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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

January 11, 2022

Rose Ogolla
Precious Care Assisted Living, LLC
720 W. Walnut Street
Kalamazoo, MI 49007

RE: License #: AS800406123
Investigation #: 2022A1030009
Keeler Assisted Living

Dear Ms. Ogolla:

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 black ink that reads "Nile Khabeiry, LMSW". The signature is written in a cursive style.

Nile Khabeiry, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS800406123
Investigation #:	2022A1030009
Complaint Receipt Date:	11/15/2021
Investigation Initiation Date:	11/15/2021
Report Due Date:	01/14/2022
Licensee Name:	Precious Care Assisted Living, LLC
Licensee Address:	720 W. Walnut Street Kalamazoo, MI 49007
Licensee Telephone #:	(269) 414-8013
Administrator:	Rose Ogolla
Licensee Designee:	Rose Ogolla
Name of Facility:	Keeler Assisted Living
Facility Address:	93490 M152 Dowagiac, MI 49047
Facility Telephone #:	(269) 414-8013
Original Issuance Date:	11/15/2021
License Status:	TEMPORARY
Effective Date:	11/15/2021
Expiration Date:	05/14/2022
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

	AGED TRAUMATICALLY BRAIN INJURED ALZHEIMERS
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II. ALLEGATION(S)

	Violation Established?
Direct care staff left the residents unsupervised on 11/12/2021.	Yes
Additional Findings	Yes

III. METHODOLOGY

11/15/2021	Special Investigation Intake 2022A1030009
11/15/2021	Special Investigation Initiated - Telephone call with complainant
11/16/2021	Contact - Telephone call made- Interview with APS investigator, Mike Hartman
11/29/2021	Contact - Face to Face- Interview with Beatrice Odhiambo
11/29/2021	Contact - Face to Face- Interview with Resident A and Resident B
12/03/2021	Exit Conference with licensee designee Rose Ogolla by phone

ALLEGATION:

Direct care staff left the residents unsupervised on 11/12/2021.

INVESTIGATION:

On 11/15/2021, I interviewed Complainant who reported she went to Keeler Assisted Living on 11/12/2021 and arrived at 2:30pm. Complainant reported she entered the facility and noted there were no direct care staff members working. Complainant stated she was told the direct care staff member was shopping. Complainant reported she spoke with Resident A who informed her, “we are not supposed to allow anyone inside the home when the staff are not here.” Complainant reported the direct care staff returned at 3:14pm. Complainant reported the direct care staff member’s name is Beatrice Odhiambo and is the only staff working at the facility. In addition, Ms. Odhiambo lives in the basement of the home with her minor toddler aged child.

On 11/16/2021, I interviewed Adult Protective Services Investigator, Mike Hartman regarding the allegation. Mr. Hartman reported he interviewed direct care staff member Beatrice Odhiambo who admitted leaving the residents unsupervised on 11/12/2021 as she was not feeling well and went to the store to purchase medicine. Ms. Odhiambo

also reported she is the only staff member who works in the home and lives in the basement.

On 11/29/2021, I conducted an on-site investigation at Keeler Assisted Living at 93490 M-152 Dowagiac, MI. The facility was observed to be neat and clean. I interviewed direct care staff member Beatrice Odhiambo regarding the allegation. Ms. Odhiambo admitted that she left the facility unstaffed on 11/12/2021 because she had to go to the pharmacy for medication. Ms. Odhiambo reported she is unsure exactly how long she was gone but it was "less than an hour." Ms. Odhiambo reported she has only done this a couple other times but did not know the exact number of times and only leaves the home unsupervised for about 30 minutes. Ms. Odhiambo reported there are currently four residents living at the facility. Ms. Odhiambo reported she is the only staff that works at the facility and has been employed for one year. Ms. Odhiambo reported she lives in the basement. Ms. Odhiambo reported the AFC recently changed owners and she spoke with the previous as well as the current owner about additional direct care staff being hired. Ms. Odhiambo reported groceries are delivered once a week and one of the other direct care staff members from an AFC in Kalamazoo will transport the residents to medical appointments. Ms. Odhiambo reported there was not a staff schedule that was available to review. Ms. Odhiambo provided the AFC owner's name and phone number.

