



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 5, 2019

Anthony Ezeanya
Acon Services, Inc.
6481 Royal Pointe
West Bloomfield, MI 48322

RE: License #: AS820379150
Investigation #: 2019A0989066
Sunderland AFC Home

Dear Mr. Ezeanya:

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.

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,



Theresa Cipponeri, Licensing Consultant
Bureau of Community and Health Systems
4th Floor, Suite 4B
51111 Woodward Avenue
Pontiac, MI 48342
(248) 285-8590

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS820379150
Investigation #:	2019A0989066
Complaint Receipt Date:	10/01/2018
Investigation Initiation Date:	10/02/2018
Report Due Date:	11/30/2018
Licensee Name:	Acon Services, Inc.
Licensee Address:	17126 Prevost St. Detroit, MI 48235
Licensee Telephone #:	(313) 340-2500
Administrator:	Anthony Ezeanya
Licensee Designee:	Anthony Ezeanya
Name of Facility:	Sunderland AFC Home
Facility Address:	17127 Sunderland Road Detroit, MI 48219
Facility Telephone #:	(313) 681-0635
Original Issuance Date:	08/05/2016
License Status:	REGULAR
Effective Date:	09/24/2017
Expiration Date:	09/23/2019
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A needs new glasses, but staff will not get them for him.	No
Resident A's hip hurts and it is unknown if he has been taken to a doctor.	No
Resident A is not receiving his medications.	Yes

III. METHODOLOGY

10/01/2018	Special Investigation Intake 2019A0989066
10/01/2018	Contact - Document Received Received denied referral from Adult Protective Services (APS).
10/02/2018	Special Investigation Initiated - Telephone Contacted Resident A via telephone. Unable to have a lucid conversation.
10/08/2018	Contact - Telephone call made Spoke to staff, Philip Obi. Scheduled onsite inspection for 10/12/2018 at 10:00 a.m.
10/10/2018	Contact - Telephone call received Spoke to Mr. Obi.
10/12/2018	Contact - Telephone call made Left a voicemail message for Relative 1, requesting a return call.
10/12/2018	Inspection Completed On-site Conducted previously scheduled onsite inspection. Interviewed Resident A, Mr. Obi, and Home Manager, Ezeanya Oby.
10/12/2018	Contact - Telephone call made Spoke to Relative 1 via telephone.
02/07/2019	Exit Conference I attempted to call the Licensee Designee, Milton Kennedy, however, his voicemail was full.

06/18/2019	Contact - Face to Face Interviewed Mr. Kennedy at his two licensed facilities.
06/18/2019	Contact - Face to Face Conducted unannounced onsite inspection to the correct facility, Sunderland AFC Home. Interviewed staff, Khalilah Hollingsworth.
06/24/2019	Contact - Document Received Special investigation attached to the correct facility.
06/25/2019	Exit Conference I attempted an unsuccessful exit interview with the correct Licensee Designee, Anthony Ezeanya. No answer.

ALLEGATIONS:

- **Resident A needs new glasses, but staff will not get them for him.**
- **Resident A's hip hurts and it is unknown if he has been taken to a doctor.**

INVESTIGATION:

On 10/2/2018, I contacted Resident A via telephone to discuss the allegations. I was unable to have a lucid, understandable conversation with Resident A, as his words were incoherent and rambling.

On 10/10/2018, I spoke to staff, Philip Obi, via telephone, and he provided me with Relative 1's phone number. An onsite inspection was scheduled for 10/12/2018.

On 10/10/2018, I called Relative 1, who stated that Resident A is "hopeless." Relative 1 stated that either he or Resident A's guardian will bring him glasses, however, as soon as Resident A gets them, he breaks them in various ways such as throwing them against the wall or snapping them in half. Relative 1 stated that Resident A has been in at least 20 group homes and no one can handle his behaviors. Relative 1 stated that there are times where Resident A won't sleep for 3 days because he is so agitated. Relative 1 further stated that Resident A's hip has been sore for a very long time and he doesn't even know if his hip truly hurts. A doctor frequently comes to the facility to check on him, however, Resident A will either refuse to see him or say that his hip doesn't hurt.

On 10/12/2018, I conducted a scheduled onsite inspection to the facility and interviewed Resident A, staff, Philip Obi, and the Home Manager, Ezeanya Oby. I interviewed Resident A, who stated that he needs glasses. He added that his hip hurts as well, but he was unable to provide me with any additional information.

Resident A was difficult to understand, slurred his words, and spoke of his life living on Mars when he used to be an alien.

