



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 28, 2022

Angela Tuck
Tucks Health Services LLC
7236 Pawnee Trail
Rogers City, MI 49779

RE: License #: AL710406406
Investigation #: 2022A0360032
Golden Beach Manor

Dear Ms. Tuck:

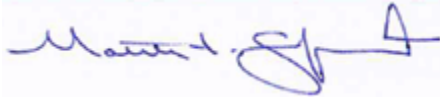
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 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 (866) 865-0006.

Sincerely,

A handwritten signature in blue ink, appearing to read "Matthew Soderquist", with a stylized flourish at the end.

Matthew Soderquist, Licensing Consultant
Bureau of Community and Health Systems
Ste 3
931 S Otsego Ave
Gaylord, MI 49735
(989) 370-8320

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL710406406
Investigation #:	2022A0360032
Complaint Receipt Date:	07/05/2022
Investigation Initiation Date:	07/05/2022
Report Due Date:	09/03/2022
Licensee Name:	Tucks Health Services LLC
Licensee Address:	18955 Us 23 N Millersburg, MI 49759
Licensee Telephone #:	(989) 351-8091
Administrator:	Angela Tuck
Licensee Designee:	Angela Tuck
Name of Facility:	Golden Beach Manor
Facility Address:	18955 Us 23 N Millersburg, MI 49759
Facility Telephone #:	(989) 351-8091
Original Issuance Date:	03/01/2022
License Status:	TEMPORARY
Effective Date:	03/01/2022
Expiration Date:	08/31/2022
Capacity:	20
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL ALZHEIMERS, AGED

II. ALLEGATION(S)

	Violation Established?
The facility floors are dirty and have not been vacuumed in several days.	Yes
The resident bathroom has water leaking from the toilet and a slow drain.	Yes
Additional Findings	Yes

III. METHODOLOGY

07/05/2022	Special Investigation Intake 2022A0360032
07/05/2022	Special Investigation Initiated - Letter Ruth Hewitt Recipient Rights
07/07/2022	Inspection Completed On-site DCS Sheri Bischer, Brittany Habecker, Resident A, Relative 1-B
07/07/2022	Contact - Telephone call received Licensee Angie Tuck
07/26/2022	Inspection Completed On-site DCS Casey Wolgast
07/28/2022	Exit Conference With licensee designee Angie Tuck

ALLEGATION: The facility floors are dirty and have not been vacuumed in several days.

INVESTIGATION: On 7/05/2022 I was assigned a complaint from the LARA online complaint system.

On 7/05/2022 I contacted Ruth Hewitt from the Northeast Community Mental Health.

On 7/06/2022 Ms. Hewitt contacted me and stated she will be meeting with the licensee designee Angie Tuck on next Tuesday to review her staff training and compliance with rights.

On 7/07/2022 I conducted an unannounced onsite inspection at the facility. Direct care staff Sheri Bisher and Brittany Habecker stated they vacuum the facility daily. I observed the main living room and hallway to be unvacuumed with numerous stained spots in the carpet. The main hallway had mud from a resident wheelchair

that was not vacuumed. I then observed Resident A's bedroom. Resident A's bedroom had cheerios and other debris on the floor. Resident A stated his bedroom had not been vacuumed in at least three or four days. I then observed Resident B's bedroom. Resident B's floor had a brown stain next to the bed on the carpet. Relative 1-B stated that this was a feces stain and the staff have not cleaned it in several days.

While at the facility on 7/07/2022 I received a phone call from the licensee designee Angie Tuck. Ms. Tuck stated the facility staff are supposed to vacuum each afternoon.

On 7/27/2022 I conducted another unannounced onsite inspection at the facility. The direct care staff Casey Wolgast stated they vacuum the facility daily. I observed the stain in Resident B's carpet to be less prominent but still visible. The hallways appeared to have been vacuumed recently. Resident A's bedroom had been vacuumed. The living room carpet was vacuumed but there were numerous stains in the carpet.

