



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

February 12, 2019

Mashal Bajpai  
Tendercare, LLC  
2510 Orion Road  
Oakland, MI 48363

RE: Application #: AS630391415  
**Tendercare**  
**2510 Orion Road**  
**Oakland, MI 48363**

Dear Ms. Bajpai:

Attached is the Original Licensing Study Report for the above referenced facility. The study has determined substantial compliance with applicable licensing statutes and administrative rules. Therefore, a temporary license with a maximum capacity of 6 is issued.

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 blue ink, appearing to read "Linda Pavlovski".

Linda Pavlovski, Licensing Consultant  
Bureau of Community and Health Systems  
4th Floor, Suite 4B  
51111 Woodward Avenue  
Pontiac, MI 48342  
(586) 835-6827

enclosure

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

**I. IDENTIFYING INFORMATION**

|   |  |
|---|--|
| <b>License #:</b>                       | AS630391415                                  |
| <b>Applicant Name:</b>                  | Tendercare, LLC                              |
| <b>Applicant Address:</b>               | 2510 Orion Road<br>Oakland, MI 48363         |
| <b>Applicant Telephone #:</b>           | (248) 860-8818                               |
| <b>Administrator/Licensee Designee:</b> | Mashal Bajpai                                |
| <b>Name of Facility:</b>                | TenderCare                                   |
| <b>Facility Address:</b>                | 2510 Orion Road<br>Oakland, MI 48363         |
| <b>Facility Telephone #:</b>            | (248) 860-8818                               |
| <b>Application Date:</b>                | 11/14/2017                                   |
| <b>Capacity:</b>                        | 6  |
| <b>Program Type:</b>                    | PHYSICALLY HANDICAPPED<br>AGED<br>ALZHEIMERS |

## II. METHODOLOGY

|            |  |
|------------|--|
| 11/14/2017 | Enrollment   |
| 11/17/2017 | Contact - Document Sent<br>Rules books   |
| 11/17/2017 | Inspection Report Requested - Health   |
| 11/17/2017 | Application Incomplete Letter Sent<br>1326, RI-030, FP, for Mashal.  |
| 12/04/2017 | Contact - Document Received<br>1326, RI-030, FP for Mashal   |
| 12/18/2017 | File Transferred To Field Office<br>Pontiac  |
| 01/02/2018 | Contact - Document Received<br>Licensing file received from Central office   |
| 04/18/2018 | Application Incomplete Letter Sent   |
| 04/27/2018 | Contact - Document Received<br>Received licensing documentation from applicant, Ms. Bajpai.  |
| 05/29/2018 | Inspection Completed On-site   |
| 05/29/2018 | Inspection Completed-BCAL Sub. Compliance  |
| 05/29/2018 | Technical Assistance<br>Provided technical assistance to applicant regarding the steps required for addressing the B-rated Environmental Health Inspection.  |
| 05/30/2018 | Contact - Telephone call received<br>Phone call received from applicant, Ms. Bajpai, regarding the Environmental Health Inspection.  |
| 05/30/2018 | Contact - Telephone call made<br>Phone call made to Oakland County Environmental Health Dept., Mike Pylar. Mr. Pylar explained that a "B" rating was given because the home's septic system is too small for the currently proposed AFC home. Can't approve until it is safely connected to the city. This was expressed at the initial inspection to the applicant. |

|            |  |
|------------|--|
| 06/06/2018 | CAP Compliance Verification<br>Verification of compliance provided by applicant regarding installing appropriate window screens, doorknobs and fire extinguishers.   |
| 06/18/2018 | Contact - Document Received<br>Documents received from applicant Ms. Bajpai regarding corrective plan and estimated timeframes for the completion of the project to connect to the city sewer in order to be in full compliance with Environmental Health & Licensing.                                     |
| 06/19/2018 | Contact - Telephone call made<br>Follow up phone call to Oakland County Environmental Health Department, Mike Pylar & supervisor Kevin Paladino.   |
| 10/19/2018 | Contact - Document Received<br>Update provided from applicant, Ms. Bajpai, regarding city sewer connection project.  |
| 12/14/2018 | Contact - Document Received<br>E-mail communication from Christine Newcomb, Oakland County Health Division on behalf of assigned Public Health Sanitarian, Mike Pylar. Environmental Health Report received but not updated since the city sewer project completed. Licensing requested an updated report. |
| 12/14/2018 | Contact - Document Received<br>E-mail sent with updated Environmental Health Inspection report from Oakland County Health Division, Christine Newcomb.   |
| 01/23/2019 | Contact - Document Received<br>Document received from applicant, Ms. Bajpai.   |

