



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 18, 2020

Theresa and Randell Huston
2479 Hadden
Muskegon, MI 49441

RE: License #:	AF610395832
Investigation #:	2021A0356001
	Glenside Manor AFC

Dear Mr. and Mrs. Huston:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

Please review the enclosed documentation for accuracy and contact me with any questions. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

Sincerely,

A handwritten signature in cursive script that reads "Elizabeth Elliott".

Elizabeth Elliott, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 901-0585

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AF610395832
Investigation #:	2021A0356001
Complaint Receipt Date:	10/05/2020
Investigation Initiation Date:	10/05/2020
Report Due Date:	12/04/2020
Licensee Name:	Theresa Huston and Randell Huston
Licensee Address:	2479 Hadden Muskegon, MI 49441
Licensee Telephone #:	(231) 759-0453
Administrator:	N/A
Licensee Designee:	N/A
Name of Facility:	Glenside Manor AFC
Facility Address:	2479 Hadden Muskegon, MI 49441
Facility Telephone #:	(231) 759-0453
Original Issuance Date:	02/11/2019
License Status:	REGULAR
Effective Date:	08/11/2019
Expiration Date:	08/10/2021
Capacity:	6
Program Type:	MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Resident A fell and sustained a fractured hip and notification of the fall and injury was not made in a timely manner.	No
The house smells of animal feces and urine.	No

III. METHODOLOGY

10/05/2020	Special Investigation Intake 2021A0356001
10/05/2020	Special Investigation Initiated - Telephone APS worker, Ken Beckman.
10/08/2020	Contact - Document Received APS, Ken Beckman. He cannot conduct face to face, request denied by supervisor.
10/19/2020	Contact - Telephone call made Ken Beckman, APS re: medical documents for Resident A.
10/21/2020	Contact - Telephone call made Ken Beckman follow up.
10/21/2020	Contact - Telephone call made PW Services, Karen Ellison.
10/21/2020	Inspection Completed On-site
10/21/2020	Contact - Face to Face Teresa Hudson, licensee.
10/26/2020	Contact - Telephone call received Randy Huston, Licensee.
10/28/2020	Contact - Telephone call made HealthWest, Lori Marston and PW Services, Rachel Cereska.
11/05/2020	Contact-Telephone call received-Rachel Cereska, PW Serv.
11/05/2020	Contact-Document Received Facility Documents for Resident A sent by Ms. Huston via email.
11/12/2020	Exit Conference-Licensee Randall Huston.

ALLEGATION: Resident A fell and sustained a fractured hip and notification of the fall and injury was not made in a timely manner.

INVESTIGATION: On 10/05/2020, I received a BCAL (Bureau of Children and Adult Licensing) Online Complaint. The complainant reported that Resident A fell at the home and an hour elapsed before the licensees called for assistance for Resident A. The complainant reported that Resident A sustained a left hip/femoral fracture.

On 10/05/2020, I interviewed Ken Beckman, Muskegon County Department of Health and Human Services, Adult Protective Service Worker. Mr. Beckman is investigating this complaint and stated the information he gathered is that one hour elapsed before anyone was notified of Resident A's fall at the home. Mr. Beckman stated the fall landed Resident A in the hospital with a fractured hip, Resident A will go to rehab and it is doubtful he will return to this home. Mr. Beckman stated Resident A has a court appointed guardian agency, PW Services.

On 10/05/2020, I reviewed an IR (Incident Report) dated 10/05/2020 and signed by Randell Huston on 10/05/2020. The IR documents Resident A's fall at the home on 10/04/2020 at approximately 11:15AM. The IR documented the following information, *'(Resident A) was smoking outside when he went to come in he fell. He was help up and put in the wheelchair and brought in, it was raining. (Resident A) was checked out by Randy (Huston). He wasn't showing any pain but said he was paralyzed. He was moving his feet around. We called for non-emergency transport around 11:30AM.'* The IR also documents that it was discovered that Resident A had broken his hip and had surgery on 10/05/2020. PW services was contacted on 10/04/2020 and the Healthwest case manager was contacted on 10/05/2020.

On 10/21/2020, I conducted an unannounced inspection at the home and interviewed Licensee, Teresa Huston. Ms. Huston stated Resident A is capable of going out of the home on his own and on 10/04/2020, he went outside to smoke a cigarette while it was raining. Ms. Huston stated while Resident A was outside, he lost his balance and fell, grabbing onto a cement plant container as he went down. Ms. Huston stated she and her sons went outside and helped Resident A to his feet and assisted him into the house where they sat him in a wheelchair that was in the side entryway of the home. Ms. Huston stated Resident A was able to stand and walk into the home on his own with some assistance. Ms. Huston stated Resident A did not complain of pain, said he was fine and when Mr. Huston came home from the store approximately 15 minutes after Resident A's fall, Resident A stated he was "paralyzed" as which point, Ms. Huston stated they called 9-1-1 and requested an ambulance. Ms. Huston stated they immediately informed Resident A's guardian through PW Services and never delayed treatment or notifying anyone about Resident A's injury. Resident A is currently inpatient at a rehabilitation center and was not available at the home for an interview.