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.
ANALYSIS:	<p>The complaint alleged the facility has dirty floors and has not been vacuumed in several days.</p> <p>On 7/07/2022 I observed the main hallway, living room and Resident A's room to be unvacuumed with debris, mud and stains on the carpet. I also observed a brown stain on the carpet in Resident B's room.</p> <p>Relative 1-B stated the brown stain was feces that was wiped-up, but the carpet is still stained.</p> <p>On 7/26/2022 I observed the facility to be vacuumed but still several stains in the carpet including Resident B's bedroom floor.</p> <p>There is a preponderance of evidence that the housekeeping standards did not present a comfortable, clean, and orderly appearance.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: The resident bathroom has water leaking from the toilet and a slow drain.

INVESTIGATION: On 7/07/2022 I conducted an unannounced onsite inspection at the facility. Direct care staff Sheri Bisher and Brittany Habecker stated they were not aware of any leaking toilets however during hot weather the toilet tanks will sweat dripping onto the floor. Ms. Bisher stated they put a towel down behind the toilet tanks to prevent any slipping. I then observed bathroom 1 and bathroom 2. There was no water on the floor. I then observed bathroom 3, and observed that the toilet tank was sweating and there was a little bit of water on the floor behind the toilet. I tested the sink in bathroom 3 and it was draining very slowly.

While at the facility on 7/07/2022 I received a phone call from the licensee designee Angie Tuck. Ms. Tuck explained that during hot weather the toilet tanks will sweat, and they were using towels to clean the floor behind the toilets. She stated she was not aware of any toilets leaking. She stated she is aware of the slow drain in bathroom 3 and will have it repaired.

On 7/26/2022 I conducted another unannounced onsite inspection at the facility. I inspected bathrooms 1, 2 and 3 and observed all three of them to be free of any water on the floor or leaks. I again observed the sink in bathroom 3 to be draining extremely slow.

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(6) All plumbing fixtures and water and waste pipes shall be properly installed and maintained in good working condition. Each water heater shall be equipped with a thermostatic temperature control and a pressure relief valve, both of which shall be in good working condition.
ANALYSIS:	<p>The complaint alleged that the resident bathroom has water leaking from the toilet and a slow drain.</p> <p>On 7/07/2022 I observed resident bathroom 3 to have some water behind the toilet on the floor. The toilet was sweating due to hot weather. I also observed the sink to be draining very slowly.</p> <p>The licensee designee Angie Tuck stated the toilets sweat during hot weather and they place a towel down to soak up any water to prevent any slips. She stated she is aware of the slow drain in bathroom 3 and will have it repaired.</p>

	<p>During another unannounced onsite inspection on 7/26/2022 I observed the sink in bathroom 3 to be draining slowly.</p> <p>There is a preponderance of evidence that the plumbing fixtures and water and waste pipes were not maintained in good working condition.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION: While at the facility on 7/07/2022 I noticed there were no hand towels or paper towels in resident bathrooms 1, 2 and 3. Relative 1-B stated there are rarely clean hand towels in the bathrooms and he must get a towel from his wife's bedroom to use while washing her hands or brushing her teeth.

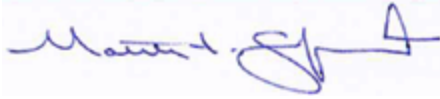
On 7/26/2022 I conducted another unannounced inspection at the facility. Resident bathrooms 1, 2, and 3 did not have hand towels. Direct care staff Casey Wolgast stated they typically have individual cloth towels in the rooms. He placed a cloth hand towel in each bathroom.

APPLICABLE RULE	
R 400.15401	Environmental health.
	(8) Hand-washing facilities that are provided in both the kitchen and bathroom areas shall include hot and cold water, soap, and individual towels, preferably paper towels.
ANALYSIS:	While at the facility on 7/07/2022 and 7/26/2022 I observed no hand towels in resident bathrooms 1, 2, and 3.
CONCLUSION:	VIOLATION ESTABLISHED

On 07/28/2022 I conducted an exit conference with the licensee designee Angie Tuck. Ms. Tuck stated the facility has an industrial floor cleaner and she will have staff clean the carpet. She stated she will make sure the sink drain is cleared and that towels are placed in resident bathrooms for hand washing. She stated she will submit a corrective action plan for approval.

IV. RECOMMENDATION

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



07/28/2022

Matthew Soderquist
Licensing Consultant

Date

Approved By:



07/28/2022

Jerry Hendrick
Area Manager

Date