



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

November 15, 2022

Verlin Lockhart  
1764 Poppleton Drive  
West Bloomfield, MI 48324

RE: License #: AF630339228  
Investigation #: 2022A0993023  
Grace Of Heaven

Dear Ms. Lockhart:

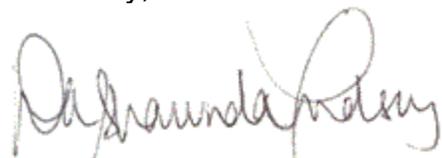
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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, appearing to read "DaShawnda Lindsey". The signature is fluid and cursive, with the first name being the most prominent.

DaShawnda Lindsey, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Place, Ste. 9-100  
3026 W Grand Blvd.  
Detroit, MI 48202  
(248) 505-8036

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AF630339228
<b>Investigation #:</b>	2022A0993023
<b>Complaint Receipt Date:</b>	09/22/2022
<b>Investigation Initiation Date:</b>	09/22/2022
<b>Report Due Date:</b>	11/21/2022
<b>Licensee Name:</b>	Verlin Lockhart
<b>Licensee Address:</b>	1764 Poppleton Drive West Bloomfield, MI 48324
<b>Licensee Telephone #:</b>	(313) 729-5745
<b>Administrator:</b>	N/A
<b>Licensee Designee:</b>	N/A
<b>Name of Facility:</b>	Grace Of Heaven
<b>Facility Address:</b>	1764 Poppleton Drive West Bloomfield, MI 48324
<b>Facility Telephone #:</b>	(313) 729-5745
<b>Original Issuance Date:</b>	02/12/2014
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/29/2022
<b>Expiration Date:</b>	08/28/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL ALZHEIMERS AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Resident A was living in the facility and transferred to a nursing home on 09/21/2022. It was determined that Resident A had multiple pressure injuries, bruising, and weight loss. Resident A stated she knew how the bruising happened but cannot recall names.	Yes

## III. METHODOLOGY

09/22/2022	Special Investigation Intake 2022A0993023
09/22/2022	APS Referral Received allegations from adult protective services (APS). APS denied the intake.
09/22/2022	Special Investigation Initiated - Telephone Telephone call made to the reporting source. Left a message.
09/26/2022	Inspection Completed On-site Conducted an unannounced onsite investigation
09/29/2022	Contact - Telephone call made Telephone call made to Gladwin Nursing and Rehab administrator Jason Alexander. Left a message.
09/29/2022	Contact - Telephone call made Telephone call made to Gladwin Nursing and Rehab director of nursing Linda Chew. Left a message.
09/29/2022	Contact - Telephone call made Telephone call made to Resident A's guardian (and son). Left a message.
09/29/2022	Contact - Telephone call made Telephone call made to Resident A's husband. Left a message.
09/29/2022	Contact - Telephone call made Telephone call made to Dr. Cardina

10/04/2022	Contact - Telephone call made Telephone call made to Gladwin Nursing and Rehab administrator Jason Alexander. Left a message.
10/04/2022	Contact - Telephone call made Telephone call made to Gladwin Nursing and Rehab director of nursing Linda Chew. Left a message.
10/04/2022	Contact - Telephone call made Telephone call made to Resident A's guardian (and son). Left a message.
10/04/2022	Contact - Telephone call made Telephone call made to West Bloomfield Police detective Alexander Mutchler
10/04/2022	Contact - Telephone call made Telephone call made to Resident A's husband
10/06/2022	Contact - Telephone call made Telephone call made to Gladwin Nursing and Rehab administrator Jason Alexander
10/06/2022	Contact - Telephone call made Telephone call made to Gladwin Nursing and Rehab director of nursing Linda Chew. Left a message.
10/06/2022	Contact - Telephone call made Telephone call made to Resident A's guardian (and son). Left a message.
10/06/2022	Contact - Telephone call made Telephone call made to Resident A's daughter
10/06/2022	Contact - Telephone call made Telephone call made to Genesis Support Services rep Sonya Welche. Left a message.
10/11/2022	Contact - Telephone call made Telephone call made to Resident A's daughter
10/11/2022	Contact - Telephone call made Telephone call made to Genesis Support Services rep Sonya Welche

