



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

October 25, 2022

Zubair Ahmed
Great Lakes Assisted Living INC
#70935
2632 S Rochester Road
Rochester Hills, MI 48307

RE: License #: AS630408702
Investigation #: 2023A0611001
Safe Haven Hill

Dear Mr. Ahmed:

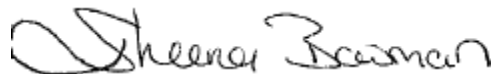
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 (248) 975-5053.

Sincerely,

A handwritten signature in black ink that reads "Sheena Bowman". The signature is written in a cursive style with a large initial "S".

Sheena Bowman, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place
3026 W. Grand Blvd, Suite 9-100
Detroit, MI 48202

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630408702
Investigation #:	2023A0611001
Complaint Receipt Date:	09/30/2022
Investigation Initiation Date:	10/07/2022
Report Due Date:	11/29/2022
Licensee Name:	Great Lakes Assisted Living INC
Licensee Address:	#70935 2632 S Rochester Road Rochester Hills, MI 48307
Licensee Telephone #:	(248) 854-8527
Administrator:	Zubair Ahmed
Licensee Designee:	Zubair Ahmed
Name of Facility:	Safe Haven Hill
Facility Address:	389 Slocum Drive Auburn Hills, MI 48326
Facility Telephone #:	(248) 710-7056
Original Issuance Date:	10/08/2021
License Status:	REGULAR
Effective Date:	04/08/2022
Expiration Date:	04/07/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL; ALZHEIMERS AGED; TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
During the investigation of Safe Haven Acres (AS630411654), it was discovered that the licensee designee only has one live-in staff member and no other employees. Therefore, the residents are not being supervised at nighttime when the live-in staff member is asleep.	Yes
Additional Findings	Yes

III. METHODOLOGY

09/30/2022	Special Investigation Intake 2023A0611001
10/07/2022	Special Investigation Initiated - On Site I completed an unannounced onsite. I interviewed staff member, Amir Nazami. I observed the staff schedule, and the residents call buttons.
10/12/2022	Contact - Face to Face I completed an unannounced onsite. I spoke with the home manager, Amir Nazami, I interviewed Resident B, Resident R, and I observed Resident F and Resident J
10/17/2022	Contact - Telephone call made I left a voice message for former staff member, Ashley Speed requesting a call back.
10/17/2022	Contact - Telephone call made I attempted to contact staff member Ian Stanley however; his phone went straight to voice mail and his mailbox is full.
10/18/2022	Contact - Document Received I received and reviewed the employee files for Amir Nazami, Ian Stanley, and Ashley Speed.
10/18/2022	Contact - Telephone call received I received a return phone call from staff member, Ian Stanley. The allegations were discussed.

10/18/2022	Exit Conference I completed an exit conference with the licensee designee, Zubair Ahmed via telephone.
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ALLEGATION:

During the investigation of Safe Haven Acres (AS630411654), it was discovered that the licensee designee only has one live-in staff member and no other employees. Therefore, the residents are not being supervised at nighttime when the live-in staff member is asleep.

INVESTIGATION:

On 09/30/22, I received an intake regarding the abovementioned allegations. The allegations coincide with a separate special investigation (#2022A0611041) involving the same licensee designee.

On 10/07/22, I completed an unannounced onsite. I interviewed staff member Amir Nazami. I observed the staff schedule, and the residents call buttons.

On 10/07/22, I interviewed staff member Amir Nazami. Regarding the allegations, Mr. Nazami stated there are four residents in the AFC group home. Mr. Nazami stated during the month of October, he started working 12-hour shifts (8:00am-8:00pm). The licensee designee, Zubair Ahmed and staff member Ian Stanley also work 12-hour shifts. Mr. Ahmed primarily covers the midnight shift. Mr. Stanley started working for the AFC group home in December 2021. Mr. Nazami stated prior to October 2022, he was a live-in staff member. Mr. Nazami stated former staff member, Ashley Speed would work from 9:00am to 2:00pm. Ms. Speed stopped working at the AFC group home about four months ago. Mr. Nazami stated when Ms. Speed would arrive to the AFC group home, he would sometimes help her during her shift and sometimes he would leave her at the AFC group home with the residents. When Ms. Speed stopped working at the AFC group home, Mr. Ahmed would help out during the morning time or whenever Mr. Nazami would ask him too.

Mr. Nazami stated when he was a live-in staff he would sleep on the couch and there would be no other staff member on duty while he was sleeping. Mr. Nazami stated he is a light sleeper, and each resident has a call button to use for assistance. I observed a ringer Mr. Nazami has to hear whenever a resident uses their call button. When a call button is pushed, the ringer calls out the name of the resident's bedroom. I observed Resident R in his bedroom. Resident R had his call button connected to a lanyard. Mr. Nazami stated Resident B has a call button, but he does not wear it because he is ambulatory, and he is cognitively aware. Resident J was observed to have her call button on her person. Resident F did not have his call button on his person.

