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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 8, 2021

Regina Amadi
Platinum Care, Inc.
3129 Golfview Drive
Saline, MI 48176

RE: License #: AS820282331
Investigation #: 2022A0116003
Platinum Care, Inc.

Dear Ms. Amadi:

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 (313) 456-0380.

Sincerely,

A handwritten signature in blue ink that reads "Pandrea Robinson". The signature is fluid and cursive, with the first name "Pandrea" and last name "Robinson" clearly distinguishable.

Pandrea Robinson, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 319-9682

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS820282331
Investigation #:	2022A0116003
Complaint Receipt Date:	10/12/2021
Investigation Initiation Date:	10/12/2021
Report Due Date:	12/11/2021
Licensee Name:	Platinum Care, Inc.
Licensee Address:	3129 Golfview Drive Saline, MI 48176
Licensee Telephone #:	(734) 330-3262
Administrator:	Regina Amadi
Licensee Designee:	Regina Amadi
Name of Facility:	Platinum Care, Inc.
Facility Address:	8680 Hugh St. Westland, MI 48185
Facility Telephone #:	(248) 941-1140
Original Issuance Date:	06/08/2006
License Status:	REGULAR
Effective Date:	12/03/2020
Expiration Date:	12/02/2022
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

	AGED
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II. ALLEGATION(S)

	Violation Established?
<ul style="list-style-type: none"> Resident A cannot utilize her walker, which she requires, as it does not fit into the bathroom. Resident A has not showered in the week she has been at the home because her walker is too large to allow her full access to the shower. Staff will not assist her in washing up. 	Yes
The home is cluttered and there is no space for Resident A to navigate through the home.	No

III. METHODOLOGY

10/12/2021	Special Investigation Intake 2022A0116003
10/12/2021	APS Referral Received.
10/12/2021	Special Investigation Initiated - Telephone Interviewed Resident A.
10/12/2021	Referral - Recipient Rights
10/12/2021	Contact - Telephone call made Interviewed Guardian (1).
10/12/2021	Contact - Telephone call made Interviewed licensee designee, Regina Amadi.
10/14/2021	Inspection Completed On-site Interviewed staff, Paulilvus Njwu, home manager, Vincent Ogbonnaya, spoke with Resident A, reviewed Resident A's records, and observed the bedroom and bathroom areas.

10/14/2021	Inspection Completed-BCAL Sub. Compliance
11/04/2021	Contact - Telephone call made Spoke with Resident A.
11/04/2021	Exit Conference With licensee designee Regina Amadi.

ALLEGATION:

- **Resident A cannot utilize her walker, which she requires, because it does not fit into the bathroom.**
- **Resident A has not showered in the week she has been at the home because her walker is too large to allow her full access to the shower. Staff will not assist her in washing up.**

INVESTIGATION:

On 10/12/21, I interviewed Resident A via her personal cell phone. Resident A reported that she was placed in the home on 10/04/21 after requesting a new placement. Resident A reported when she arrived at the home and went to her bedroom, which also has a full bathroom, she knew that there was going to be a problem. Resident A reported that she is a large woman, who requires the regular use of a walker due to her diagnosis of multiple sclerosis and epilepsy. Resident A reported because she is a large woman her walker is also large and wide to support her. Resident A reported when she tried to enter the bathroom it was tight, but she got through the doorway. Resident A reported she could barely turn around to position herself to use the toilet because the space was too small to accommodate her. Resident A also reported that she cannot utilize the shower/tub combination because without the support of her walker, it's impossible for her to step into the tub to shower.

Resident A reported that she has not had a shower since she was admitted into the home on 10/04/21. Resident A reported that she does not and has not required staff assistance with showering and she wants to maintain her independence in that area. Resident A reported that the female staff have offered to help wash her up, but she reported she wants and needs a shower as she is beginning to have an odor. Resident A reported that this is embarrassing and ridiculous.

Resident A reported that the bathroom located in her bedroom is the only bathroom located on the main floor. Resident A reported that the other resident bedrooms and bathroom are upstairs. Resident A reported that she is unable to navigate the stairs. I asked Resident A if prior to her moving into the home if anyone had come to meet or talk to her, and she reported no. Resident A reported the first time she met any of the staff or administration was when she was brought to the home on 10/04/21.

On 10/12/21, I interviewed Guardian (1) and she reported that she received a call from Resident A saying that she does like it at the new home. Guardian (1) reported that she asked her why and Resident A reported that she is unable to utilize the bathroom and shower because it's too small for her. Guardian (1) reported that Resident A has only been in the home since 10/04/21 and she has not been to the home to confirm what Resident A is saying is true.

On 10/12/21, I interviewed licensee designee, Regina Amadi. Ms. Amadi admitted that she did not complete a pre-admission interview or written assessment plan prior to admitting Resident A into the home. Ms. Amadi reported that Resident A is heavy set, has a large/wide walker and she was not aware of that until Resident arrived at the home. Ms. Amadi reported that Detroit Wayne Integrated Health Network (DWIHN) just called her and told her they needed one of her beds for placement. Ms. Amadi reported that if she wouldn't have accepted the placement right away, DWIHN would punish her by not placing other residents in her homes. I reminded Ms. Amadi of her responsibilities as a licensed home and the rule requirements. I

also informed her that she could have completed the written assessment on the same day she received the call from DWIHN, because Resident A was in another licensed home, and it was not an emergency placement. I informed Ms. Amadi that had the assessment been done she would have known that her home did not have the physical accommodations required to meet Resident A's needs. Ms. Amadi continued to state that the bedroom and bathroom doors met and "passed" the licensing inspection and reported that that they were wide enough. I informed Ms. Amadi that I was not citing the width of the doors and provided in depth technical assistance to her regarding the licensing rules that pertinent to this investigation.

