



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 29, 2021

Rochelle Lyons
Senior Living Crestwood, LLC
7927 Nemco Way, Ste 200
Brighton, MI 48116

RE: License #:	AH370406206
Investigation #:	2021A1021036
Crestwood Village Assisted Living & Memory Care	

Dear Ms. Lyons:

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. In the event that I am not available and you need to speak to someone immediately, please contact the local office at (517) 284-9730.

Sincerely,

Kimberly Horst, Licensing Staff
Bureau of Community and Health Systems
611 W. Ottawa Street
Lansing, MI 48909

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AH370406206
Investigation #:	2021A1021036
Complaint Receipt Date:	07/15/2021
Investigation Initiation Date:	07/16/2021
Report Due Date:	09/14/2021
Licensee Name:	Senior Living Crestwood, LLC
Licensee Address:	7927 Nemco Way, Ste 200 Brighton, MI 48116
Licensee Telephone #:	Unknown
Administrator:	Allison Freed
Authorized Representative:	Rochelle Lyons
Name of Facility:	Crestwood Village Assisted Living & Memory Care
Facility Address:	2378 S. Lincoln Road Mt. Pleasant, MI 48858
Facility Telephone #:	(989) 772-2183
Original Issuance Date:	06/02/2021
License Status:	TEMPORARY
Effective Date:	06/02/2021
Expiration Date:	12/01/2021
Capacity:	57
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Staff Person 1 harsh to residents.	No
Additional Findings	No

III. METHODOLOGY

07/15/2021	Special Investigation Intake 2021A1021036
07/16/2021	Special Investigation Initiated - Telephone Called and left message with complainant
07/19/2021	Contact - Telephone call received interviewed complainant
07/22/2021	Inspection Completed On-site
07/23/2021	Contact-Telephone call made Interviewed SP1
07/29/2021	Exit Conference Exit Conference with authorized representative Rochelle Lyons

ALLEGATION:

Staff Person 1 harsh to residents.

INVESTIGATION:

On 7/15/21, the licensing department received a complaint with allegations Staff Person 1 (SP1) was harsh to residents at the facility. The complaint was sent from Adult Protective Services (APS).

On 7/19/21, I interviewed the complainant by telephone. The complainant alleged on 6/20, he worked with SP1 at the facility. The complainant alleged Resident A requested assistance with toileting and SP1 left him and told other staff members to assist Resident A. The complainant alleged Resident A now does not want to use his call light to request assistance. The complainant alleged SP1 was harsh to Resident B when Resident B was confused and upset about being in the facility.

On 7/22/21, I interviewed administrator Allison Freed at the facility. Ms. Freed reported these allegations were brought to management and a full internal investigation was completed on SP1. Ms. Freed reported the internal investigation did not find any wrongdoing with SP1. Ms. Freed reported Resident A suffers from depression and will often report that staff are not helping him, and no one wants to help him. Ms. Freed reported Resident A uses his call light and caregivers do assist him. Ms. Freed reported within the investigation Resident A reported caregivers do assist him and he had no concerns with SP1. Ms. Freed reported Resident B is in the memory care unit and has memory deficits. Ms. Freed reported Resident B will become upset that she is in the facility and caregivers are to use a direct approach and inform her that her family knows she is in the facility for her safety. Ms. Freed reported she interviewed managers and staff members regarding SP1 and her approach with residents. Ms. Freed reported no concerns were brought forward. Ms. Freed reported when SP1 was interviewed she could not recall any events when she did not treat residents with respect. Ms. Freed reported she has no concerns with SP1's interactions with residents. Ms. Freed reported SP1 was provide additional education on appropriate approach with residents and all employees will complete the licensee specialized "*Moments Training.*"

On 7/22/21, I interviewed caregiver Adam Scherrer at the facility. Mr. Scherrer reported he has never witnessed any caregivers treating residents disrespectfully. Mr. Scherrer reported no residents have reported concerns with caregivers.

On 7/22/21, I interviewed caregiver Georgena Vanhorn at the facility. Ms. Vanhorn reported interactions with residents and caregivers are always respectful. Ms. Vanhorn reported residents have not verbalized any concerns with caregivers.

On 7/22/21, I interviewed caregiver Amy Tallman at the facility. Ms. Tallman reported SP1 is blunt with the residents but always treats residents with respect. Ms. Tallman reported residents are treated with respect at the facility.

On 7/22/21, I interviewed Resident A at the facility. Resident A reported when he puts on his call light, someone will come and assist him. Resident A reported it can take some time due to needing two people, but someone always comes. Resident A reported all caregivers are helpful and he is treated well at the facility.

On 7/23/21, I interviewed SP1 by telephone. SP1 denied allegations that she does not treat residents with respect. SP1 reported Resident B will sometimes become frantic and confused where she is. SP1 reported caregivers are to be direct with Resident B and tell her where is at and why she is at the facility. SP1 reported it can sound harsh, but it is not. SP1 reported she completed Resident Rights training upon hire. SP1 reported she always treats residents with respect.

I reviewed Resident B's service plan. The service plan read,
"Res occ. Will become emotional and ask why she is @ Crestwood. Approach res. calmly, res reacts well to being honest & letting her know daughter is aware

she is here & safe. Daughter is open to res. calling her if needed for reassurance.”

I reviewed Resident A’s service plan. The service plan read,
“Res has targeted staff stating, “I don’t think they like me.” Reassurance given that all staff here to meet his needs.”

I reviewed SP1’s training record. The record revealed SP1 completed Dementia Care and Resident Rights training.

APPLICABLE RULE	
R 325.1931	Employees; general provisions
	(2) A home shall treat a resident with dignity and his or her personal needs, including protection and safety, shall be attended to consistent with the resident's service plan.
ANALYSIS:	Interviews with management, employees, and residents revealed lack of evidence to support allegation SP1 is harsh with residents.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 7/29/21, I conducted an exit conference with authorized representative Rochelle Lyons by telephone. Ms. Lyons agreed with the findings in this report.

IV. RECOMMENDATION

I recommend no change in the status of the license.

Kimberly Horst

7/28/21

Kimberly Horst
Licensing Staff

Date

Approved By:

Russell Misiak

7/28/21

Russell B. Misiak
Area Manager

Date