



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

July 22, 2021

Andrea Charlton  
True Tender Loving Care Adult Fostering LLC  
45492 Lone Pine Lane  
Macomb, MI 48044

RE: License #: AS500394497  
Investigation #: 2021A0465017  
The Charlton Home

Dear Ms. Charlton:

Attached is the Special Investigation Report for the above referenced facility. Due to the severity of the violations, disciplinary action against your license is recommended. **A previous recommendation of refusal to renew the license was made in the licensing study renewal report dated 4/13/2021, which remains in effect.** You were notified in writing of the department's action and your options for resolution of this matter.

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 cursive script that reads "Stephanie Gonzalez".

Stephanie Gonzalez, Licensing Consultant  
Bureau of Community and Health Systems  
4th Floor, Suite 4B  
51111 Woodward Avenue  
Pontiac, MI 48342  
(517) 243-6063

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS500394497
<b>Investigation #:</b>	2021A0465017
<b>Complaint Receipt Date:</b>	06/11/2021
<b>Investigation Initiation Date:</b>	06/17/2021
<b>Report Due Date:</b>	08/10/2021
<b>Licensee Name:</b>	True Tender Loving Care Adult Fostering LLC
<b>Licensee Address:</b>	45492 Lone Pine Lane Macomb, MI 48044
<b>Licensee Telephone #:</b>	(586) 459-8679
<b>Administrator:</b>	Andrea Charlton
<b>Licensee Designee:</b>	Andrea Charlton
<b>Name of Facility:</b>	The Charlton Home
<b>Facility Address:</b>	45492 Lone Pine Lane Macomb Township, MI 48044
<b>Facility Telephone #:</b>	(586) 459-8679
<b>Original Issuance Date:</b>	10/10/2018
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/10/2019
<b>Expiration Date:</b>	04/09/2021
<b>Capacity:</b>	5
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED ALZHEIMERS AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
The facility is not providing adequate oral hygiene assistance to Resident A.	No
The facility is not providing Resident A the opportunity for a haircut.	No
The facility is not providing Resident A with adequate clothing.	No
Additional Findings	Yes

## III. METHODOLOGY

06/11/2021	Special Investigation Intake 2021A0465017
06/17/2021	Inspection Completed On-site I conducted a walkthrough of Resident A's bedroom and observed her clothing items in her closet and dresser. I reviewed Resident A's record. I interviewed Resident A and licensee, Andrea Charlton.
06/17/2021	Special Investigation Initiated - On Site
07/12/2021	Inspection Completed-BCAL Sub. Non-Compliance
07/12/2021	Exit Conference Conducted Exit Conference with Ms. Charlton

### **ALLEGATION:**

**The facility is not providing adequate oral hygiene assistance to Resident A.**

### **INVESTIGATION:**

On 6/11/2021, a complaint was received, alleging that the facility is not providing adequate oral hygiene care to Resident A. The complaint stated that Resident A is neglecting her teeth and is not receiving assistance from staff to assist with oral hygiene care.

On 6/17/2021, I conducted an onsite investigation at the facility. I reviewed Resident A's record. The *Face Sheet* read that Resident A was admitted to the facility on 11/6/2019 and has a legal guardian, Guardian A1. The *Health Care Appraisal* listed Resident A's medical diagnosis as Hypothyroidism, Heart Disease, Anxiety and

Acute Post-hemorrhagic Anemia. The *Assessment Plan for AFC Residents* read that Resident A requires supervision in the community, independently completes self-care and hygiene tasks and does not require use of assistive devices.

I interviewed Resident A, who stated that she likes living at the facility. Resident A stated, "I don't like going to the dentist and I don't want to go right now. My teeth are good, and I haven't had any problems. I brush my teeth every day by myself. I don't need any help brushing my teeth." Resident A stated that she completes oral hygiene on a daily basis and does not require staff assistance. Resident A stated that her teeth are in adequate condition, with no symptoms of tooth pain or discomfort. Resident A denied any knowledge of a time when direct care staff refused to assist her with dental care assistance when needed.