On 10/28/2020, I interviewed Lori Marston, HealthWest supports coordinator for Resident A via telephone. Ms. Marston stated the Licensees have always seemed to

have Resident A's best interests at heart and Resident A never had any complaints about this home. Ms. Marston stated she talked to Ms. Huston after Resident A fell and Ms. Huston reported to her that after Resident A fell, she and her son assisted him into the house. Ms. Marston stated Ms. Huston said she did not know that Resident A was injured because he walked inside and did not complain of any pain. Ms. Marston stated Ms. Huston said when Resident A complained of pain approximately ½ hour later, they called 9-1-1 and got an ambulance to take Resident A into the hospital for evaluation and treatment. Ms. Marston stated she was notified on 10/05/2020.

On 10/26/2020 I interviewed Randy Huston, Licensee via telephone. Mr. Huston stated he was at the store when Resident A fell at the home. Mr. Huston stated Ms. Huston and his sons assisted Resident A into the home after his fall and sat him in a wheelchair. Mr. Huston stated Resident A was able to walk with assistance and did not complain of pain until he (Mr. Huston) returned home approximately 15 minutes later and that is when Resident A told Mr. Huston that he was "paralyzed." Mr. Huston stated Resident A talked about being in pain but did not act like he was in pain but, nonetheless, he (Mr. Huston) called 9-1-1 for an ambulance. Mr. Huston stated the ambulance was a "non-emergent transport" which took them longer to get to the home. Mr. Huston stated upon arrival, the paramedic acted as if he (Mr. Huston) had done something wrong and acted like he (Mr. Huston) did not know what he was doing. Mr. Huston stated as soon as he recognized that something was wrong with Resident A, he called 9-1-1 and only approximately 15 minutes had elapsed between the time Resident A fell and his (Mr. Huston's) call to 9-1-1 was placed. Mr. Huston stated he immediately called Resident A's legal guardian at PW Services to notify.

On 11/05/2020, I interviewed Rachel Cereska, PW Services legal guardian via telephone. Ms. Cereska stated Resident A is not restricted to inside the AFC home and can go outside on his own as he was in this situation. Ms. Cereska stated Mr. Huston called her right away to report Resident A's fall and transport to the hospital. Ms. Cereska stated Mr. Huston called her when the ambulance was on the way to the home and she has no issue regarding the timing of notification. Ms. Cereska stated Mr. Huston followed PW services requirements and notification was immediate.

On 11/12/2020, I conducted an Exit Conference with Licensee, Randell Huston via telephone. Mr. Huston agrees with the information, analysis, and conclusion of this applicable rule.

APPLICABLE RULE	
R 400.1416	Resident health care.
	(4) A licensee shall make a reasonable attempt to contact the resident's next of kin, designated representative, and responsible agency by telephone, followed by a written report to

	the resident's designated representative and responsible agency within 48 hours of the following: (b) Any accident or illness requiring hospitalization.
ANALYSIS:	Based on investigative findings, there is a preponderance of evidence to show that Mr. Huston made notification to the required people and agencies within 48 hours of Resident A's accident and hospitalization. Therefore, a violation of this applicable rule is not established.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The house smells of animal feces and urine.

INVESTIGATION: On 10/05/2020, I received a BCAL (Bureau of Children and Adult Licensing) Online Complaint. The complainant reported the home smelled of animal feces and urine.

On 10/05/2020, I interviewed Ken Beckman, Muskegon County Department of Health and Human Services, Adult Protective Service Worker. Mr. Beckman is investigating this complaint however, at this time, he is unable to conduct an unannounced inspection at the home as follow-up on this allegation.

On 10/21/2020, I conducted an unannounced inspection at the home and interviewed Licensee, Teresa Huston. Ms. Huston invited me into the home where I walked through the entire main floor of the home. There are two dogs that reside in the lower level of the home where the Licensees reside, and Ms. Huston stated two cats live on the main floor where the residents reside. I saw a litter box for the cats in the corner in the living room on the main floor that had cat feces in it and the cat litter was out of the box and on the floor along with some of the feces. Ms. Huston stated one of the cats had just used the box and she will clean it up and keep the litter box maintained. I saw a carpet cleaner near the front door and Ms. Huston stated Mr. Huston had recently shampooed and cleaned the rugs throughout the home. Despite the cat litter box, as I walked through the house, I did not smell an odor of animal urine or feces.

On 11/05/2020, I interviewed Rachel Cereska, PW Services legal guardian via telephone. Ms. Cereska stated while she has cannot comment on the smell of animal urine and feces, she can say the cleanliness of the home is not what it used to be and it is not an environment that Resident A will return to upon his discharge from the rehab facility.

On 11/12/2020, I conducted and Exit Conference with Licensee, Randell Huston via telephone. Mr. Huston agreed with the information, analysis, and conclusion of this applicable rule.

APPLICABLE RULE	
R 400.1426	Maintenance of premises.
	(1) The premises shall be maintained in a clean and safe condition.
ANALYSIS:	While the cleanliness of the home may have been in poor condition at the time of Resident A's fall, when I conducted an unannounced inspection there was not a smell of animal urine and feces in the home possibly due to Mr. Huston shampooing the rugs. Based upon investigative findings at the time of the inspection, there is not a preponderance of evidence to show that the home smells of animal urine and feces and therefore a violation of this rule is not established.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend the current status of the license remain unchanged.



11/18/2020

Elizabeth Elliott
Licensing Consultant

Date

Approved By:



11/18/2020

Jerry Hendrick
Area Manager

Date