10/11/2022	Contact - Telephone call made Telephone call made to Gladwin Nursing and Rehab director of nursing Linda Chew. Left a message. Sent a text message.
11/01/2022	Contact - Telephone call made Telephone call made to Gladwin Nursing and Rehab director of nursing Linda Chew
11/01/2022	Contact - Document Received Received an email from Gladwin Nursing and Rehab director of nursing Linda Chew
11/01/2022	Contact - Document Sent Requested medical records from My Michigan Health Line
11/01/2022	Contact - Document Sent Requested information from Pro Care Partners
11/01/2022	Contact - Document Received Received medical records from My Michigan Health Line
11/01/2022	Contact - Document Received Received information from Pro Care Partners
11/01/2022	Contact - Document Received Received a copy of the police report
11/02/2022	Contact - Face to Face Facetime with Resident A and Gladwin nursing and rehab director Linda Chew
11/14/2022	Exit Conference Attempted to conduct an exit conference with licensee Verlin Lockhart. The mailbox was full. I sent a SMS notification as well as an email.

**ALLEGATION:**

**Resident A was living in the facility and transferred to a nursing home on 09/21/2022. It was determined that Resident A had multiple pressure injuries, bruising, and weight loss. Resident A stated she knew how the bruising happened but cannot recall names.**

## **INVESTIGATION:**

On 09/22/2022, I received the allegations from adult protective services (APS). APS denied the intake.

On 09/26/2022, I conducted an unannounced onsite investigation. I interviewed staff Michelle Edward. Ms. Edward stated Resident A was admitted into the facility on 04/14/2022. At the time of admission, Resident A had wounds on her hip, upper part of her butt, back of both heels as well as other areas. Per Ms. Edward, Resident A bruised easily. Resident A picked at her wounds as well. Dr. Cardina saw Resident A in the facility monthly. In addition, Resident A received home care and wound care services with a nurse. Ms. Edward did not know the name of the agency but provided the agency's contact number. The wound care doctor was supposed to assessed Resident A once per week but that did not occur. Ms. Edward contacted the doctor and Resident A was taken to Henry Ford Hospital West Bloomfield. Resident A saw the wound care doctor while hospitalized on 09/13/2022. She was scheduled for a follow up appointment on 10/04/2022, but she was transferred to the nursing facility after being discharged from the hospital. Ms. Edward denied Resident A had fingerprint bruising on her when she discharged from the facility. Ms. Edward did not have knowledge of Resident A losing 30 pounds while living in the facility.

Ms. Edward denied that Resident A was abused or neglected. She stated she bathed Resident A every night. She denied Resident A had "black gunk" in her belly button. She stated Resident A's family never visited her, except her husband. Resident A's husband visited her weekly in the facility. When he was unable to make it to the facility, Resident A was transported to his home to visit with him.

While at the facility, I reviewed Resident A's health care appraisal, assessment plan and weight chart. The health care appraisal was signed and dated by registered nurse Shafiq Rehman on 04/15/2022. The following was documented:

- Resident A's diagnoses were Stage 4 pressure ulcer, bed bound, hypertension, Alzheimer's Disease, GERD, incontinence
- Resident A was alert, confused and disoriented
- Resident A had cognitive impairment

Per the assessment plan, signed by Resident A's daughter on 07/24/2022, Resident A required assistance with toileting, bathing, grooming, dressing, personal hygiene, etc. The plan did not document anything about wound care needs.

Per the weight chart, Resident A weight 128 pounds (lbs.) on 04/30/2022. She weighed 130 lbs. on 08/20/2022. This was the last time she was weighed in the facility.

On 09/29/2022, I conducted a telephone interview with Dr. Cardina. Dr. Cardina stated she began seeing Resident A when she returned from rehab {prior to her moving into the adult foster care (AFC) facility}. She could not recall the date. She confirmed Resident A had multiple ulcers; some were big. Resident A was referred to wound care. Per Dr. Cardina, when Resident A moved into the facility, Resident A's wounds were not infected and were healing well. Every time she went to the AFC facility, staff showed Dr. Cardina Resident A's wounds. Dr. Cardina stated Resident A had a wound on her hip, back and right foot. The wound on her hip "was not good". Dr. Cardina did not provide any other details about the wounds. Dr. Cardina stated Resident A used to scratch herself a lot. Resident A had sensitive skin. Ms. Edward was worried, so Dr. Cardina prescribed a cream. Dr. Cardina did not disclose the name of the cream. Dr. Cardina confirmed there were issues with the wound care agency. She instructed staff to send Resident A to the hospital to be referred to another wound care agency. Dr. Cardina denied Resident A had fingerprint bruising all over her body. She confirmed she saw Resident A in the facility monthly. She denied Resident A lost 30 pounds while living in the facility. Resident A was always clean. The facility was always clean. Dr. Cardina denied any abuse or neglect concerns.

