locking Resident A out of the house, and he stated that Resident A must have accidentally locked himself out of the house. Vince stated that he did not know how long Resident A was outside of the home. Vince stated that he was not sleeping when Resident A left the home, and that he never sleeps during his midnight shift. Vince stated that he never threatened to lock Resident A out of the house if he went out with his dog late at night.

Vince stated that after Resident A locked himself in his room, he knocked on his door and tried to check on Resident A, as he is required to check on all of the residents in the home every 30 minutes throughout the night. Vince stated that he did not yell or bang on Resident A's door. Vince asked Resident A if he was okay when knocking on his door, but Resident A did not respond. Vince stated that Resident A's guardian then called and told him to stop knocking on Resident A's door or she would call the police. Vince told her that he is required to monitor Resident A and open everyone's door to ensure they are safe and in the home.

Vince reported that he was the only staff person on shift, so there were no staff witnesses. Vince reported that the other three residents who live in the home were sleeping when the incident occurred, so they did not witness it. Vince stated that he has a good relationship with Resident A, and they have never had any negative encounters in the past. He stated that Resident A is aggressive, and he is usually able to talk to him and calm him down. Vince stated that he did not know why Resident A would say he locked him out of the house. He stated that Resident A has a history of making false allegations against staff.

On 12/11/24, I interviewed Resident A at his guardian's home. Resident A stated that when he first got his dog, he took the dog out to go to the bathroom at 5:00am. Staff, Vince, was at the kitchen table. He told Resident A that if he went back outside late at night, he would lock him out of the house. Resident A stated that he did not report this to anyone, because he did not think Vince was being serious. He stated that on the night of the incident, he took his dog out to go to the bathroom at 4:00am. Resident A stated that Vince was sleeping in the living room when he walked by to take his dog out. He stated that Vince must have woken up, locked the door, and then went back to sleep in the living room. Staff are not supposed to sleep when they are on shift. He knew Vince was sleeping, because he could hear him snoring on the couch. Resident A stated that the door has a push button lock, and there is "no way in hell" he locked the

door when he went outside. He stated, "that would just be stupid of me." Resident A stated that he tried to go back into the home through the back door, but it was locked. He pounded on the back door and the front door, but Vince did not come to the door. Resident A stated that he called his guardian, and she called the home manager, Cynthia. The home manager tried to call the house, but Vince did not pick up the phone or answer the door. Resident A stated that his guardian called the house and eventually got ahold of Vince. Vince let Resident A back into the house. Resident A stated that his guardian yelled at Vince and threatened him that if he ever did that again, she would call the cops. Resident A stated that he was outside for about 20-30 minutes. He stated that he did not have a coat on, and it was chilly outside. Resident A stated that he had his phone with him, because of Vince's previous threat that he would lock him out of the house. Resident A stated that after he got in the house, his guardian told him to go to his room and close the door. Resident A stated that Vince followed him to his room. He was knocking on the door and asking Resident A why he told his guardian that he locked him out, when Resident A locked himself out. Resident A stated that he was in tears, and he was not feeling safe, as Vince had a key to his room. He stated that Vince kept "pounding on the door" and was yelling, "Why did you lock yourself out?" Resident A stated that he would have just come inside and gone back to sleep, but Vince was aggravating him. Eventually, his guardian decided to come to the home and get him. Resident A stated that after this incident, his guardian would pick him up and he would not stay at the home while Vince was working. They issued a 30-day discharge notice for him to move out of the home. Resident A stated that he has been staying at his guardian's home, but they found a new placement and he is moving there today.

Resident A stated that there was another occasion when he got locked out of the house. He stated that on that occasion, Dylan, was working in the home. Resident A stated that he absolutely loves Dylan and they got along very well. He stated that he did not believe Dylan meant to lock him out of the house. He believes Dylan thought he was inside and was just locking the door for the night to keep everyone safe. Dylan immediately got up and unlocked the door when he realized Resident A was outside. Resident A stated that they worked it out together and talked about it, so this was not an issue. He stated that he did not believe it was an accident when it happened during Vince's shift, because Vince never liked his dog, and had previously threatened to lock him out. Resident A stated that he is allowed to be out in the yard without staff if he is near the house, but he requires supervision if he is going out into the community or taking a walk in the neighborhood. Resident A stated that the other residents in the home were sleeping when the incident occurred, and there were no other witnesses.

I received and reviewed a copy of an incident report dated 10/21/24, written by Uzodinma (Vince) Amaehobi. It notes that Resident A left the home at 4:00am with his dog and locked himself outside. The incident report states that the provider called the house and then opened the door for him.

I reviewed a copy of an incident report dated 10/25/24 at 11:20am. It notes that Resident A went out and locked himself outside. Staff stood by the window watching

(Resident A) pick up his phone and make a call. He knocked on the door. Staff opened the door and asked Resident A why he did that. Staff asked Resident A if he wanted him to lose his job. Resident A said no and promised not to lock himself out again.

I reviewed a copy of Resident A's individual plan of service (IPOS) and crisis plan dated 06/20/2024. The crisis plan indicates that Resident A lacks a full understanding of health and safety protocols around the home or how to respond in an emergency or crisis situation. Resident A lives in a specialized residence and receives 24/7 care. Resident A is on probation until 2026 and cannot be left alone at home or in the community. The plan did not provide any specific information about Resident A being alone in the yard or being monitored while outside.

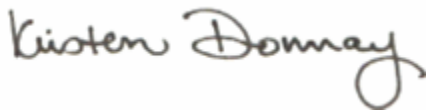
APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	Based on the information gathered through my investigation, there is sufficient information to conclude that Resident A's safety and protection were not attended to at all times when he took his dog out at 4:00am and found himself to be locked out of the home. After discovering the door was locked, Resident A knocked on the back door and front door of the home. Staff did not respond. Resident A had to contact his guardian, who called the home manager to have her contact the staff on shift. Only after the home manager called the home phone did staff get up and let Resident A into the home. The staff on shift, Vince Amaehobi, stated that he saw Resident A leave the home to take his dog out at 4:00am, but he did not hear him knocking on the door to be let back in, as he was sitting in the living room of the home. Staff, Vince Amaehobi, was not closely monitoring Resident A while he was outside at 4:00am.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following:

	(g) Refuse the resident entrance to the home.
ANALYSIS:	Based on the information gathered through my investigation, there is insufficient information to conclude that staff, Vince Amaehobi, locked Resident A out of the home. Resident A believes Vince locked him out of the home when he went to take his dog outside at 4:00am. He stated that in the past Vince threatened to lock him out of the home if he took his dog out at night. Direct care worker, Vince Amaehobi, denied threatening to lock Resident A out of the home and stated that he did not lock the door. He believes Resident A accidentally locked himself out of the home. There were no other witnesses, so it could not be determined who locked the door.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

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

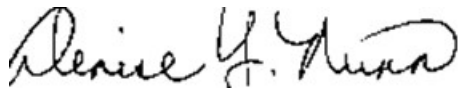


12/12/2024

Kristen Donnay
Licensing Consultant

Date

Approved By:



12/16/2024

Denise Y. Nunn
Area Manager

Date