



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 25, 2022

Ryan Boutell
Rose Adult Foster Care, LLC
4904 Onsikamme St
Montague, MI 49437

RE: License #: AM640397153
Investigation #: 2022A0340039
Rose Care LLC

Dear Mr. Boutell:

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 (616) 356-0183.

Sincerely,



Rebecca Piccard, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 446-5764

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM640397153
Investigation #:	2022A0340039
Complaint Receipt Date:	07/11/2022
Investigation Initiation Date:	07/11/2022
Report Due Date:	09/09/2022
Licensee Name:	Rose Adult Foster Care, LLC
Licensee Address:	4904 Onsikamme St Montague, MI 49437
Licensee Telephone #:	(231) 670-9475
Administrator:	Ryan Boutell
Licensee Designee:	Ryan Boutell
Name of Facility:	Rose Care LLC
Facility Address:	1318 S Oceana Dr Shelby, MI 49455
Facility Telephone #:	(231) 670-9475
Original Issuance Date:	02/25/2019
License Status:	REGULAR
Effective Date:	08/25/2021
Expiration Date:	08/24/2023
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Residents are not getting prescribed medication and narcotics are unaccounted for.	No
The home has bed bugs and cockroaches.	Yes
The home is dirty.	Yes
Additional Finding.	Yes

III. METHODOLOGY

07/11/2022	Special Investigation Intake 2022A0340039
07/11/2022	APS Referral
07/11/2022	Special Investigation Initiated - Telephone PACE
07/13/2022	Inspection Completed On-site
07/13/2022	Contact - Telephone call made Kassandra Counterman
07/14/2022	Inspection Completed-BCAL Sub. Compliance
07/21/2022	Exit Conference Licensee Ryan Boutell

ALLEGATION: Residents are not getting their prescribed medication and narcotics are unaccounted for.

INVESTIGATION: On July 11, 2022, I received a complaint from the BCAL Online Complaints which stated that resident narcotics are missing from the home, therefore residents are not receiving their prescribed narcotics. A staff person was accused of stealing them, so she quit her job at the home.

On July 11, 2022, I contacted Kara Catalano who is a social worker at PACE. Ms. Catalano stated she had no knowledge of any narcotics missing for the PACE residents.

On July 13, 2022, I conducted an unannounced home inspection. Staff Shauna Roberts was working at the time. I asked to see the Medication Administration Record (MAR) for all residents. I asked her which residents were prescribed narcotics and she informed me that there are no narcotics prescribed to any of the

residents. I reviewed every medication listed on the MAR as well as the medication cabinet and did not see any narcotics.

I informed Ms. Roberts that there was an allegation that narcotics were missing. She informed me that this was an issue at a different home operated by the same licensee (Fessenden Home) but it was not an issue at Rose Adult Foster Care LLC.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(2) Medication shall be given, taken, or applied pursuant to label instructions.
ANALYSIS:	<p>The allegation was made that narcotics had gone missing from the home and residents are not getting their prescribed medications.</p> <p>Upon review it was discovered that none of the residents of this home have been prescribed any narcotic medications and therefore none were missing.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The home has bed bugs and cockroaches.

INVESTIGATION: On July 11, 2022, I received a complaint from the BCAL Online Complaints stating the Rose Home AFC has bed bugs and cockroaches.

On July 11, 2022, I contacted Kara Catalano from PACE. She confirmed a concern regarding bed bugs in the home but had no knowledge of roaches.

On July 11, 2022, I conducted an unannounced home inspection. I went into every bedroom and inspected every resident bed and surrounding area. I did find live bed bugs in Resident B's bedroom.

While at the facility on 07/11/2022, I interviewed Residents A, B, C, D, E, F and H. Residents A, F, G and H all stated they have not seen any bed bugs in their rooms.

