



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

September 23, 2021

Satish Ramade
Margaret's Meadows, LLC
5257 Coldwater Rd.
Remus, MI 49340

RE: License #: AL370264709
Investigation #: 2021A0783044
Margaret's Meadows

Dear Mr. Ramade:

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.

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 (517) 284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Leslie Herrguth".

Leslie Herrguth, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 256-2181

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL370264709
Investigation #:	2021A0783044
Complaint Receipt Date:	08/04/2021
Investigation Initiation Date:	08/05/2021
Report Due Date:	10/03/2021
Licensee Name:	Margaret's Meadows, LLC
Licensee Address:	5257 Coldwater Rd. Remus, MI 49340
Licensee Telephone #:	(989) 561-5009
Administrator:	Satish Ramade
Licensee Designee:	Satish Ramade
Name of Facility:	Margaret's Meadows
Facility Address:	5257 Coldwater Road Remus, MI 49340
Facility Telephone #:	(989) 561-5009
Original Issuance Date:	10/11/2004
License Status:	REGULAR
Effective Date:	10/23/2019
Expiration Date:	10/22/2021
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED ALZHEIMERS AGED

II. ALLEGATION(S)

	Violation Established?
Staff members sleep during third shift.	No
A staff member/supervisor at the facility tells a resident to “shut up,” and “nobody is listening to you, no one likes you.”	No
The facility bathroom is covered in feces.	No
Additional Findings	Yes

III. METHODOLOGY

08/04/2021	Special Investigation Intake – 2021A0783044
08/05/2021	Special Investigation Initiated - On Site
08/05/2021	Contact - Face to Face interviews with Fay Haney, Bradlee Gilbert, Satish Ramade, Onnalee Recker, Resident A, Resident B, and Resident C
08/17/2021	Contact - Telephone call made to facility administrator Ashlyn Isanhart
08/18/2021	Contact - Document Received – Employee records for staff member #1 and staff member #2
09/01/2021	Contact - Document Received – Employee Schedule for August 2021
09/22/2021	Exit Conference with Satish Ramade

ALLEGATION:

Staff members sleep during third shift

INVESTIGATION:

On August 4, 2021, I received an anonymous complaint via centralized intake that stated there are staff members who elect to work night shifts just to sleep.

On August 5, 2021, I interviewed direct care staff member Bradlee Gilbert who denied that he has ever seen any staff member sleeping during their scheduled shift at the facility.

On August 5, 2021, I interviewed facility supervisor Fay Haney who said she regularly works during first shift from 6:00 am until 2:00 pm and third shift from 10:00 pm to 6:00 am and she has never seen anyone sleeping. Ms. Haney said a staff member once told her someone was sleeping, which she reported to facility administrator Ashlyn Isanhart, but Ms. Haney said she never actually observed anyone sleeping while he/she was working. Ms. Haney denied that anyone reported any resident did not receive care according to his/her assessment plan because of a staff member sleeping.

On August 5, 2021, I interviewed facility supervisor Onnalee Recker who stated on one occasion she observed one direct care staff member sleeping during her shift. Ms. Recker stated she woke the person and reported that she was sleeping to Ms. Isanhart. Ms. Recker stated that was the only time she observed or heard of a staff member sleeping during his/her shift. Ms. Recker stated that employee is no longer employed at the facility. Ms. Recker denied that any resident went without care according to their written assessment plans because of that staff member sleeping during her shift.

On August 17, 2021, I spoke to facility administrator Ashlyn Isanhart who stated Ms. Recker reported that a staff member who is no longer employed at the facility was observed sleeping during her shift and the employee was “verbally reprimanded” and advised if it happened again her employment could be terminated. Ms. Isanhart stated the employee later voluntarily terminated her employment. Ms. Isanhart stated that is the only instance she is aware of where a staff member was found to be sleeping during his/her shift. Ms. Isanhart denied that there were any reports of residents not receiving care according to their written assessment plans because of a staff member sleeping.

On August 5, 2021, I interviewed licensee designee Satish Ramade who stated it is against the facility policy for a staff member to sleep during his/her shift. Mr. Ramade said he has never observed nor been notified of any staff member sleeping while on the schedule to work at the facility.

On August 5, 2021, I interviewed Resident A who indicated he has seen a staff member sleeping at the facility at night but stated it only happened “occasionally.” Resident A denied that he ever went without assistance, or anything needed due to staff members sleeping.

On August 5, 2021, I interviewed Resident B who denied that she has ever seen any staff member sleeping during his/her shift. Resident B stated if she needs a staff member at night or any other time she does not “wait long” for help to arrive.

On August 5, 2021, I interviewed Resident C who denied that he has ever seen any staff member sleeping while working at the facility. Resident C said he “can always get” help from a staff member when needed, including at night.

