



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

July 10, 2019

Nicholas Burnett  
Flatrock Manor, Inc.  
2360 Stonebridge Drive  
Flint, MI 48532

RE: License #: AL250397136  
Investigation #: 2019A0501031  
Flatrock Manor of Fenton

Dear Mr. Burnett:

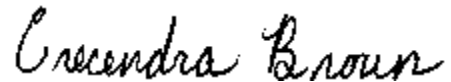
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 (810) 787-7031.

Sincerely,

A handwritten signature in cursive script that reads "Crecendra Brown".

Crecendra Brown, Licensing Consultant  
Bureau of Community and Health Systems  
4809 Clio Road  
Flint, MI 48504  
(810) 931-0965

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL250397136
<b>Investigation #:</b>	2019A0501031
<b>Complaint Receipt Date:</b>	05/13/2019
<b>Investigation Initiation Date:</b>	05/13/2019
<b>Report Due Date:</b>	07/12/2019
<b>Licensee Name:</b>	Flatrock Manor, Inc.
<b>Licensee Address:</b>	7012 River Road Flushing, MI 48433
<b>Licensee Telephone #:</b>	(810) 964-1430
<b>Administrator:</b>	Carrie Aldrich
<b>Licensee Designee:</b>	Nicholas Burnett
<b>Name of Facility:</b>	Flatrock Manor of Fenton
<b>Facility Address:</b>	17600 Silver Parkway Fenton, MI 48430
<b>Facility Telephone #:</b>	(810) 354-8581
<b>Original Issuance Date:</b>	05/07/2019
<b>License Status:</b>	TEMPORARY
<b>Effective Date:</b>	05/07/2019
<b>Expiration Date:</b>	11/06/2019
<b>Capacity:</b>	20
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Facility was observed to be in bad condition, smelling like urine and had feces on the floor as well as vomit on the floor. There was a powder over the top of it that appeared to have been there for days.	No
Additional Findings	Yes

## III. METHODOLOGY

05/13/2019	Special Investigation Intake 2019A0501031
05/13/2019	Special Investigation Initiated - Letter
05/13/2019	APS Referral Genesee County Adult Protective Services Michael Grant.
05/14/2019	Contact - Telephone call made Complainant 1.
06/11/2019	Contact - Telephone call received Staff Nykoreyan Brewton.
06/11/2019	Contact - Telephone call made Detective Scott Townsend.
06/11/2019	Contact - Telephone call made Staff Ciara Lilly, Staff Marta Owens, Staff Keziah Kincaid, Staff Sylvester Skyes, Staff Ken Jones, Staff Dashunna Bean, Staff Aaron Hopson, Staff Deborah Thomas, and Staff Julie Poblick.
06/12/2019	Inspection Completed On-site Manager Brad Jacobi and Resident A.
06/13/2019	Exit Conference Administrator Carrie Aldrich.

## **ALLEGATION:**

Facility was observed to be in bad condition, smelling like urine and had feces on the floor as well as vomit on the floor. There was a powder over the top of it that appeared to have been there for days.

## **INVESTIGATION:**

On May 14, 2019, I conducted a phone interview with Complainant 1. Complainant 1 stated that he went out to the facility on May 8, 2019 to see about doing a placement. Complainant 1 stated that human vomit was on the floor in the main area and residents were walking around with visible feces on them. Complainant 1 stated that he was not able to name any staff, but staff have told him the facility stays nasty. Complainant 1 stated that he did not walk around the entire building. Complainant 1 stated that the facility smelled like urine and did not look clean at all. Complainant 1 stated that he plans on calling the health department to make a complaint.

On June 11, 2019, I conducted a phone interview with Staff Nykoreyan Brewton. Staff Nykoreyan Brewton stated that he could see the allegation being true. Staff Brewton stated that some residents will vomit on the floor for no reason and if everyone is busy doing something, the vomit might sit there for a minute. Staff Brewton stated that he is not sure if there is specific staff assigned to clean up during each shift. Staff Brewton stated that some residents will smear feces on themselves.

On June 11, 2019, I conducted a phone interview with Detective Scott Townsend of the City of Fenton Police Department. Detective Scott Townsend stated that he only went into the Manager's office when he was at the facility. Detective Townsend stated that he does not remember observing any vomit or smelling any urine. Detective Townsend stated that he did not observe any feces while he was at the facility.

On June 11, 2019, I conducted phone interviews with Staff Ciara Lilly, Staff Marta Owens, Staff Keziah Kincaid, Staff Sylvester Skyes, Staff Ken Jones, Staff Dashunna Bean, Staff Aaron Hopson, Staff Deborah Thomas, and Staff Julie Poblick.

Staff Ciara Lilly stated that she does not know anything about the allegation. Staff Lilly stated that this is the first time she has heard this allegation. Staff Lilly stated that floor staff assigned to clean-up during shifts.

Staff Marta Owens stated that the allegation was not true. Staff Owens stated that she has not observed vomit on the floor, no feces on residents and she has not smelled urine. Staff Owens stated that all staff are assigned to do chores while on duty.

