



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

February 27, 2025

Charles Udanoh  
Angel Care Homes Inc  
16565 Sunderland Road  
Detroit, MI 48219

RE: License #: AS820299055  
Investigation #: 2025A0992012  
Cherry AFC Home

Dear Mr. Udanoh:

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 (313) 456-0380.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Denasha Walker', with a stylized, cursive script.

Denasha Walker, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 300-9922

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS820299055
<b>Investigation #:</b>	2025A0992012
<b>Complaint Receipt Date:</b>	01/06/2025
<b>Investigation Initiation Date:</b>	01/09/2025
<b>Report Due Date:</b>	03/07/2025
<b>Licensee Name:</b>	Angel Care Homes Inc
<b>Licensee Address:</b>	16565 Sunderland Road Detroit, MI 48219
<b>Licensee Telephone #:</b>	(131) 399-5242
<b>Administrator:</b>	Charles Udanoh
<b>Licensee Designee:</b>	Charles Udanoh
<b>Name of Facility:</b>	Cherry AFC Home
<b>Facility Address:</b>	30214 Cherry Avenue Romulus, MI 48174
<b>Facility Telephone #:</b>	(734) 941-4033
<b>Original Issuance Date:</b>	10/15/2009
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	11/05/2023
<b>Expiration Date:</b>	11/04/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL TRAUMATICALLY BRAIN INJURED

## II. ALLEGATION(S)

	Violation Established?
On 01/02/25, it was reported that staff member, Charles Udanoh, raised his voice and yelled at Resident A because she did not wash a cup and straighten up her room. It was reported that Charles Udanoh often yells at Resident A.	Yes

## III. METHODOLOGY

01/06/2025	Special Investigation Intake 2025A0992012
01/06/2025	APS Referral Denied
01/09/2025	Special Investigation Initiated - Face to Face Licensee designee, Charles Udanoh, Residents A, B and C.
02/14/2025	Contact - Telephone call made Resident C's guardian, Relative C.
02/14/2025	Contact - Telephone call made Resident A's supports coordinator, Joe Jenkins with Hegira Heath was not available. Message left.
02/14/2025	Contact - Telephone call made Resident B's supports coordinator, Mia Johnson with Team Wellness.
02/14/2025	Contact - Telephone call made Resident C's supports coordinator, Denecia Moton with Development Center was not available. Message left.
02/20/2025	Contact - Telephone call made Ms. Moton was not available, message left.
02/24/2025	Contact - Telephone call made Ms. Moton was not available, message left.
02/24/2025	Contact - Telephone call received Mr. Jenkins

02/24/2025	Contact - Telephone call made Raquel Thomas, supervisor with Hegira Health.
02/26/2025	Exit Conference Mr. Udanoh
02/27/2025	Contact - Telephone call made Office of Recipient Rights, Marcellus Ball was not available. Message left.

**ALLEGATION:** On 01/02/25, it was reported that staff member, Charles Udanoh, raised his voice and yelled at Resident A because she did not wash a cup and straighten up her room. It was reported that Charles Udanoh often yells at Resident A.

**INVESTIGATION:** On 01/09/2027, I completed an unannounced onsite inspection and interviewed licensee designee, Charles Udanoh, Residents A, B and C regarding the allegation. Mr. Udanoh denied the allegation. He stated Resident A gets anxious and he must raise his voice to redirect her, but he denied yelling at her or any of the other residents. Mr. Udanoh stated the Office of Recipient Rights (ORR) was recently out investigating the same allegation; he could not recall the ORR investigator's name.

I interviewed Resident A. Resident A confirmed the allegation, she stated Mr. Udanoh yelled at her for putting a cup in the sink and not washing it. Resident A stated the staff normally wash the dishes, but on this day, he yelled at her for not washing her cup. Resident A stated Mr. Udanoh often yells at her. I asked Resident A if anyone else witnessed Mr. Udanoh yelling at her and she said, the other residents were present. Resident A stated she is interested in moving into semi-independent living and does not like the way she is treated. Resident A stated she does not have a guardian.

I interviewed Resident B. Resident B confirmed he witnessed Mr. Udanoh yelling at Resident A because she did not wash her cup. Resident B stated he understands people get attitudes and sometimes having a bad day, but Mr. Udanoh often yells at Resident A. He stated he feel as though Mr. Udanoh picks on Resident A. Resident B stated Mr. Udanoh has never yelled at him, but it is not a welcoming environment, and he is interested in relocating. Resident B stated he does not have a guardian.