## II. DESCRIPTION OF FINDINGS & CONCLUSIONS

### A. Physical Description of Facility

The facility is a single-family brick ranch-style home. The home is wheelchair accessible. TenderCare is located off Adams Road in Oakland Township, a residential area north of the city of Detroit. TenderCare is surrounded by wooded property and connected to Paint Creek Trail. The home and community are serviced by public sewage system and private water that has been approved by Oakland County Health Division. Medical, educational, and social resources are located within proximity to the home in the surrounding community.

TenderCare features an interconnected smoke detection. Fire extinguishers have been installed and mounted as required in the home. The home is heated by a gas, forced-air heating system located within the basement of the home with a solid-core door equipped with a self-closing device as required by R400.14511. The home also features central air conditioning. The facility's heating, cooling, and electrical systems have been inspected by qualified inspectors and certified as being in good operating condition. TenderCare also installed a security system throughout the common living areas and has a backup generator in case of emergencies.

The living/family room and nook areas are located off the front entrance. The residents' dining area is shared with the common area. The laundry room is near the resident bedroom area. The home features two full baths in the hallway by the bedrooms. I measured all the community living space and bedrooms within the home to determine occupancy limits.

Resident bedrooms were measured during the on-site inspection and have the following dimensions:

| <b>Bedroom #</b> | <b>Room Dimensions</b> | <b>Total Square Footage</b> | <b>Total Resident Beds</b> |
|------------------|------------------------|-----------------------------|----------------------------|
| Bedroom #1       | 13'8" x 16'            | 219 sq. ft.                 | 2                          |
| Bedroom #2       | 13'9" x 13'2"          | 181 sq. ft.                 | 1                          |
| Bedroom #3       | 10'8" x 18'1"          | 193 sq. ft.                 | 1                          |
| Bedroom #4       | 11'8" x 10'            | 117 sq. ft.                 | 1                          |
| Bedroom #5       | 11'8" x 10'            | 117 sq. ft.                 | 1                          |

**Total capacity: 6**

The dining, nook, and family room areas measure a total of 661 square feet of living space. This exceeds the minimum of 35 square feet per resident requirement.

Based on the above information, it is concluded that this facility can accommodate six (6) residents per the AFC the rule requirement R400.14405 (1) and R400.14409 (2)(3). It is the licensee's responsibility not to exceed the facility's licensed capacity.

## **B. Program Description**

Tendercare, LLC submitted an original application for licensure on November 2017. The intended population is male and female adults between 55 years of age or older who require foster care due to being aged, physically handicapped, and Alzheimer's in the least restrictive environment possible. The facility is also able to accommodate any individual that may use a wheelchair.

TenderCare is committed to providing the highest level of care to their residents, to respect their dignity and independence, while giving their family the peace of mind knowing that all their loved one's necessary needs are being met. TenderCare will

follow the Alzheimer's Association dementia care practice recommendations for professionals working in home settings. Staff will provide for each resident quality individualized care to meet the needs and preferences of each resident. TenderCare will provide full assistance with personal care and daily activities, medication management, meals, daily housekeeping and laundry services, 24-hour monitoring for safety and responding to health needs and arranging/coordinating medical care. TenderCare will also encourage residents to participate in daily activities for social awareness and continued self-confidence with games, crafts, exercises, outdoor walks when weather permitting, and local musicians from the community for entertainment.

Admission and discharge policies, program statement, refund policy, personnel policies, standard procedures, as well as floor plans, organizational chart, permission to inspect, proof of ownership, staff training, fire evacuation plan, and staff pattern for the facility were reviewed and accepted as written as outlined in Rule(s) 400.14103, 400.14207, 400.14209, and 400.14302.

### **C. Applicant and Administrator Qualifications**

The applicant is Tendercare LLC and was established in Michigan on February 2017. The applicant submitted a financial statement and established an annual budget projecting expenses and income to demonstrate the financial capability to operate this adult foster care facility.