Resident B stated he has bugs in his room. He stated she has found some on his pillow as recently as 20 minutes prior to my visit. I went to his room and he showed me his pillow and where he had seen live bugs. It was then I saw the live bugs in Resident B's bedding that he proceeded to kill.

Resident C stated he hadn't seen any today but stated there have been some within the last week.

Resident D stated she had found one on her coat.

Resident E stated she had found some in the green chair in the common area.

While at the home I spoke to staff Shauna Roberts, who stated she had not seen any bugs. She showed me an over-the-counter spray and powder she uses in the resident bedrooms on a weekly basis. These products were named Hot Shot bed bug killer, Hot Shot bed bug powder, and Ortho bed bug flea and tick killer. Ms. Roberts stated that she sprays it around the perimeter of each room and on the walls. She also stated that once per week the resident bedding is washed. I pointed out that some of the beds do not have mattress covers and some did not have sheets, so I asked who was overseeing the bedding getting washed and she stated it was the residents who wash their own bedding. I also pointed out that some of the bedding I had seen was covered in stains and remnants of bugs and that the floors in the bedrooms were filthy. Ms. Roberts explained that some of the residents do not put the bedding back on their beds.

While in the kitchen I noticed cockroach traps were sitting on the kitchen counter. I inquired about roaches being seen. Ms. Roberts denied there were roaches. She said she put the roach traps on the counter for the bed bugs. I expressed my concern that doing so would not remedy the issue.

APPLICABLE RULE	
R 400.14401	Environmental health.
	(5) An insect, rodent, or pest control program shall be maintained as necessary and shall be carried out in a manner that continually protects the health of residents.
ANALYSIS:	The allegation was made that they home has bed bugs and cockroaches. Bed bugs were found in a resident bedroom and statements from residents confirm there are bugs in the home.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: The home is dirty.

INVESTIGATION: The allegation was made that the home is dirty. As I inspected every bedroom, I did observe the flooring of the bedrooms to be stained and covered in debris. I did not find it likely that the floors in the bedrooms are vacuumed or cleaned regularly.

Resident A has a cat that is kept in her room and upon entry a very strong odor was detected. I observed that the litter box was in the room and was overflowing with cat feces. I commented to Resident A that the litter box needed to be cleaned. She said that she cleans it “every day”. I told her it looks like she forgot a few days.

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.
ANALYSIS:	The allegation was made that the home is dirty. Upon inspection, I found the floors in the resident bedrooms to be covered in debris and not clean. There is a litter box in Resident A’s bedroom that was overflowing with cat feces and the stench of this made it difficult to breathe.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDING: While reviewing the residents’ MARs I found Resident A had not been given her flonase, nystatin, or triamcinolone as prescribed. The medications were noted on the MAR, but no indication was made that they were ever administered to Resident A.

I asked Ms. Roberts about these medications and she informed me that Resident A had the medications in her room. I requested Resident A bring them to the medication cabinet and I explained that she needs to keep them there so that staff can make sure she takes them as prescribed. Resident A did so without question.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(2) Medication shall be given, taken, or applied pursuant to label instructions.
ANALYSIS:	While reviewing the residents MAR, I found that Resident A was not being given three medications; flonase, nystatin, or triamcinolone as prescribed.

	Staff Roberts informed me Resident A keeps those medications and administers them herself. I informed Ms. Roberts that was not permissible. I asked Resident A to gather the medications and bring them to the medication cabinet where they need to be kept. Resident A did this without question.
CONCLUSION:	VIOLATION ESTABLISHED

On July 20, 2022, I conducted an exit conference with Licensee Ryan Boutell. I explained all of the allegations as well as the findings of rule violations. He agreed to send a Corrective Action Plan and had no further questions.

IV. RECOMMENDATION

Upon receiving an acceptable Corrective Action Plan, I recommend no change to the current license status.



July 25, 2022

Rebecca Piccard
Licensing Consultant

Date

Approved By:



July 25, 2022

Jerry Hendrick
Area Manager

Date