



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 26, 2025

Sunil Bhattad
Drake Wood Manor Inc
1040 S. State Road
Davison, MI 48423

RE: License #: AL630280923
Investigation #: 2025A0991022
Caremore Assisted Living

Dear Sunil Bhattad:

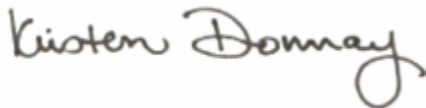
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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) 972-9136.

Sincerely,

A handwritten signature in dark ink that reads "Kristen Donnay". The signature is written in a cursive style with a large, looped "D" at the end.

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 #:	AL630280923
Investigation #:	2025A0991022
Complaint Receipt Date:	08/06/2025
Investigation Initiation Date:	08/06/2025
Report Due Date:	10/05/2025
Licensee Name:	Drake Wood Manor Inc
Licensee Address:	1040 S. State Road Davison, MI 48423
Licensee Telephone #:	(248) 797-8519
Licensee Designee:	Sunil Bhattad
Name of Facility:	Caremore Assisted Living
Facility Address:	4353 W. Walton Blvd. Waterford, MI 48329
Facility Telephone #:	(248) 674-2658
Original Issuance Date:	08/21/2006
License Status:	REGULAR
Effective Date:	03/19/2024
Expiration Date:	03/18/2026
Capacity:	18
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED ALZHEIMERS AGED

II. ALLEGATION(S)

	Violation Established?
Resident A broke her hip during a transfer in August 2024 and Caremore Assisted Living has repeatedly failed to release her medical records.	Yes

III. METHODOLOGY

08/06/2025	Special Investigation Intake 2025A0991022
08/06/2025	Special Investigation Initiated – Telephone Call to complainant
08/06/2025	Contact - Document Sent Requested release of information from complainant
08/07/2025	APS Referral Not referred to Adult Protective Services (APS) - no allegations of abuse or neglect
08/08/2025	Contact - Document Received Received information requests/release from complainant
08/12/2025	Inspection Completed On-site Unannounced onsite inspection- interviewed home manager, licensee designee, and Resident A
08/13/2025	Contact - Document Received Email sent to attorney with requested medical documents
08/25/2025	Contact - Telephone call made Call to complainant
08/25/2025	Exit Conference Via telephone with licensee designee, Sunil Bhattad

ALLEGATION:

Resident A broke her hip during a transfer in August 2024, and Caremore Assisted Living has repeatedly failed to release her medical records.

INVESTIGATION:

On 08/06/25, I received a complaint alleging that in August 2024 a staff person at Caremore Assisted Living was transferring Resident A from her bed when she was dropped and broke her left hip. Resident A had surgery and had three pins put in her left hip. The complaint indicated that notice and requests for medical records were sent to Caremore Assisted Living, but they refused to provide records in violation of HIPAA. The complainant noted that an initial request for records was sent on 06/24/25, with additional follow-up phone calls and fax requests being made on 07/07/25, 07/18/25, and 07/29/25.

The allegations regarding Resident A being dropped and breaking her hip were previously investigated and substantiated in Special Investigation Report #2024A0991032, dated 11/13/24, and will not be addressed in this report. The allegations regarding Resident A being dropped were also previously referred to and investigated by Adult Protective Services (APS). The complaint regarding records not being released was not referred to APS, as there were no allegations of abuse or neglect.

I initiated my investigation on 08/06/25, by contacting the complainant via telephone. I informed the complainant that the allegations regarding Resident A being dropped and breaking her hip were previously investigated. I also informed the complainant that Caremore Assisted Living is not a nursing home or medical facility, so they do not produce their own medical records. The complainant stated that he understood and that he was requesting copies of Resident A's medication administration records (MARs), incident reports, hospital discharge paperwork, or any other documents pertaining to Resident A's health that are maintained at the facility. The complainant stated that Resident A is still living in the facility, and he was hired as legal representation on behalf of Resident A by her son, who is Resident A's power of attorney. The complainant stated that the initial request for records was sent several months ago, and he has not received any documents from the facility.

I received and reviewed a copy of a letter from Michigan AutoLaw.Com dated 05/05/25, which notes that they are a personal injury firm representing individuals who have been injured as a result of automobile collisions, slip and falls, and other acts of negligence. The letter notes that they require access to medical records to properly investigate and pursue legal claims on behalf of their clients. To assist with the process, they work with

an Automated Records Collection (ARC) company (Lexitas) to retrieve medical records. All information obtained through ARC is subject to attorney-client privilege and is protected in accordance with HIPAA regulations. Records are only requested and released upon the execution of proper written authorization by the client and are used solely in the interest of advancing the client's legal matters.