The Board of Directors of Tendercare LLC has submitted documentation appointing Mashal Bajpai as Licensee Designee and administrator for this facility. Ms. Bajpai has 32 years of experience working with the aged, Alzheimer's, and physically handicapped population as a Registered Nurse providing care in hospitals, nursing, and group home settings.

A licensing record clearance request was completed with no LEIN convictions recorded for Ms. Bajpai. Ms. Bajpai submitted a medical clearance request with statements from a physician documenting her good health and current TB-tine negative results.

Ms. Bajpai has provided documentation to satisfy the qualifications and training requirements identified in the administrative group home rules as outlined in Rule 400.14201 (3)(a) through (i).

The staffing pattern for the original license of this 6-bed facility is adequate and includes 1-2 staff to 6 residents per day and afternoon shifts, as well as midnight shifts, depending on the needs of the residents. All staff shall be awake during sleeping hours.

Mashal Bajpai, the licensee designee, acknowledges her responsibility to obtain all required documentation and signatures that are to be completed prior to each direct care staff or volunteer working with residents. In addition, Ms. Bajpai acknowledges her responsibility to maintain a current employee record on file in the home for the licensee, administrator, and direct care staff or volunteer and the retention schedule for all the

documents contained within each employee's file. Ms. Bajpai acknowledges an understanding of the training and qualification requirements for direct care staff prior to each person working in the facility in that capacity or being considered as part of the staff -to- resident ratio as required with Rules 400.14204 and 400.14208.

Mashal Bajpai acknowledged an understanding of the responsibility to assess the good moral character of employees, volunteers, and contractors who have regular, ongoing, "direct access" to residents or the resident information or both. The licensing consultant provided technical assistance on the process for obtaining criminal record checks utilizing the Michigan Long Term Care Partnership website ([www.miltcpartnership.org](http://www.miltcpartnership.org)), L-1 Identity Solutions™ (formerly Identix ®), and the related documents required to be maintained in each employee record to demonstrate compliance.

Mashal Bajpai acknowledges an understanding of the administrative rules regarding medication procedures and that only those direct care staff that have received medication training and have been determined competent by the licensee, can administer medication to residents. In addition, Ms. Bajpai has indicated that resident medication will be stored in a locked cabinet and that daily medication logs will be maintained on each resident receiving medication required with Rules 400.14312.

Mashal Bajpai acknowledges an understanding of the administrative rules regarding informing each resident of their resident rights and providing them with a copy of those rights. Ms. Bajpai indicated that it is her intent to achieve and maintain compliance with these requirements consistent with Rules 400.14304.

Mashal Bajpai acknowledges an understanding of the administrative rules regarding the written and verbal reporting of incidents and accidents and the responsibility to conduct an immediate investigation of the cause. Ms. Bajpai has indicated her intention to achieve and maintain compliance with the reporting and investigation of each incident and accident involving a resident, employee, and/or visitor per Rules 400.14311.

Mashal Bajpai acknowledges an understanding of the administrative rules regarding the handling of resident funds and valuables and intends to comply consistent with Rules 400.14315.

Mashal Bajpai acknowledges her responsibility to obtain all the required forms and signatures that are to be completed prior to, or at the time of each resident's admission to the home as well as the required forms and signatures to be completed for each resident on an annual basis. In addition, Ms. Bajpai acknowledges her responsibility to maintain a current resident record on file in the home for each resident and the retention schedule for all the documents contained within each resident's file consistent with Rule 400.14316(1)(a) through (2).

Mashal Bajpai acknowledges her responsibility to provide a written discharge notice to the appropriate parties when a 30-day or less than 30-day discharge is requested per Rules 400.14302.

Both the staff and resident files will be reviewed prior to the expiration of the temporary license during the next onsite inspection.

**D. Rule/Statutory Violations**

The facility has been determined to be in full compliance with the applicable administrative rules and the licensing statute based upon the onsite inspections conducted and the licensee's intent to comply with all administrative rules for a small group home (6 or less) as well as the licensing act, Public Act 218 of 1979, as amended.

**III. RECOMMENDATION**

I recommend issuance of a temporary license to this AFC adult small group home (capacity 1-6).

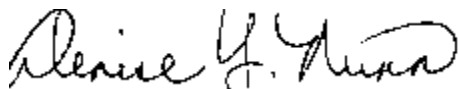


Linda Pavlovski  
Licensing Consultant

1/24/2019

Date

Approved By:



Denise Y. Nunn  
Area Manager

02/12/2019

Date