Ms. Amadi reported that she along with Resident A have been in contact with DWIHN, Resident A's guardian, and case manager requesting that she is moved to a placement that can accommodate her as soon as possible.

On 10/14/21, I conducted an unscheduled onsite inspection and interviewed staff, Paulilvus Njwu, home manager, Vincent Ogbonnaya, spoke with Resident A, visually observed her bedroom and bathroom, and reviewed Resident A's records.

Mr. Njwi and Mr. Ogbonnaya both reported that the allegations are true that Resident A cannot utilize her walker while in the bathroom because of her size. They both reported that no one at the home was aware of Resident A's size or the width and size of her walker until she arrived at the home. Mr. Ogbonnaya reported that Resident A has not had a shower since being admitted into the home but reported that the female staff have tried to assist with a wash up for Resident A. Mr. Ogbonnaya reported that Resident A would be leaving the home today and returning to her previous placement.

I spoke with Resident A in her bedroom, and she demonstrated her struggles entering the bathroom, her inability to utilize the shower and the difficulty she has trying to use the toilet. It was clear that this home did not have the physical accommodations needed to meet Resident A's needs. I also reviewed Resident A's records and confirmed that a written assessment was not completed prior to the home accepting her.

On 11/04/21, I spoke with Resident A via her personal cell phone. Resident A reported that she is back in her previous AFC home and confirmed she left this home shortly after I had left.

On 11/04/21, I conducted the exit conference with licensee designee, Regina Amadi. I informed Ms. Amadi of the rule violations. Ms. Amadi reported an understanding and stated that they will learn from this mistake.

APPLICABLE RULE	
R 400.14301	Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.

	<p>(2) A licensee shall not accept or retain a resident for care unless and until the licensee has completed a written assessment of the resident and determined that the resident is suitable pursuant to all of the following provisions:</p> <p>(b) The kinds of services, skills, and physical accommodations that are required of the home to meet the resident's needs are available in the home.</p>
ANALYSIS:	<p>Resident A was admitted into the home on 10/04/21. When she arrived at the home, she learned that due to her size and the width and size of her walker, she was barely able to enter the bathroom, struggled to use the toilet and was unable to utilize the shower.</p> <p>Ms. Amadi reported that she did not complete a written assessment prior to accepting Resident A into the home.</p> <p>I observed Resident A attempting to enter the bathroom, her struggles trying to move in the bathroom with her walker, and her inability to step up in the tub/shower without being able to utilize her walker.</p> <p>I reviewed Resident A's records and confirmed that a written assessment was not completed prior to Resident A's admission into the home.</p> <p>This violation is established as Ms. Amadi accepted Resident A into the home without first completing a written assessment to determine that the home had the physical accommodations required to meet her needs.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14314	Resident hygiene.
	<p>(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.</p>

ANALYSIS:	<p>Resident A was admitted into the home on 10/04/21 and discharged on 10/14/21. During the 10 days at the home Resident A was unable to utilize the shower.</p> <p>Although the lack of showering was a result of the home not having the physical accommodation to meet Resident A's needs, it is the licensee designee's responsibility to ensure that a resident bathes at least weekly and more often if needed.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

The home is cluttered and there is no space for Resident A to navigate through the home.

INVESTIGATION:

On 10/12/21, I interviewed Resident A via her personal cell phone. Resident A reported that the home was cluttered and that it was difficult for her to navigate through the home. Resident A reported that stuff was everywhere.

On 10/12/21, I interviewed Guardian (1) and she reported that she had not been to the home and could not speak to the condition of it. Guardian (1) reported that Resident A had called her and told her that the home was cluttered. Guardian (1) reported that Resident A fabricates a lot, and she is not sure if she is being truthful.

On 10/14/21, I conducted an unscheduled onsite inspection. Upon entering the home, I observed the home to be clean, organized and well kept. There was no clutter at all throughout the home. The home is small, however, the living room, and kitchen areas were wide enough for Resident A to move about without issue.

On 11/04/21, I conducted the exit conference with Ms. Amadi and informed her of the findings of the investigation. Ms. Amadi agreed with the findings.

APPLICABLE RULE	
R 400.14403	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:	<p>I interviewed Resident A and she reported that the home was cluttered, and that stuff was everywhere.</p> <p>I interviewed Guardian (1) and she reported that she had not been to the home and was unsure if Resident A was being truthful.</p> <p>I conducted an unscheduled onsite inspection and observed the home to be clean, organized and well kept. The home had no clutter.</p> <p>This violation is not established, as the home is arranged and maintained to provide adequately for the health, safety, and well-being of the residents.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.



Pandrea Robinson
Licensing Consultant

11/05/21

Date

Approved By:



11/08/21

Ardra Hunter
Area Manager

Date