I interviewed Mr. Obi, who stated that Resident A complains about everything, calls 911 constantly, and calls the Office of Recipient Rights (ORR) all the time as well but nothing ever comes of it. Mr. Obi stated that Resident A does not sleep, throws water on the floor, pulls the fire alarm, and breaks other resident's things. Mr. Obi stated that Resident A's guardian and/or his brother bring him glasses all the time, however, Resident A will just throw them or snap them in half. Mr. Obi stated that the insurance company will only pay for one new pair of glass every 1-2 years or somewhere around that timeframe. Mr. Obi, who stated that Resident A refuses to see the doctor when the doctor comes to the facility, so nobody knows if his hip hurts.

The Home Manager, Ezeanya Oby, arrived at the facility. Ms. Oby stated that Resident A throws his glasses or breaks them in half and the insurance company will not keep paying for new glasses. Resident A's insurance will only pay for a new pair of glasses every 1-2 years. She also stated that a doctor comes out to the facility every month, however, Resident A usually refuses to see him. Ms. Oby called Dr. Mark Demuccio while I was still onsite so I could interview him via telephone. Mr. Demuccio stated that he comes out to the facility every month, or more if needed, and he will attempt to see Resident A every time he is there. Resident A often leaves when he gets there so he does not have to see him, or if he stays there, he will adamantly refuse to allow Dr. Demuccio to touch him. Dr. Demuccio stated that he tries very hard to perform a physical exam on Resident A, however, Resident A won't allow him. Dr. Demuccio stated that he does not know if Resident A's hip is hurting him or why, and Resident A will not elaborate or tell anyone. Dr. Demuccio stated that Resident A has never said one word to him about his hip hurting.

I was unable to interview Residents B and C, as they are non-verbal.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(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.

ANALYSIS:	<p>I interviewed Resident A, Relative 1, staff, Philip Obi, and Ezeanya Oby, Home Manager. Resident A stated that he needs glasses, however, he could not provide any more meaningful information. Relative 1, Mr. Obi, and Ms. Oby all stated that Resident A often throws or breaks his glasses and his insurance will only pay for a new pair of glasses every 1-2 years or so.</p> <p>In addition, Resident A, Relative 1, Mr. Obi, Ms. Oby, and Dr. Demuccio stated that Resident A does says his hip hurts, but he will not allow Dr. Demuccio to examine him. Resident A will not tell anyone where his hip hurts, and Dr. Demuccio stated that Resident A has never told him that his hip hurts.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident A is not receiving his medications.

INVESTIGATION:

On 10/10/2018, I called Relative 1, who stated that Resident A is prescribed medication, however, he does not know how much, when, or why.

On 10/12/2018, I interviewed Resident A at the facility, who stated that he doesn't think he gets his medications every day and staff won't tell him why he needs it.

On 10/12/2018, I interviewed Ms. Oby and Mr. Obi at the facility, and they both stated that staff gives Resident A his medications every day, however, he still acts out of control and is unmanageable.

While onsite, I checked Resident A's medication logs. Mr. Obi stated that he could only find the medication logs for September 2018 and one blank medication log for October 2018 which only listed three of Resident A's medications, none of which were initialed. Ms. Oby stated that she does not have Resident A's other medication logs for October. I asked Mr. Obi at least 5 times if Resident A has been getting his October medications, and each time he replied, "Yes". I asked him where the medications were and why they weren't signed for. Mr. Obi didn't answer. I asked him again and he said he didn't know. I asked Mr. Obi and Ms. Oby where Resident A's October medications were and they stated that they did not know. Mr. Oby then stated, "I guess he hasn't been getting them."

Resident A's September medication logs and medications were reviewed as follows:

Gabapentin Neurontin—prescribed 3/day

Resident A was only given this medication on 9/1/2018 at 8:00 a.m.; the 12:00 p.m. noon dosages on 9/24/2018 and 9/25/2018 were not given, and the 8:00 p.m. dosages on 9/10/2018-9/14/2018 and 9/19/2018-9/20/2018 were the only dosages given for the entire month. The staff did not ensure that this medication was refilled for October 2018, therefore Resident A's last dosage for this medication was 9/20/2018 according to the medication logs.

Abilify—prescribed 1 tablet/day

All 8:00 a.m. dosages were signed from 9/1/2018-9/30/2018. The staff did not ensure that this medication was filled for October 2018, therefore Resident A's last dosage for this medication was 9/30/2018.

Zoloft—prescribed 1 tablet/day

All 8:00 a.m. dosages were signed for from 9/1/2018-9/30/2018. The staff did not ensure that this medication was refilled for October 2018, therefore Resident A's last dosage for this medication was 9/30/2018.

