



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

April 9, 2025

Sherman Taylor
Taylor's Special Care Services, Inc.
Ste 210
23800 West Ten Mile Rd
Southfield, MI 48034

RE: License #: AS630405301
Investigation #: 2025A0602008
Winchester Home

Dear Mr. Taylor:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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 "Cindy Berry".

Cindy Berry, Licensing Consultant
Bureau of Community and Health Systems
3026 West Grand Blvd
Cadillac Place, Ste 9-100
Detroit, MI 48202
(248) 860-4475

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630405301
Investigation #:	2025A0602008
Complaint Receipt Date:	01/29/2025
Investigation Initiation Date:	01/30/2025
Report Due Date:	03/30/2025
Licensee Name:	Taylor's Special Care Services, Inc.
Licensee Address:	Ste 210 23800 West Ten Mile Rd Southfield, MI 48034
Licensee Telephone #:	(248) 350-0357
Administrator:	Sherman Taylor
Licensee Designee:	Sherman Taylor
Name of Facility:	Winchester Home
Facility Address:	21001 Winchester Street Southfield, MI 48076
Facility Telephone #:	(248) 350-0357
Original Issuance Date:	01/26/2021
License Status:	REGULAR
Effective Date:	07/26/2023
Expiration Date:	07/25/2025
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff told Resident B she is being kicked out due to her behavior.	No
There are bedbugs in the home.	No

III. METHODOLOGY

01/29/2025	Special Investigation Intake 2025A0602008
01/30/2025	Special Investigation Initiated - Telephone Call made to Office of Recipient Rights
02/11/2025	Inspection Completed On-site Interviewed Resident B and the home manager, Roxanne Turner.
02/12/2025	Contact – Telephone call made Message left for Resident B's case manager.
02/11/2025	Contact – Telephone call received Received a voicemail message from the licensee designee, Sherman Taylor.
02/12/2025	Exit Conference Held with the licensee designee, Sherman Taylor.
02/12/2025	Contact – Document received Received copy of pest control receipts.

ALLEGATION:

- Staff told Resident B she is being kicked out of the home due to her behavior.
- There are bedbugs in the home.

INVESTIGATION:

On 1/29/2025, a complaint was received and assigned for investigation alleging that staff informed Resident B that she was being kicked out of the home due to her behavior and there are bedbugs in the home.

On 2/11/2025, I conducted an unannounced on-site investigation at which time I interviewed Resident B and the home manager, Roxanne Turner. Resident B stated Ms. Turner told her she was being kicked out of the house because she is the craziest one in the home. She said Ms. Turner does not like her and puts her down. When asked, Resident B could not give examples of how Ms. Turner puts her down. She said Ms. Turner does it when there is no one around to hear her. She went on to state that she lived in an apartment in Clawson, MI before moving into the group home and wants to return to her apartment. She said she no longer wants to live in a group home. Resident B said, "I told them I want to move out, but they won't do anything." She said she was assaulted twice by another resident and does not feel safe in the home. According to Resident B, the resident who assaulted her no longer resides in the facility (the assault allegations were investigated in SIR #2024A0991004). Resident B also stated there are bedbugs in the home and no one is doing anything about it.

On 2/11/2025, Ms. Turner stated she is the home manager and works the day shift between the hours of 8 am and 4 pm. Resident B moved into the home in May 2024. She constantly says she wants to move out of the home as she does not like it there. Ms. Turner denied that she ever called Resident B crazy, that she is mean to her, or told her she is being kicked out of the home because of her behaviors. Resident B often compares herself to the other residents and claims to be the sanest one in the home. Ms. Turner stated Resident B was issued a discharge notice on 1/10/2025 and advised that I speak with the licensee designee to discuss the details surrounding the notice as he is the one who issued it. She said Resident B did have a zoom call with her case manager last week to discuss a potential new placement. Ms. Turner went on to state that the home was treated most recently about two weeks ago for bedbugs and again suggested that I contact Mr. Taylor for a copy of the receipt and further details.