I interviewed licensee designee, Andrea Charlton, who stated that Resident A independently completes personal oral hygiene tasks. Ms. Charlton stated that Resident A has not reported any oral hygiene discomfort or concerns. Ms. Charlton stated that Resident A does not like going to the dentist and has not been willing to schedule an appointment as of yet, in addition to limited appointment availability due to the pandemic. Ms. Charlton stated that she is currently in the process of scheduling dental appointments for all residents, including Resident A.

<b>APPLICABLE RULE</b>	
<b>R 400.14314</b>	<b>Resident hygiene.</b>
	<b>(1) A licensee shall afford a resident the opportunity and instructions, when necessary, for daily bathing and oral and personal hygiene. A licensee shall ensure that a resident bathes at least weekly and more often if necessary.</b>
<b>ANALYSIS:</b>	<p>The <i>Assessment Plan for AFC Residents</i> indicates that Resident A independently completes self-care and hygiene tasks and does not require use of assistive devices. Resident A stated that she completes oral hygiene tasks on a daily basis and does not require staff assistance. Resident A stated that her teeth are in adequate condition, with no symptoms of tooth pain or discomfort. Resident A denied any knowledge of a time when direct care staff refused to assist her with dental care assistance when needed.</p> <p>According to Ms. Charlton, Resident A independently completes personal oral hygiene tasks. Resident A has not reported any oral hygiene discomfort or concerns. Ms. Charlton is currently in the process of scheduling dental appointments for all residents, including Resident A.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**The facility is not providing Resident A the opportunity for a haircut.**

**INVESTIGATION:**

On 6/11/2021, a complaint was received, alleging that the facility is not providing Resident A the opportunity for a haircut. The complaint stated that Resident A has not received a haircut in over a year.

On 6/17/2021, I conducted an onsite investigation at the facility. I observed Resident A's hair to be shoulder length and adequately groomed. I interviewed Resident A, who stated, "I like my hair and don't want to get it cut right now. I have a lady who used to cut my hair, but she left the salon, and I haven't found anyone else yet that I want to cut my hair. I will cut my hair when I am ready." Resident A stated that once she is ready to get her hair cut, she will let Ms. Charlton know. Resident A denied any knowledge of a time when the facility refused to allow or refused to take her, to obtain a haircut.

I interviewed Ms. Charlton, who stated that Resident A has not asked to obtain a haircut during the last year, since the pandemic began. Ms. Charlton stated that the facility will assist all residents, including Resident A, with obtaining haircuts when requested.

<b>APPLICABLE RULE</b>	
<b>R 400.14314</b>	<b>Resident hygiene.</b>
	<b>(3) A licensee shall afford a resident opportunities and instructions when necessary, to obtain haircuts, hair sets, or other grooming processes.</b>
<b>ANALYSIS:</b>	<p>On 6/17/2021, I conducted an onsite investigation at the facility. I observed Resident A's hair to be shoulder length and adequately groomed. Resident A does not want to obtain a haircut as of now. Resident A denied any knowledge of a time when the facility refused to allow her to obtain a haircut.</p> <p>According to Ms. Charlton, Resident A has not asked to obtain a haircut during the last year, since the pandemic began. Ms. Charlton will assist all residents, including Resident A, with obtaining haircuts when requested.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**The facility is not providing Resident A with adequate clothing.**

**INVESTIGATION:**

On 6/11/2021, a complaint was received, alleging that the facility is not providing Resident A with adequate clothing. The complaint stated that Resident A only has two sets of clothing.

On 6/17/2021, I conducted an onsite investigation at the facility. I observed Resident A to be adequately dressed and well groomed. I observed Resident A's dresser and closet areas. Resident A had a three-drawer dresser that was filled with a variety of shirts, shorts and pants. Resident A also had multiple shirts and pants hanging in the closet.

