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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

April 23, 2020

Lexi Cousino
Adams House Inc.
26900 Franklin Rd.
Southfield, MI 48034

RE: License #: AS630015668
Investigation #: 2020A0617014
Adams House

Dear Ms. Cousino:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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) 975-5053.

Sincerely,

A handwritten signature in grey ink, appearing to be 'EJ', is positioned above the typed name.

Eric Johnson, Licensing Consultant
Bureau of Community and Health Systems
4th Floor, Suite 4B
51111 Woodward Avenue
Pontiac, MI 48342

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630015668
Investigation #:	2020A0617014
Complaint Receipt Date:	02/21/2020
Investigation Initiation Date:	02/25/2020
Report Due Date:	04/21/2020
Licensee Name:	Adams House Inc.
Licensee Address:	26900 Franklin Rd. Southfield, MI 48034
Licensee Telephone #:	(248) 540-1450
Administrator:	Lexi Cousino
Licensee Designee:	Lexi Cousino
Name of Facility:	Adams House
Facility Address:	4094 Rouge Circle Troy, MI 48098
Facility Telephone #:	(248) 540-1450
Original Issuance Date:	09/06/1994
License Status:	REGULAR
Effective Date:	12/12/2019
Expiration Date:	12/11/2021
Capacity:	6
Program Type:	TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Resident A has a mark on his nose allegedly from staff hitting him in the face with a shoe.	Yes

III. METHODOLOGY

02/21/2020	Special Investigation Intake 2020A0617014
02/25/2020	Special Investigation Initiated - Telephone TC to licensee Designee Lexi Cousino
03/02/2020	Contact - Telephone call made TC to licensee Designee Lexi Cousino
03/03/2020	Contact - Document Received Received the following documents from Licensee Designee Lexi Cousino: Resident A's AFC agreement, Assessment Plan, Psychiatric documents, Shower and skin assessment forms, Health Care Appraisal, Inservice training records, written statement from Pearl Wright Director of programs at Neuro Restorative and written staff statements. Written staff statements from Staff members, Kim Taylor, Jacque Bell, Alisa Moore, Tenesha Cowart, and Victor Johnson.
03/05/2020	Contact - Telephone call made TC made to Mr. Charles Ward but no answer.
04/17/2020	Contact - Telephone call made TC with Resident A Guardian
04/20/2020	Contact - Telephone call made TC to Angie Joquico Program Director of Special Tree Rehabilitation, where Resident A now resides.
04/20/2020	Exit Conference Held an exit conference with licensee designee Lexi Cousino informing her of the findings of the investigation.
04/23/2020	Contact - Telephone call made TC to Resident A

ALLEGATION:

Resident A has a mark on his nose allegedly from staff hitting him in the face with a shoe.

INVESTIGATION:

I received a complaint regarding Adams House on 02/21/2020. The complainant stated that Resident A resides at Adam's House, an AFC facility. Resident A has a Traumatic Brain Injury. On an unknown date, Resident A stated he was attacked by a staff member (name unknown) who hit him in the face several times with a shoe. According to the home manager, Lexi (last name unknown, the accused staff was not in the building when the alleged incident occurred but Resident A does have a mark on his nose. Resident A did not require any medical treatment for this injury. It is unclear if Resident A was actually assaulted, by whom, or if he sustained the injury by other means. It is unknown what, if any, actions are being taken by the facility regarding the accused staff.

On 2/25/20, I interviewed licensee designee Lexi Cousino via phone. Ms. Cousino stated that on 02/20/20 she received a phone call from Resident A's day program Neuro Restorative. Staff from Neuro Restorative stated that Resident A arrived there with bruising on his nose and under his eyes stating that he had reportedly been hit repeatedly with a shoe by a male staff member. Ms. Cousino contacted staff from Adams house and instructed them to pick up Resident A and transport him to the hospital for an evaluation. Prior to Resident A being transported to the hospital, Ms. Cousino met with him at Neuro Restorative. Resident A told Ms. Cousino that two days prior, staff Charles Ward came into his room and beat him "100 times" in the head with a shoe. Ms. Cousino observed a swollen nose and bruising under his eyes. According to Ms. Cousino, there were no other marks or bruising on his head or face. According to Ms. Cousino, Resident A also stated that Mr. Ward pushed him into bed prior to beating him. Resident A stated that he was beaten with a hard shoe and not a sneaker or tennis shoe. Resident A stated that the incident happened around 1 AM on 02/19/20. Resident A also told Ms. Cousino that Mr. Ward comes into his room every night and turns on the light and "flips him the double bird" then walks out.

During the interview, Ms. Cousino stated that on 02/21/20, she received information from Beaumont Hospital in Royal Oak, where Resident A was taken. The information indicated that Resident A had a nose fracture, however it was not a new fracture as it was a non-healing fracture from an undetermined time. Ms. Cousino contacted Mr. Ward about the incident. Mr. Ward worked at the facility on 02/18/20 to 02/19/20 from 11 PM to 7 AM. According to Ms. Cousino, Mr. Ward stated that he was in Resident A's room for one minute to pass meds at about 11:30 PM. Upon further investigation by Ms. Cousino, she discovered that Mr. Ward left the facility at about 12:30 AM due to not feeling well, however he did not inform management that he was leaving. Mr. Ward returned to the facility at 7 AM on 02/19/20 and clocked out. According to Ms. Cousino,

Staff Jacque Bell also worked the night of 02/18/20. Ms. Cousino stated that she interviewed Ms. Bell about the night of 02/18/20 and she stated that she did not witness any commotion or issues with Resident A. She stated that he was in bed watching TV for most of the night. Ms. Bell confirmed that Mr. Ward left the facility at about 12:30 AM. Ms. Cousino stated Mr. Ward provided her with a time stamped receipt from a gas station indicating that he was not at the facility during his scheduled shift on 02/19/20. Ms. Cousino stated that Mr. Ward was fired on 02/22/20 for stealing time.