On 2/11/2025, I received and reviewed a copy of Resident B's discharge notice dated 1/10/2025. According to the document, "Resident B constantly schedules, cancels, and reschedules important medical appointments on short notice to staff and thus potentially putting herself in further medical dangers. Additionally, after a recent altercation with another resident, Resident B stated she no longer feels safe and requested to move from the Winchester Home." It was also documented in the notice that Resident B's belongings should be picked up no later than 2/09/2025.

On 2/12/2025, I conducted an exit conference with the licensee designee, Sherman Taylor by telephone. Mr. Taylor stated he had no knowledge of the Ms. Turner calling Resident B crazy but acknowledged that a discharge notice was issued to Resident B, her guardian and her case manager on 1/10/2025. He said Resident B communicates with her physicians and schedules appointments without notifying staff so that transportation can be arranged. Resident B receives information from her physicians regarding appointments and/or follow-up care and she does not share that information with staff. She was scheduled for surgery three times and each time it had to be rescheduled due to lack of communication. The first time Resident B's guardian did not sign off on the surgery, the second time staff was not provided to sit with her during the procedure and the third time the surgeon mailed Resident B a copy of pre-op

instructions prior to surgery but Resident B did not share this information with staff. Mr. Taylor went on to state that bedbugs were observed in the home and the home is being treated on an ongoing basis. He said although bedbugs were found in Resident B's bedroom, she refuses to allow the pest control company to touch or move any of her belongs.

On 2/12/2025, I received and reviewed receipts dated 8/12/2024, 8/20/2024, 9/25/2024, 10/02/2024, 10/25/2024, and 1/17/2025 for pest control treatment provided by Terminix Pest Control at the Winchester Home. According to the receipts, on 8/12/2024 bedbugs were found and treated in all bedrooms and the sitting area, on 8/20/2024 all bedrooms were treated for bedbugs, on 9/25/2024 live bedbugs were found in bedrooms 1 and 4 but all bedrooms were treated, on 10/02/2024 live bedbugs were found and treated in bedroom #1 on the chair near the window next to the closet, on 10/25/2024 dead bedbugs were found and treated in bedroom #4 on both bed frames, and on 1/17/2025 bedbugs were found and treated in bedroom #4 only.

APPLICABLE RULE	
R 400.14302	Resident admission and discharge policy; house rules; emergency discharge; change of residency; restricting resident's ability to make living arrangements prohibited; provision of resident records at time of discharge.
	(3) A licensee shall provide a resident and his or her designated representative with a 30-day written notice before discharge from the home. The written notice shall state the reasons for discharge. A copy of the written notice shall be sent to the resident's designated representative and responsible agency. The provisions of this subrule do not preclude a licensee from providing other legal notice as required by law.
ANALYSIS:	Based on the information obtained during the investigation, I determined that Resident B was issued a discharge notice on 1/10/2025. According to the discharge notice, it was issued on 1/10/2025. The unannounced on-site investigation was conducted on 2/11/2025 and Resident B was still residing in the home. The notice documented the reason for the discharge and was sent to Resident B's designated representative.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.14401	Environmental health.
	(5) An insect, rodent, or pest control program shall be maintained as necessary and shall be carried out in a manner that continually protects the health of the residents.
ANALYSIS:	<p>Based on the information obtained during the investigation, there is sufficient information to determine that there are bedbugs in the home. Although there are bedbugs in the home, the home is being regularly treated by a pest control company.</p> <p>On 2/12/2025, Mr. Taylor provided receipts for bedbug treatments provided by Terminix that have been ongoing since 8/12/2024.</p>
CONCLUSION:	VIOLATION ESTABLISHED (BUT CORRECTED)

IV. RECOMMENDATION

I recommend that the special investigation be closed with no change to the status of the license.

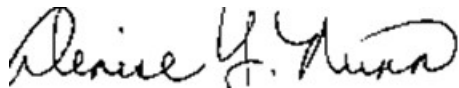


4/01/2025

Cindy Berry
Licensing Consultant

Date

Approved By:



04/09/2025

Denise Y. Nunn
Area Manager

Date