I interviewed Resident A, who stated, "I have plenty of clothes to wear. And staff wash my clothes often, so I always have clean clothing." Resident A denied any knowledge of a time when she did not have an adequate amount of clean clothing available to wear.

I interviewed Ms. Charlton, who stated that Resident A has an adequate amount of clean clothing to wear on a daily basis. Ms. Charlton stated that the facility also launders all resident clothing on a weekly basis and more often if needed. Ms. Charlton denied that this allegation is true.

<b>APPLICABLE RULE</b>	
<b>R 400.14314</b>	<b>Resident hygiene.</b>
	<b>(5) A licensee shall afford a resident with opportunities, and instruction when necessary, to routinely launder clothing. Clean clothing shall be available at all times.</b>
<b>ANALYSIS:</b>	On 6/17/2021, I conducted an onsite investigation at the facility. I observed Resident A to be adequately dressed and well groomed. I observed Resident A's dresser and closet areas. Resident A had a variety of shirts, shorts and pants in her dresser and closet. According to Resident A, she has plenty of clothes to wear. Resident A denied any knowledge of a time when she did not have an adequate amount of clean clothing available to wear. Ms. Charlton stated that Resident A has an adequate amount of clean clothing to wear on a daily basis. Ms. Charlton denied that this allegation is true.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:**

On 6/17/2021, I conducted an onsite investigation at the facility. I observed a basket of unsecured prescription medication sitting on the living room couch.

I interviewed Ms. Charlton, who stated that she accidentally left the medication on the couch when she went into the kitchen to speak to this writer. Ms. Charlton stated she immediately put the medication away as soon as she realized she had left it in the living room, unsecured and unsupervised.

<b>APPLICABLE RULE</b>	
<b>R 400.14312</b>	<b>Resident medications.</b>
	<b>(6) A licensee shall take reasonable precautions to ensure that prescription medication is not used by a person other than the resident for whom the medication was prescribed.</b>
<b>ANALYSIS:</b>	On 6/17/2021, I conducted an onsite investigation at the facility. I observed a basket of unsecured prescription medication sitting on the living room couch. Ms. Charlton acknowledged that she accidentally left the medication on the couch when she went into the kitchen to speak to this writer.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**INVESTIGATION:**

On 6/17/2021, I conducted an onsite investigation at the facility. I reviewed the practice fire drills that Ms. Charlton provided for review for 2020 and 2021. For the year 2020, the following practice drills were missing:

- One daytime hours fire drill
- Three evening hours fire drills
- Four sleeping hours fire drills

For the year 2021, the following practice drills were missing:

- One daytime hours fire drill
- One evening hours fire drill
- Two sleeping hours fire drills

I interviewed Ms. Charlton, who stated that, due to being the only staff on duty at all times, she has been unable to conduct the practice fire drills as required per licensing rules.

On 7/12/2021, I conducted an exit conference with Ms. Charlton. Ms. Charlton is not in agreement with the findings of this report.

<b>APPLICABLE RULE</b>	
<b>R 400.14318</b>	<b>Emergency preparedness; evacuation plan; emergency transportation.</b>
	<b>(5) A licensee shall practice emergency and evacuation procedures during daytime, evening, and sleeping hours at least once per quarter. A record of the practices shall be maintained and be available for department review.</b>
<b>ANALYSIS:</b>	On 6/17/2021, I conducted an onsite investigation at the facility. I reviewed the practice fire drills that Ms. Charlton provided for review for 2020 and 2021. For the 2020 – 2021 timeframe, there were two daytime hours, four evening hours, and six sleeping hours practice drills missing. According to Ms. Charlton, due to her being the only staff on duty at all times, she has been unable to conduct the practice fire drills as required per licensing rules.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

A previous recommendation of refusal to renew the license was made in the licensing study renewal report dated 4/13/2021, which remains in effect.

*Stephanie Gonzalez*

7/21/2021

Stephanie Gonzalez  
Licensing Consultant

Date

Approved By:

*Denise Y. Nunn*

07/22/2021

Denise Y. Nunn  
Area Manager

Date