On 03/03/20, I received the following documents from Licensee Designee Lexi Cousino: Resident A's AFC agreement, Assessment Plan, Psychiatric documents, Shower and skin assessment forms, Health Care Appraisal, Inservice training records, Incident Reports, Written statement from Pearl Wright Director of programs at Neuro Restorative and written staff statements. Written staff statements are from Staff members, Kim Taylor, Jacque Bell, Alisa Moore, Tenesha Cowart, and Victor Johnson.

According to the written statement from Neuro Restorative Program Director Pearl Wright dated 02/20/20, Resident A complained of his nose hurting on 02/19/20. Resident A said he was hit by a male staff with a shoe. Staff from Neuro Restorative noted some abrasions on his right dorsal side of his hand. On 02/20/20, Resident A arrived to work with his hat pulled down over his nose. He complained his nose hurt as he was hit with a shoe by a male nurse at his home. There were bruising on the bridge of his nose and under his right eye. His nose was swollen and slanted to the right side and tender to touch.

According to the written statement from Home Manager Kim Taylor dated 02/21/20, she worked from 02/18/20-02/19/20 at Adams house. There was nothing wrong with Resident A's eye or nose either of those days. On Wednesday afternoon on the 19th, Resident A came in from work and was in a great mood with no visual effects. Resident A did not say anything about anyone doing anything to him. When she left at the end of her shift, Resident A was absolutely fine.

According to the written statement from Tenesha Cowart dated 02/21/20, she worked on 02/18/20 and 02/19/20. She was the medication passer for 02/18/20 and administered Resident A's medications. He did not have any bruising on his face. She also seen Resident A on 02/19/20, and there still were no bruises.

According to the written statement from Jacque Bell dated 02/20/20, she worked Tuesday 02/18/20 along with Charles Ward. She stated they both started their respective shifts at 11 PM. Mr. Ward was the medication passer and she observed him preparing and administering the resident's medications. Mr. Ward administered Resident A's medication in his room and exited the room approximately 35 seconds later. Mr. Ward then received a phone call and afterward he stated that he had an emergency that required him to leave. Mr. Ward left between 12 and 12:30 AM. He stated that he would return. Mr. Ward returned around 7 AM on 02/19/20. While Mr. Ward was gone, Resident A slept until he was woken at 5:30 AM on 02/19/20 to

prepare for work. Resident A was observed in a good mood and nothing was noted out of the ordinary about him.

On 04/17/20, I conducted a phone interview with Resident A's guardian. Resident A's guardian stated on 2/20 she received a phone call from the office manager Kim Taylor letting her know that her uncle was being taken to the hospital with black eyes. Ms. Taylor notified her that Resident A was stating that Charles Ward a worker in the home hit him in the face with a shoe that Charles Ward comes in his room at night and flips on the lights and flips him off with both hands. There was a scuffle Charles came to his bed and Resident A tried to push him off him. Charles took off his shoe and hit him in the face. While they were at the hospital, they did a CT scan on him and it was then noticed that he had an unhealed nose fracture from within the past six weeks. Resident A's guardian stated that Resident A has a brain injury and his remembrance of time is impaired. However, Resident A's guardian stated that Resident A's recollection of the incident has remained consistent. Resident A's guardian stated that Resident A and staff Charles Ward had a long-standing dislike for one another. Per Resident A's guardian, according to the psychiatric documentation, Resident A has a traumatic brain injury. Resident A can be very aggressive towards caregivers. Resident A's thought content is delusional and obsessional.

On 04/20/20, I conducted a phone interview with Angie Joquico, Program Director of Special Tree Rehabilitation, where Resident A now resides. Ms. Joquico stated that Resident A has done well with his transition to their facility. Resident A has recovered and healed from his previous injuries. Due to Resident A's traumatic brain injury, he has cognitive issues. Resident A can become very verbal and physically aggressive with staff but responds well to redirection. Resident A will tell very outrageous and obviously false stories. Lately he has been telling people that he has recently gone bear hunting. Ms. Joquico stated he can become very obsessive with his stories, which is consistent with his brain injury diagnoses.

On 04/23/20, I conducted a phone interview with Resident A. Resident A stated that staff Charles Ward entered his room and called him "white trash". According to Resident A, after Mr. Ward verbally insulted him, he then took off his shoe and beat him with it. Resident A stated that he was hit multiple times in the face with the shoe resulting in a broken nose. Resident A stated that staff member Jackie was present and witnessed the entire altercation. Resident A stated that staff did not provide medical attention to his injuries at the time of the incident.

On 04/20/20, I held an exit conference with licensee designee Lexi Cousino informing her of the findings of the investigation.

APPLICABLE RULE	
R 400.14303	Resident care; licensee responsibilities.
	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.
ANALYSIS:	Based on the information gathered through my interviews and review of documentation, it is unknown how Resident A sustained his injuries. Resident A has a traumatic brain injury that contributed to a history of obsessive delusional story telling. However, Resident A sustained bruising on his nose and under his eye which resulted in him needing medical attention. It was also discovered that Resident A had a nose fracture, however it was not a new fracture as it was a non-healing fracture from an undetermined time.
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.

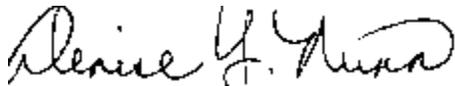


04/23/20

Eric Johnson
Licensing Consultant

Date

Approved By:



04/23/2020

Denise Y. Nunn
Area Manager

Date