Flomax—prescribed 1 capsule/day

This medication came in a bubble pack and Ms. Oby stated that it had already been thrown away. The medication log was signed from 9/1/2018-9/30/2018, however, the staff did not ensure that this medication was refilled for October 2018. Therefore, Resident A's last dosage for this medication was 9/30/2018.

Vitamin D—prescribed as 50000 Units 1/week

Resident A was given this medication on 9/15/2018-9/16/2018, 9/23/2018-9/26/2018, and 9/28/2018. Resident A's last dosage for this medication was 9/28/2018.

Klonopin—prescribed tablet 2/day

All dosages were signed from 9/1/2018-9/30/2018. The staff did not ensure that this medication was refilled for October 2018, therefore Resident A's last dosage for this medication was 9/30/2018.

Aspirin—1 tablet/day

Resident A was only given this medication at 8:00 a.m. from 9/1/2018-9/13/2018 only. The staff did not ensure that this medication was refilled for October 2018, therefore Resident A's last dosage for this medication was 9/13/2018.

Lipitor—1 tablet/day

Resident A was not given this medication on 9/9/2018-9/11/2018 and then from 9/15/2018-9/30/2018. The staff did not ensure that this medication was refilled for October 2018, therefore, Resident A's last dosage for this medication was

9/14/2018.

Neither Mr. Obi nor Ms. Oby could not provide an explanation to me as to why Resident A did not get his full medication dosages in September 2018, nor could they say why his medications had not been refilled for October. I stated that Resident A had been off his medications for 2 weeks and no one noticed. Ms. Oby then got on the phone with the pharmacy and blamed them for not filling the prescriptions. After getting off the phone, she informed me that it was the pharmacy's fault and that it is their job to keep track of the medications for the residents. I explained to her that the facility staff are the persons responsible for keeping track of the refill; not the pharmacy's responsibility. I further stated that Resident A needs to be put back on his medications immediately. Ms. Oby continued to blame the pharmacy and Mr. Obi kept saying that he didn't know what happened. Both Ms. Oby and Mr. Obi claimed that they had no idea that Resident A was not receiving his October medications, even though Mr. Oby stated that he passes medications to the residents every day.

On 2/7/2019, I attempted to conduct an exit conference with the Licensee Designee, Milton, Kennedy, however, his voicemail was full.

On 6/18/2019, I conducted an unannounced onsite inspection to the Sunderland AFC Home, located at 17127 Sunderland Detroit, MI 48219. I interviewed staff, Khalilah Hollingsworth, who stated that the name of this facility is actually called the Sunderland AFC Home. I confirmed that this was the facility that I had inspected in October 2018. Ms. Hollingsworth verified that Resident A used to be a resident here, however, he left several months ago, before she started working here.

On 6/24/2019, this special investigation was attached to the Sunderland AFC Home, which is the correct facility that it was originally intended for.

On 6/25/2019, I attempted to conduct an exit interview with the Licensee Designee, Anthony Ezeanya, however the phone rang many times and no voicemail came on.

APPLICABLE RULE	
R 400.14310	Resident health care.
	(1) A licensee, with a resident's cooperation, shall follow the instructions and recommendations of a resident's physician or other health care professional with regard to such items as any of the following: (a) Medications.

ANALYSIS:	Resident A was not given his full medication dosages for the month of September 2018, and staff had not refilled his medications for October 2018, leaving him unmedicated against his physician's orders.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14312	Resident medications.
	(2) Medication shall be given, taken, or applied pursuant to label instructions.
ANALYSIS:	Staff did not follow the medication prescription directions as written on the medications, as Resident A was not given his full medication dosages for the month of September 2018. In addition, staff had not refilled his medications for October 2018, leaving Resident A unmedicated against his physician's orders.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14312	Resident medications.
	(4) When a licensee, administrator, or direct care staff member supervises the taking of medication by a resident, he or she shall comply with all of the following provisions: (a) Be trained in the proper handling and administration of medication. (b) Complete an individual medication log that contains all of the following information: (i) The medication. (ii) The dosage. (iii) Label instructions for use. (iv) Time to be administered. (v) The initials of the person who administers the medication, which shall be entered at the time the medication is given.

ANALYSIS:	Staff only had one sheet of medications for October 2018 for Resident A, which only listed 3 of his medications (Vitamin D, Aspirin, and Klonopin). The sheet was completely blank and not initialed.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon the receipt of a corrective action plan, I recommend no change to this license.



7/1/2019

Theresa Cipponeri
Licensing Consultant

Date

Approved By:



7/5/2019

Ardra Hunter
Area Manager

Date