On 10/04/2022, I conducted a telephone call to Resident A's husband. Resident A's husband denied any abuse or neglect in the AFC facility. He stated if Resident A had any bruising, she had it prior to moving into the facility or it occurred after she left. Resident A's husband stated Resident A liked it at the AFC facility. Resident A was treated like royalty. Ms. Edward treated Resident A very well. She took her to medical appointments. She sought help for Resident A's wounds. She fed and bathed her. Resident A did not lose weight while at the facility. If anything, she gained weight. Resident A's husband stated he visited Resident A in the facility weekly. If he could not make it to the facility, staff brought her to his home. Per Resident A's husband, "whoever reporting this is full of crap".

On 10/06/2022, I conducted a telephone interview with Gladwin Nursing and Rehab administrator Jason Alexander. He stated he did not observe Resident A's wounds or bruises. He stated Gladwin Nursing and Rehab director of nursing Linda Chew observed them. Per Mr. Alexander, it was a lot of work to get Resident A admitted into the nursing home. They were able to obtain Resident A's physician information but was unable to get information from the home care agency. Mr. Alexander stated Resident A had bad pressure ulcers when she was admitted into the nursing home, but she likely had them prior to being admitted into the AFC facility. He stated he was not sure if the ulcers were being treated while at the AFC facility. Mr. Alexander stated Resident A's wounds have improved. Resident A is "pleasantly confused" but that may be her baseline.

Mr. Alexander stated Resident A was sent to the hospital the same day she was admitted due to not having wound care information. In addition, it was unknown if she was malnourished. Resident A was admitted in My Michigan Health Center for about three to four days. Mr. Alexander suggested I contact Ms. Chew for more information.

On 10/06/2022, I conducted a telephone interview with Resident A's daughter. Resident A's daughter stated she learned of the allegations from the nursing home. She saw Resident A one hour prior to her moving out of the AFC facility. Prior to that, she had not physically seen Resident A in one year. Resident A's daughter stated Genesis Support Services representative Sonya Welche placed Resident A in the AFC facility. She suggested that I contact her regarding Resident A's condition when admitted into the AFC facility.

On 10/11/2022, I conducted a follow-up interview with Resident A's daughter. She stated Resident A moved into the AFC facility in April 2022. Resident A had wounds prior to being admitted into the AFC facility. Some of the wounds may have improved while in the AFC facility. However, Resident A may have developed new wounds. Resident A's daughter stated Ms. Edward never kept the family informed about Resident A's condition. Per Resident A's daughter, she visited Resident A in September 2022. Resident A's son never visited her while in the AFC facility. Resident A's husband visited her regularly.

On 10/11/2022, I conducted a telephone interview with Genesis Support Services rep Sonya Welche. Ms. Welche stated Resident A was admitted into the AFC facility in April 2022. At the time of admission, she had wounds. She was receiving home care services as well as being seen by Dr. Cardina. Ms. Welche did not have any information about those services. Ms. Welche stated she has not had contact with Resident A since April 2022.

On 11/01/2022, I conducted a telephone interview with Gladwin Nursing and Rehab director of nursing Linda Chew. Ms. Chew stated Resident A's daughter stated Resident A lost 40 lbs. In addition, the AFC facility only informed her Resident A had one pressure sore. Ms. Chew stated Resident A was sent out to the hospital within six hours of being admitted into the nursing home due to multiple pressure ulcers that were infected. In addition, Resident A had fingerprint like bruising over her body. She had various degrees of other bruises over her body. Ms. Chew stated she did not take any pictures of Resident A bruises, but she agreed to provide a copy of the skin assessment she completed at the time of admission. Per Ms. Chew, Resident A was not combative. She did not know how the bruising could have occurred. Resident A was "very scared and timid" when she arrived at the nursing home. Ms. Chew stated no wound care notes or orders were provided. Since being at the nursing home, Resident A is doing great. She gained weight. She smiles now.