Staff Keziah Kincaid stated that she has worked at the facility for one month. Staff Kincaid stated that the allegation was not true. Staff Kincaid stated that she has not observed vomit on the floor, no feces and the facility does not smell like urine.

Staff Sylvester Skyes stated that the allegation was not true. Staff Skyes stated that she has not observed vomit sitting on the floor and residents walking around with feces on them. Staff Skyes stated that she has not smelled urine and they all help do the cleaning.

Staff Ken Jones never answered his phone after several attempts. The phone would stop ringing after so many tries and there was no voicemail set-up. To date, I have received no return calls from Staff Ken Jones.

Staff Dashunna Bean stated that the allegation was not true. Staff Bean stated that the allegation was not true. Staff Bean stated that she has not observed vomit or feces on residents. Staff Bean stated that the facility does not smell like urine.

Staff Aaron Hopson never answered his phone after several attempts. The phone would ring and go to the voicemail box. The voicemail box was full and would not accept any messages. To date, I have not received any return phone calls from Staff Aaron Hopson.

I attempted to interview Staff Deborah Thomas. A female answered the phone and I asked to speak to Staff Deborah Thomas. The person hung up the phone and I called the number back. The phone kept ringing and there was no voicemail.

Staff Julie Poblick answered the phone and I read the allegation to her. Staff Poblick stated that she was at a restaurant and she would call me back. To date, I have not received a return phone call back from Staff Poblick.

On June 12, 2019, I conducted an onsite investigation at Flatrock Manor of Fenton. Manager Brad Jacobi and Resident A were interviewed.

Manager Brad Jacobi stated that the allegation was not true. Manager Jacobi stated that the residents do sometimes vomit on the floor or smear feces, but it is always cleaned up immediately. Manager Jacobi stated that they do not let vomit sit on the floor for a long time and allow residents to walk around with feces on them.

Resident A stated that some residents do vomit on the floor and play in their feces. Resident A stated that staff usually clean it up when someone vomits on the floor or urinates on the floor. Resident A stated that she cannot remember seeing feces on anyone or the walls.

I walked through the entire building. I did not see any vomit on floor in any of the areas. I did not see any feces on any of the residents or on any walls. The facility did not smell like urine.

<b>APPLICABLE RULE</b>	
<b>R 400.15403</b>	<b>Maintenance of premises.</b>
	<b>(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.</b>
<b>ANALYSIS:</b>	<p>Manager Brad Jacobi, Staff Ciara Lilly, Staff Marta Owens, Staff Keziah Kincaid, Staff Sylvester Skyes, and Staff Dashunna Bean stated that the allegation was not true.</p> <p>I walked through the entire building. I did not observe any vomit on floor in any of the areas. I did not observe any feces on any of the residents or on any walls. The facility did not smell like urine.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:**

On June 12, 2019, I conducted an unannounced onsite investigation at Flatrock Manor of Fenton.

The main hallway floor had wasted food and chips on it. The floor was extremely sticky and appeared to have some dried liquid on it. I observed several staff walk past the wasted food and chips on the floor while some residents walked through it. I walked into the kitchen and the floor was also extremely sticky. The floor had dirt, debris, and liquid spills all over it. The kitchen trash can had a lot of trash in it and was uncovered with no lid in sight. The kitchen freezer was not clean with several liquid and food spills in the bottom of it.

On June 13, 2019, I conducted a phone exit conference with Administrator Carrie Aldrich. I informed Ms. Aldrich that a corrective action plan would be requested for the violations. Ms. Aldrich stated that the corrective action plan would be completed.

<b>APPLICABLE RULE</b>	
<b>R 400.15401</b>	<b>Environmental health.</b>
	<b>(4) All garbage and rubbish that contains food wastes shall be kept in leakproof, nonabsorbent containers. The containers shall be kept covered with tight-fitting lids and</b>

	<b>shall be removed from the home daily and from the premises at least weekly.</b>
<b>ANALYSIS:</b>	On June 12, 2019, the kitchen trash can was full of food waste and had no lid.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.15402</b>	<b>Food service.</b>
	<b>(2) All food shall be protected from contamination while being stored, prepared, or served and during transportation to a facility.</b>
<b>ANALYSIS:</b>	On June 12, 2019, the kitchen freezer, where food was being stored, was not clean with several liquid and food spills in the bottom of it.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.15403</b>	<b>Maintenance of premises.</b>
	<b>(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.</b> <b>(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.</b>



<b>ANALYSIS:</b>	<p>The main hallway floor had wasted food and chips on it. The floor was extremely sticky and appeared to have some dried liquid on it.</p> <p>I observed several staff walk past the wasted food and chips on the floor while some residents walked through it.</p> <p>The kitchen floor was extremely sticky. The floor had dirt, debris, and liquid spills all over it.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon the receipt of an acceptable and approved corrective action plan, no change to the license status is recommended.

*Crecendra Brown*

July 10, 2019

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Crecendra Brown  
Licensing Consultant

\_\_\_\_\_  
Date

Approved By:

*Mary Holton*

July 10, 2019

\_\_\_\_\_  
Mary E Holton  
Area Manager

\_\_\_\_\_  
Date