APPLICABLE RULE	
R 400.15303	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 statements from Ms. Haney, Mr. Gilbert, Ms. Recker, Mr. Ramade, Ms. Isanhart, Resident A, Resident B, and Resident C there is lack of evidence to prove that staff members are regularly sleeping during their scheduled shifts at the facility nor that residents are not receiving care according to their written assessment plans as a result.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

A staff member/supervisor at the facility tells a resident to “shut up,” and “nobody is listening to you, no one likes you.”

INVESTIGATION:

On August 4, 2021, I received an anonymous complaint via centralized intake that stated there is a staff member/supervisor who tells a resident with dementia, who repeats themselves, to “shut up, shut up, shut up,” and “nobody is listening to you, no one likes you.”

On August 5, 2021, I interviewed direct care staff member and shift supervisor Fay Haney who stated there are several residents at the facility who have been diagnosed with dementia and repeat themselves. Ms. Haney denied that she ever

told a resident to “shut up,” and denied that she ever told a resident that nobody was listening to them nor that no one liked them. Ms. Haney denied that she ever heard any other staff member say those things to a resident. Ms. Haney denied that any staff member nor any resident ever reported that they heard a staff member speak to a resident in that manner.

On August 5, 2021, I interviewed direct care staff member and shift supervisor Onnalee Recker who said “there are a number of” residents admitted to the facility who have been diagnosed with dementia and who regularly repeat themselves. Ms. Recker denied that she has ever told a resident to “shut up,” nor that nobody was listening to them/liked them, etc. Ms. Recker denied that she ever heard any other staff member say those things to a resident. Ms. Recker denied that any staff member nor any resident ever reported that they heard a staff member speak to a resident in that manner.

On August 5, 2021, I interviewed direct care staff member Bradlee Gilbert who denied that he has ever heard any supervisor nor direct care staff member tell a resident to “shut up,” nor that no one was listening to them or liked them. Mr. Gilbert denied that any other staff member nor resident reported hearing anything like that. Mr. Gilbert confirmed that many residents admitted to the facility have been diagnosed with dementia and tend to repeat things.

On August 5, 2021, I interviewed licensee designee Satish Ramade who denied that he has ever received any report of nor heard any supervisor/direct care staff member say the things alleged in the complaint nor anything else that could be considered “rude.” Mr. Ramade stated all the supervisors at the facility are direct care staff and all three of them have been employed at the facility for “some time,” and have been trained how to speak to residents who have been diagnosed with dementia. Mr. Satish confirmed that there are several residents admitted to the facility who have been diagnosed with dementia and regularly repeat themselves.

On August 17, 2021, I spoke to facility administrator Ashlyn Isanhart who denied that anyone ever reported that a supervisor/direct care staff member told a resident to “shut up,” nor the other comments listed in the written complaint. Ms. Isanhart said most of the residents admitted to the facility have been diagnosed with dementia and may repeat themselves.

On August 5, 2021, I interviewed Resident A who said the “help” at the facility is “good.” Resident A denied that he ever heard a supervisor or staff member tell a resident to shut up or say that nobody liked them or was listening to them.

On August 5, 2021, I interviewed Resident B who stated she likes living at the facility and described the staff members as “real nice.” Resident B denied that she ever heard anyone say any of the comments listed in the written complaint.

On August 5, 2021, I interviewed Resident C who denied that he ever heard any employee at the facility say the remarks in the written complaint.

APPLICABLE RULE	
R 400.15304	Resident rights; licensee responsibilities.
	<p>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</p> <p>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>
ANALYSIS:	Based on statements from Ms. Haney, Ms. Recker, Mr. Gilbert, Mr. Ramade, Ms. Isanhart, Resident A, Resident B, and Resident C there is lack of information to prove that any resident was told to "shut up," nor that no one was listening to or liked any resident. There is nothing to support the allegation that any resident at the facility was not treated with consideration and respect.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The facility bathroom is covered in feces.

INVESTIGATION:

On August 4, 2021, I received an anonymous complaint via centralized intake that stated the facility bathroom is covered in feces. The complaint stated the staff members who work third shift are responsible for cleaning the bathrooms and they do not clean them.

On August 5, 2021, I completed an unannounced onsite investigation and looked at every bathroom in the facility. I observed that there were no visible feces in any of the bathrooms and each bathroom appeared clean.

On August 5, 2021, I interviewed direct care staff member and first shift supervisor Fay Haney who said the bathrooms are cleaned throughout the day as needed and “scrubbed” every night by staff members who work from 10:00 pm until 6:00 am. Ms. Haney stated she works from 6:00 am until 2:00 pm and also from 10:00 pm to 6:00 am and denied that she has ever seen any of the facility bathrooms “covered in feces.”

On August 5, 2021, I interviewed direct care staff member Bradlee Gilbert who stated he typically works from 6:00 am until 2:00 pm and denied that he has ever seen any of the facility bathrooms “covered in feces.” Mr. Gilbert said the bathrooms are cleaned as needed throughout the day and “deep cleaned” by staff members who work third shift.