On 11/01/2022, I received an email from Gladwin Nursing and Rehab director of nursing Linda Chew. Ms. Chew stated the following in the email:

- Resident A was sent to the emergency room six hours post admission and transferred to the hospital the next day.
- Resident A was “found to have multiple wound infections. She was there for several days and received IV antibiotics.
- Ms. Chew “was present for the initial skin assessment and can confirm a line of yellow-green fingertip bruises to the right inner thigh.”
- Resident A is still non-ambulatory due to heel ulcers.
- According to Resident A’s daughter, Resident A she was walking prior to admission to the AFC facility in April 2022. She stated she was told “she had only one pressure ulcer which was healing”.

I also reviewed the skin assessment. The following was documented:

- Large mole with black spots
- Discolored raised area that was black on right eye
- Possible skin tag on nose
- Reddened area near belly button
- Open area, unstageable wound near right and left hip
- Old bruising on inner right and left thighs
- Bruising on upper left arm
- Stage 2 pressure ulcers on right and left feet
- Wounds on right and left heels
- Bruising on back of left and right hand
- Bruising on middle of back and right arm
- Open wound near upper area of buttocks

On 11/01/2022, I received medical records from My Michigan Health Line. Resident A was transported to the emergency on 09/21/2022 for wound care orders and a sepsis evaluation. Resident A had two bed sores on her heels, wounds to hips and a wound near her coccyx region. General surgery bedside debridement was performed. Resident A was discharged on 09/26/2022.

On 11/01/2022, I received information from Pro care Partners. Resident A was initially seen at an unknown address on 01/20/2022. The following was documented:

- Wound 1- Location: Left Heel Class: pressure Stage: 3
- Wound 2- Location: Sacrum Class: pressure Stage: 3
- Wound 3- Location: Right Leg EXT D 1/3 Class and Stage not documented

Resident A was seen in the AFC facility on 07/19/2022. The following was documented:

- Wound 1- Location: Left Heel Class: pressure Stage: 3
- Wound 2- Location: Sacrum Class: pressure Stage: 3
- Wound 3- Location: Right Leg: fragile
- Wound 4- Location: Left Hip, Class: pressure Stage: unstageable
- Wound 5- Location: Left buttock, Class: pressure Stage: unstageable

Resident A had a telemedicine visit on 08/26/2022. The following was documented:

- Wound 2- Location: Sacrum Class: pressure Stage: 3
- Wound 4- Location: Left Hip, Class: pressure Stage: unstageable
- Wound 5- Location: Left Buttock, Class: pressure, Stage; unstageable
- Wound 6- Location: Right Heel, Class: pressure, Stage: unstageable
- Wound 7- Location: Right Hip Class: pressure Stage: unstageable

On 11/01/2022, I reviewed a copy of the West Bloomfield police report. Per the report, the “investigation has revealed there is no evidence of abuse/neglect” during Resident A’s time at the AFC facility. The investigation was closed.

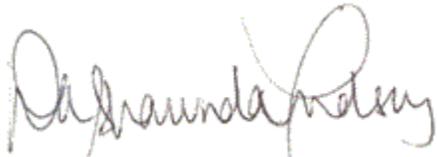
On 11/02/2022, I attempted to conduct a Facetime interview with Resident A and Gladwin Nursing and Rehab director of nursing Linda Chew. I was unable to interview Resident A due to her limited cognitive abilities.

On 11/14/2022, I attempted to conduct an exit conference with licensee Verlin Lockhart. The mailbox was full. I sent a SMS notification as well as an email.

<b>APPLICABLE RULE</b>	
<b>R 400.1407</b>	<b>Resident admission and discharge criteria; resident assessment plan; resident care agreement; house guidelines; fee schedule; physician’s instructions; health care appraisal.</b>
	<b>(2) A licensee shall not accept or retain a resident for care unless and until a resident assessment plan is made and it is determined that the resident is suitable pursuant to the following provisions:</b> <b>(a) The amount of personal care, supervision, and protection required by the resident is available I the home.</b> <b>(b) The kinds of services and skills required of the home to meet the resident’s needs are available in the home.</b>
<b>ANALYSIS:</b>	Resident A moved into the facility in April 2022. The assessment plan was not completed until July 2022. At the time of admission, Resident A had wounds and required wound care services. This was not documented in the assessment plan. I was able to verify that Resident A received wound care services through Pro Care Partners in July and August 2022.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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



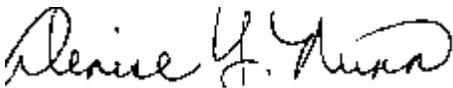
11/14/2022

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DaShawnda Lindsey  
Licensing Consultant

Date

Approved By:



11/15/2022

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Denise Y. Nunn  
Area Manager

Date