I observed the staff schedule. Mr. Nazami stated the staff schedule was developed for the first time in October 2022. There wasn't a staff schedule prior to October 2022, because Mr. Nazami was a live-in staff member. According to the staff schedule, Mr. Nazami's schedule is Monday through Sunday 8:00am-8:00pm, Mr. Stanley's schedule is Monday, Tuesday, Thursday, and Saturday 8:00pm-8:00am, and Mr. Ahmed's schedule is Wednesday, Friday, and Sunday 8:00pm-8:00am. According to the schedule, Mr. Nazami works 12 hours every day before receiving a break. The staff schedule does not include the date of the schedule or job titles.

On 10/12/22, I completed an unannounced onsite. I spoke with the home manager, Amir Nazami, I interviewed Resident B, Resident R, and I observed Resident F and Resident J. Mr. Nazami stated all of the residents have dementia with the exception of Resident J however; Resident J is confused a lot of times and makes incoherent statements.

On 10/12/22, I interviewed Resident B in his bedroom. During the interview, it was obvious that Resident B was confused as he said he does not have a bedroom at the AFC group home. Resident B stated he likes living at the AFC group home. Resident B stated he takes care of himself but, his friends help him. Resident B initially stated there is no staff in the home. He then said that he is related to Mr. Nazami.

On 10/12/22, I interviewed Resident R in his bedroom. Resident R has trouble hearing and it was difficult to get a response from him. Resident R stated he likes living at the AFC group home. Resident R stated he is being taken care of at the AFC group home. Resident R stated he is not at the AFC group home a lot because he has his own home. Resident R stated staff assist him with taking a shower and they administer his medications every day.

On 10/12/22, I observed Resident F on the couch. Resident F told me he is not getting his newspaper. Mr. Nazami stated Resident F is in a grumpy mood because he is in pain. Mr. Nazami stated it is suspected that Resident F may have a UTI as he has a history of UTI's. I observed Resident J in the living room watching T.V. I attempted to engage Resident J however; she appeared confused when I asked her general questions. Resident J did say that she has lived at the home for a few months, and she does take medications.

On 10/18/22, I received and reviewed the employee files for Amir Nazami, Ian Stanley, and Ashley Speed. Mr. Nazami employee file included all of the required documentation. Mr. Stanley's employee file was missing all of the required trainings with the exception of CPR and first aid. Ms. Speed's employee file was missing the safety and fire training, prevention and containment of communicable diseases training, and personal care, supervision, and protection training.

On 10/18/22, I received a return phone call from staff member, Ian Stanley. Regarding the allegations, Mr. Stanley stated he works Sunday's, Tuesday's, and Thursday's from 9:00am -5:00pm. Mr. Stanley stated sometimes he will work the midnight shift 11:00pm

to 7:00am. Mr. Stanley stated this has always been his work schedule. Mr. Stanley stated when he works, he is the only staff member. Mr. Stanley stated when he works the midnight shift, he does not take any breaks, nor does he go to sleep. Mr. Stanley received the required trainings, but he does not have any certificates to verify trainings.

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:	Mr. Nazami confirmed that prior to October 2022, he was a live-in staff member. Mr. Nazami admitted that when he was a live-in staff member, he would sleep on the couch and there would be no other staff member on duty while he was sleeping.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14208	Direct care staff and employee records.
	(1) A licensee shall maintain a record for each employee. The record shall contain all of the following employee information: (e)Verification of experience, education, and training.
ANALYSIS:	On 10/18/22, I reviewed the employee files for former staff member, Ashley Speed, and staff member Ian Stanley. According to Mr. Stanley's employee file, there were no verification for trainings with the exception of CPR and first aid. According to Ms. Speed employee file, she was missing verification of training for personal care.
CONCLUSION:	VIOLATION ESTABLISHED

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: (a) Names of all staff on duty and those volunteers who are under the direction of the licensee. (b) Job titles. (d) Date of schedule.
ANALYSIS:	On 10/07/22, I observed the staff schedule. Mr. Nazami confirmed that a staff schedule did not exist prior to October 2022. The staff schedule does not include the date of the schedule or job titles.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 10/07/22, While looking at the staff schedule, I observed the resident register and noticed five active residents in the AFC group home. Mr. Nazami confirmed there was only four residents in the AFC group home as Resident D passed away. However, there was not a discharged date on the resident register for Resident D nor was it indicated that he passed away.

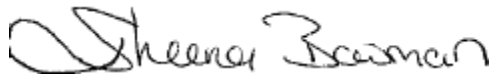
On 10/18/22, I completed an exit conference with the licensee designee, Zubair Ahmed. Mr. Ahmed stated Mr. Nazami misspoke as Resident D did not pass away but he did move back home. Mr. Ahmed was informed that a discharge date nor a forwarding address was provided on the resident register for Resident D. Mr. Ahmed was informed that the allegations will be substantiated, and a corrective action plan will be required.

APPLICABLE RULE	
R 400.14210	Resident register.
	A licensee shall maintain a chronological register of residents who are admitted to the home. The register shall include all of the following information for each resident: (b) Date of discharge. (c) Place and address to which the resident moved, if known.

ANALYSIS:	On 10/07/22, I observed the resident register and found that a discharge date was not recorded for Resident D. Mr. Nazami stated Resident D had passed away. However, Mr. Ahmed stated Mr. Nazami misspoke as Resident D did not pass away but he had moved back home. A forwarding address was not recorded on the resident register for Resident D.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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



Sheena Bowman
Licensing Consultant

10/18/22
Date

Approved By:



Denise Y. Nunn
Area Manager

10/25/2022

Date