On August 5, 2021, I interviewed licensee designee Satish Ramade who stated he visits the facility often and has never seen the bathrooms as described in the written complaint. Mr. Ramade said all staff members are responsible for cleaning the bathrooms throughout the day as needed and staff members who work third shift clean and sanitize each bathroom during their shift from 10:00 pm to 6:00 am.

On August 5, 2021, I interviewed direct care staff member and second shift supervisor Onnalee Recker who stated she typically works from 2:00 pm until 10:00 pm. Ms. Recker said every staff member on every shift is responsible for cleaning the facility bathrooms as needed and third shift staff members thoroughly clean and sanitize every bathroom during their shift from 10:00 pm until 6:00 am. Ms. Recker denied that she has ever seen any bathroom as described in the written complaint. On August 17, 2021, I spoke to facility administrator Ashlyn Isanhart who stated she works daily from 8:00 am to 5:00 pm. Ms. Isanhart said every staff member is responsible for cleaning every bathroom in the facility as needed. Ms. Isanhart said staff members who work third shift from 10:00 pm until 6:00 am deep clean and sanitize every bathroom daily. Ms. Isanhart denied that she has ever seen any bathroom at the facility as described in the written complaint.

On August 5, 2021, I interviewed Resident A, Resident B, and Resident C who stated the bathrooms are cleaned daily and denied that they have ever seen any bathroom in the facility “covered in feces.”

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.

ANALYSIS:	Based on my observations at the unannounced onsite investigation and interviews with Ms. Haney, Mr. Gilbert, Mr. Ramade, Ms. Recker, Ms. Isanhart, Resident A, Resident B, and Resident C there is lack of evidence to indicate the facility bathroom was covered in feces nor that the home was not maintained in a way to provide adequately for the health, safety, and well-being of residents.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On August 5, 2021, I interviewed direct care staff member and supervisor Fay Haney who said there were two direct care staff members employed at the facility who were not 18 years of age when they were hired and that both completed direct resident care tasks. Ms. Haney said staff member #1 and staff member #2 were hired when they were 17 years old and that both staff members completed all aspects of resident care with supervision from another direct care staff member. Ms. Haney stated neither staff member is employed at the facility at this time.

On August 5, 2021, I interviewed direct care staff member and supervisor Onnalee Recker who said there were two direct care staff members at the facility who were not 18 years of age when they were hired and both staff members were responsible for resident care including bathing, toileting, dressing, grooming, and hygiene task as needed. Ms. Recker stated neither staff member is currently employed at the facility.

On August 5, 2021 and September 22, 2021, I interviewed licensee designee Satish Ramade who said the facility has been “very understaffed,” and several months ago he hired two individuals where were 17 years of age. Mr. Ramade said both staff members were assigned to work during third shift when very little resident care is performed. Mr. Satish acknowledged that both staff members were directed to perform all aspects of direct care for residents while another staff member “was overseeing what they were doing.” Mr. Ramade stated both staff members were cleared through the Michigan Workforce Background Check system and “approved” to work in an adult foster care home. Mr. Ramade added that both staff members were nearly 18 years old at the time they were hired. Mr. Ramade said neither staff member is employed at the facility currently.

On August 17, 2021, I spoke to facility administrator Ashlyn Isanhart who said staff member #1 and staff member #2 were hired when they were 17 years of age to work during third shift, “mainly cleaning,” according to Ms. Isanhart. Ms. Isanhart said both staff members were always assigned to work with a staff member over the age of 18. Ms. Isanhart acknowledged that staff member #1 and staff member #2 were

responsible for resident care including toileting, bathing, dressing, grooming, and hygiene tasks as needed.

On September 1, 2021, I received employee records for staff member #1 and staff member #2. I noted that according to her driver's license staff member #1 was born on October 23, 2003, which makes staff member #1 17 years of age. I noted that according to staff member #2's state issued identification card she was born on August 15, 2003, which means staff member #2 turned 18 on August 15, 2021.

On September 1, 2021, I received an employee schedule for August 2021 and noted that staff member #1 was scheduled to work on August 1, 2021 and did not appear on the schedule after that. I noted that staff member #2 did not appear on the employee schedule for August 2021.

APPLICABLE RULE	
R 400.15204	Direct care staff; qualifications and training.
	(1) Direct care staff shall not be less than 18 years of age and shall be able to complete required reports and follow written and oral instructions that are related to the care and supervision of residents.
ANALYSIS:	Based on statements from Ms. Haney, Ms. Recker, Mr. Ramade, and Ms. Isanhart along with documentation in the employee records, staff member #1 and staff member #2 were less than 18 years of age when they were hired and assigned to complete direct resident care tasks.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan I recommend no change in the status of the license.



09/23/2021

Leslie Herrguth
Licensing Consultant

Date

Approved By:



09/23/2021

Dawn N. Timm
Area Manager

Date