On 11/29/2021, I interviewed Resident A regarding the allegation. Resident A reported she has been living at the AFC for "a while" but was unsure the exact length of time. Resident A reported it's "ok" living here. Resident A reported the direct care staff member was not here on 11/12/2021 when a case worker arrived at the facility. Resident A reported residents are not supposed to let people in the home when the staff is not there. Resident A reported direct care staff is there "most of the time" but was unable to be specific as to the number of times there was no staff on duty. Resident A reported she feels safe at the home.

On 11/29/2021, I interviewed Resident B regarding the allegation. Resident B reported he has been living at Keeler Assisted Living since March 2021. Resident B reported the direct care staff member Ms. Odhiambo does not leave them home alone "very often" but when she does there is no other direct care staff member in the facility. Resident B reported Ms. Odhiambo lives in the basement and is the only direct care staff. Resident B reported he feels safe and likes the direct care staff.

On 12/23/2021, I spoke with Licensee Rose Ogolla regarding the allegations. Ms. Ogolla reported she was aware direct care staff member Beatrice Odhiambo had to get medication and left the residents without supervision. Ms. Ogolla reported there was no other direct care staff member to cover for Ms. Odhiambo at the time she needed to go to the pharmacy, and she was not able to cover for Ms. Odhiambo. Ms. Ogolla reported she is trying to hire additional direct care staff to work in the facility. Ms. Ogolla reported that there are direct care staff from some of her other licensed AFC facilities that do help out when needed. I informed Ms. Ogolla that all direct care staff members must be

properly trained with the residents of this home and must also be of good moral character by being fingerprinted and passing a background check.

APPLICABLE RULE	
R 400.14206	Staffing requirements.
	(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents and to provide the services specified in the resident's resident care agreement and assessment plan.
ANALYSIS:	Based on my investigation which included my personal observations of the facility and interviews with Complainant, Adult Protective Services Investigator Mike Hartman, Beatrice Odhiambo, Resident A, Resident B and licensee designee Rose Ogolla this violation will be established. Complainant made an unannounced home visit on 11/12/2021 and found the residents were unsupervised as the direct care staff member, Beatrice Odhiambo left the facility to go to the pharmacy. Ms. Odhiambo reported to Adult Protective Services Investigator Mike Hartman and me that she left the facility unsupervised on 11/12/2021 as well as on other occasions for short periods of time. Resident A and Resident B also confirmed that they are left unsupervised by direct care staff member Odhiambo. In addition, Ms. Odhiambo is the only direct care staff currently employed at Keeler AFC.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 11/29/2021, I conducted an on-site investigation at Keeler Assisted Living at 93490 M-152 Dowagiac, MI. I interviewed direct care staff member, Beatrice Odhiambo regarding the allegations. Ms. Odhiambo reported that she is the only direct care staff employed and there were no staff schedules to review.

APPLICABLE RULE	
R 400.14208	Direct care staff and employee records.
	(3) A licensee shall maintain a daily schedule of advance work assignments, which shall be kept for 90 days. The schedule shall include all of the following information:

	<p>(a) Names of all staff on duty and those volunteers who are under the direction of the licensee.</p> <p>(b) Job titles.</p> <p>(c) Hours or shifts worked.</p> <p>(d) Date of schedule.</p> <p>(e) Any scheduling changes.</p>
ANALYSIS:	Based on my investigation which included my personal observations of the facility and interviews with the complainant, Mike Hartman, Beatrice Odhiambo, Resident A, Resident B and Candy Ogolla this violation will be established. According to the complainant, Mike Hartman, Mike Hartman and Beatrice Odhiambo, Ms. Odhiambo is the only direct care staff member employed at Keeler AFC and lives at the facility. During an on-site investigation there were no staff schedules to review.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Based on the acceptance of an approved corrective action plan, I recommend no change in the current license status.

Nile Khabeiry, LMSW

12/27/2021

Nile Khabeiry
Licensing Consultant

Date

Approved By:

Dawn Timm

01/11/2022

Dawn N. Timm
Area Manager

Date