I interviewed Resident C. Resident C confirmed the allegation. He stated Mr. Udanoh and Resident A are always yelling back and forth at each other. Resident C stated Mr. Udanoh has yelled at him in the past. Resident C identified Relative C as his guardian and provided me with contact information.

On 02/14/2025, I attempted telephone contact Resident C's guardian, Relative C regarding the allegation. I identified myself to the person that answered the telephone and asked to speak with Relative C. The individual asked, "What is the reason for the call," I explained that I needed to speak with Relative C regarding Resident C. I asked the individual if this is Relative C, the individual asked, "What is the reason for the call," and refused to confirm his identity. I asked to speak with Relative C and the call was terminated.

On 02/14/2025, I contacted Resident B's supports coordinator, Mia Johnson with Team Wellness regarding the allegation. Ms. Johnson stated Resident B has never reported Mr. Udanoh yelled at him. However, she stated he has reported arguing and going back and forth with Mr. Udanoh. Ms. Johnson stated Resident B has a strong dislike for Mr. Udanoh and she is in the process of seeking new placement. She stated she is going to visit with Resident B today to reassess him and he will be replaced within the next thirty days.

On 02/24/2025, I received a return call from Resident A's former supports coordinator, Joe Jenkins with Hegira Heath. Mr. Jenkins stated he is no longer Resident A's support coordinator. Mr. Jenkins identified Raqual Thomas as the supervisor with Hegira Health and suggested I contact her for additional information regarding Resident A.

On 02/24/2025, I contacted supervisor, Raquel Thomas with Hegira Health. Ms. Thomas identified Resident A's supports coordinator as Aminika Stell. However, she stated Ms. Stell is relatively new to Resident A's case. Ms. Thomas said she was assigned as Resident A's supports coordinator, prior to Ms. Stell and asked if she could assist me. I discussed the allegation with Ms. Thomas and asked if there were any concerns pertaining to Mr. Udanoh yelling or arguing with Resident A when she was her assigned supports coordinator. Ms. Thomas stated Resident A often complained about Mr. Udanoh, but she was never specific with her complaints other than not liking him. Ms. Thomas stated when she would visit with Resident A at the reported facility, she never witnessed any yelling or demeaning behavior on behalf of the staff or Mr. Udanoh. Ms. Thomas stated Resident A does have extreme delusional behaviors and does not like being told what to do. She stated Resident A has told her on several occasions that she owns the facility and does not have to pay cost of care and she misinterprets redirection. Ms. Thomas stated she is very familiar with the Mr. Udanoh. Ms. Thomas stated she has never witnessed Resident A's wants or needs being neglected while in the facility. I asked if chores are a part of Resident A's individual plan of service (IPOS), and she confirmed. Ms. Thomas stated housekeeping skills are included in her IPOS and agreed to provide me with a copy of her IPOS.

I reviewed Resident A's IPOS, effective date 06/26/2024 through 6/25/2025. Resident A's IPOS includes housekeeping skills two times daily for 15-30 minutes. According to the IPOS, Resident A reported that she "sweeps, mops, washes dishes and clean the common areas with staff assistance."

On 02/26/2025, I completed an exit conference with Mr. Udanoh. I explained that based on the information obtained, there is sufficient evidence to support the allegation that the residents are not being treated with dignity. I explained that Resident A's IPOS does include housekeeping skills with staff assistance and that he just wants to make sure that both he and staff are respectful when communicating with Resident A and other residents. Mr. Udanoh stated that although he does not feel as though he was yelling, he must be cautious because everyone interprets things differently. I explained that based on the findings, a written corrective action plan is required. Mr. Udanoh agreed to review the report and respond accordingly.

<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>	<p>During my investigation, I interviewed licensee designee, Charles Udanoh; current and former support coordinators, Mia Johnson, and Raquel Thomas; Residents A, B and C regarding the allegation, in which Mr. Udanoh denied.</p> <p>Ms. Johnson stated although she has never witnessed the reported behavior, Resident B dislikes Mr. Udanoh and she is in the process of relocating him. As for Ms. Thomas, she stated Resident A often complained about Mr. Udanoh but was never specific other than not liking the facility.</p> <p>Resident A reported the allegation is true and Mr. Udanoh often yells at her. Residents B and C corroborated Resident A's statement. In fact, Resident C stated Mr. Udanoh has yelled at him in the past.</p> <p>Based upon my investigation, there is sufficient evidence that Mr. Udanoh does not treat the residents with dignity at all times. The allegation is substantiated.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

Contingent upon an acceptable corrective action plan, I recommend that the status of the license remains the same.



02/27/2025

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Denasha Walker  
Licensing Consultant

Date

Approved By:



0/27/2025

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Ardra Hunter  
Area Manager

Date