I received and reviewed a letter to Caremore of Waterford titled "Medical Authorization HIPPA Compliant" signed 06/24/25 on behalf of Resident A authorizing the release of all medical records to Lexitas or Michigan Auto. The letter has an accompanying cover letter from Lexitas- Automated Records Collection dated 06/24/25 requesting all medical records for Resident A. I reviewed a second letter from Lexitas-Automated Records Collection dated 08/06/25. It states that the medical request has been outstanding for a period of greater than 43 days. The letter notes that pursuant to Section 164.524(b)(2)(i) of the HIPAA Privacy Rule, the covered entity (CE) must act on a request for access no later than 30 days after receipt of the request. If the PHI (Protected Health Information) is not maintained on-site, the CE must respond within 60 days from the receipt of request, per Section 164.524(b)(2)(ii).

On 08/12/25, I conducted an unannounced onsite inspection at Caremore Assisted Living. I interviewed the home manager, Amanda D'Amore, and the licensee designee, Sunil Bhattad. Ms. D'Amore and Mr. Bhattad stated that they were in the process of printing and getting records together to send the attorney. Mr. Bhattad stated that he initially received a request from the attorney in January 2025, but they were requesting video evidence of the incident when Resident A fell and broke her hip. Mr. Bhattad stated that they did not have any video evidence, as there are no cameras in the bedroom areas, which is where Resident A fell. There are cameras in the common areas of the facility, but they do not record. He stated that the initial letter he received was vague and only stated that they needed to preserve any video evidence. Mr. Bhattad stated that he spoke to someone from the law firm again in April or May 2025, and then again last week. When he spoke to them last week, they requested the medical records. Mr. Bhattad and Ms. D'Amore stated that they are now in the process of sending Resident A's MARs, chart notes, and discharge paperwork from her hospitalization. They stated that they recently received a request via fax, which stated they had 30 days to provide the information. They did not have a copy of the request available. Mr. Bhattad also stated that he was traveling out of the country from 06/05/25-06/21/25, so he was not able to respond to phone calls or fax requests during that time. Mr. Bhattad and Ms. D'Amore stated that Resident A is her own guardian. Her son is her medical power of attorney and can make medical decisions on her behalf when she is not able to do so. Mr. Bhattad stated that he would be sending the requested records today or tomorrow.

On 08/12/25, I interviewed Resident A. Resident A stated that she is doing well and has not had any additional falls since last year. All staff use the Hoyer lift to transfer her now. She stated that the staff are gentle and take good care of her. She loves the home manager, Amanda, who talks to her a lot. Resident A stated that she is on hospice now, so she is not doing any physical therapy. She stated that her son was talking to a lawyer on her behalf, and she is okay with her medical records being released to the attorney.

On 08/13/25, I received a copy of the email that was sent to the attorney from the licensee designee, Sunil Bhattad with Resident A's medical documentation attached. There were four attachments including Resident A's physician instructions/contact log and discharge paperwork from her hospitalizations. One of the attachments was password protected and could not be opened.

On 08/25/25, I placed a follow-up call to the complainant. The complainant stated that he received documents from the licensee designee. He stated that he was still in the process of reviewing the documentation to check if all requested documents were provided.

On 08/25/25, I conducted an exit conference via telephone with the licensee designee, Sunil Bhattad. I advised Mr. Bhattad that one of the attachments that he sent was password protected and could not be opened. He stated that he would resend the attachment. Mr. Bhattad stated that he would submit a corrective action plan and would ensure that he has a process in place to respond to records requests in a timely manner.

APPLICABLE RULE	
MCL 400.712	Keeping and maintaining records and reports; examination and copying of books, records, and reports; confidentiality; inspection of records by resident.
	(3) The records of the residents of a facility which are required to be kept by the facility under this act or rules promulgated under this act shall be confidential and properly safeguarded. These materials shall be open only to the inspection of the director, an agent of the director, another executive department of the state pursuant to a contract between that department and the facility, a party to a contested case involving the facility, or on the order of a court or tribunal of competent jurisdiction. The records of a resident of a facility which are required to be kept by the facility under this act or rules promulgated under this act

	shall be open to inspection by the resident, unless medically contraindicated, or the guardian of a resident.
ANALYSIS:	Based on the information gathered through my investigation, there is sufficient information to conclude that Caremore Assisted Living did not make records available to Resident A or her representative. On 06/24/25, a records request and release signed by Resident A was sent to Caremore Assisted Living by Lexitas- Automated Records Collection/Michigan Auto Law requesting Resident A's medical records. A follow up request was sent on 08/06/25 noting that the request had been outstanding for more than 43 days. Caremore Assisted Living did not respond to the request in a timely manner and failed to send the requested documentation until 08/13/25.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

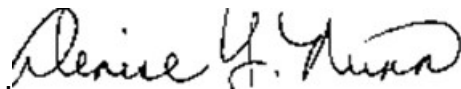


08/25/2025

Kristen Donnay
Licensing Consultant

Date

Approved By:



08/26/2025

Denise Y. Nunn
Area Manager

Date