



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 16, 2022

Regina Amadi
Platinum Care, Inc.
3129 Golfview Drive
Saline, MI 48176

RE: License #: AS820282331
Investigation #: 2023A0901001
Platinum Care, Inc.

Dear Ms. Amadi:

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 (313) 456-0380.

Sincerely,

A handwritten signature in black ink that reads "Regina Buchanan". The signature is written in a cursive, flowing style.

Regina Buchanan, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 949-3029

Enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS820282331
Investigation #:	2023A0901001
Complaint Receipt Date:	09/30/2022
Investigation Initiation Date:	10/03/2022
Report Due Date:	11/29/2022
Licensee Name:	Platinum Care, Inc.
Licensee Address:	3129 Golfview Drive Saline, MI 48176
Licensee Telephone #:	(734) 330-3262
Administrator:	Kingsley Amadi
Licensee Designee:	Regina Amadi
Name of Facility:	Platinum Care, Inc.
Facility Address:	8680 Hugh St. Westland, MI 48185
Facility Telephone #:	(248) 941-1140
Original Issuance Date:	06/08/2006
License Status:	REGULAR
Effective Date:	12/03/2020
Expiration Date:	12/02/2022
Capacity:	6

Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED
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II. ALLEGATION(S)

	Violation Established?
Resident A may be getting financially exploited by the facility.	No
Additional Findings	Yes

III. METHODOLOGY

09/30/2022	Special Investigation Intake 2023A0901001
09/30/2022	APS Referral
10/03/2022	Special Investigation Initiated - Telephone APS
10/03/2022	Referral - Recipient Rights
10/05/2022	Contact - Telephone call made Licensee Designee, Regina Amadi
10/05/2022	Contact - Telephone call made Administrator, Kingsley Amadi
10/07/2022	Contact - Document Received Resident A's paperwork
10/11/2022	Contact - Telephone call made Resident A
10/11/2022	Contact - Telephone call made Staff, Vincent Ogbonnaya
10/11/2022	Contact - Document Received ORR, Rachel Moore

10/12/2022	Inspection Completed On-site
10/12/2022	Contact - Telephone call made Resident A's Aunt
10/13/2022	Contact - Document Sent ORR, Rachel Moore
10/18/2022	Contact - Telephone call made Administrator, Kingsley Amadi
10/19/2022	Contact - Telephone call made Administrator, Kingsley Amadi
10/19/2022	Contact - Telephone call made Resident A's aunt
10/20/2022	Contact - Telephone call made ORR
10/20/2022	Contact - Telephone call made Resident A
10/21/2022	Contact - Telephone call made Resident A
10/24/2022	Contact - Telephone call made Resident A
10/24/2022	Contact - Telephone call received Resident A's Aunt
11/16/2022	Inspection Completed-BCAL Sub. Compliance
11/16/2022	Exit Conference Licensee Designee, Regina Amadi

ALLEGATION:

Resident A may be getting financially exploited by the facility.

INVESTIGATION:

On 10/03/2022, I made a telephone call to Tammy Coleman, from APS. She stated Resident A is no longer at the facility. He was discharged in June 2022. During the time he was at the facility, he received a check from Walter Reuther Hospital for \$3805.35. He paid his rent but did not receive the balance after he left. Ms. Coleman also said Resident A was currently at Receiving Hospital and that he did not have a guardian.

On 10/05/2022, I made a telephone call to the licensee designee, Regina Amadi. She stated the administrator, Kingsley Amadi, handles the finances and she suggested I speak with him.

On 10/05/2022, I made a telephone call to Mr. Amadi. He stated Resident A was admitted on 04/26/2022 and was discharged on 06/19/2022. He was not aware of owing Resident A money but said he would look at the paperwork and agreed to send me copies as well. Mr. Amadi did recall Resident A receiving a check and making a rent payment. He recommended that I talk to the home manger, Vincent Ogbonnaya, and stated if they owed Resident A any money, he would pay it with no problem.

On 10/07/2022, I received a fax from Mr. Amadi but the documents were not clear and I could not read them all.

On 10/11/2022, I made a telephone call to Resident A, who was still at Receiving Hospital. He stated he discharged himself from the home in June 2022 because he no longer felt safe there. He explained that after new people moved in, he felt uncomfortable but denied anyone doing or saying anything to him inappropriately to make him feel unsafe. Resident A reported receiving a check from Walter Reuther and stated Mr. Ogbonnaya took him to cash it. Afterwards, he told Mr. Ogbonnaya to give the money to Mr. Amadi to pay his rent and for Mr. Amadi to hold the rest because he did not want to be responsible for it. He did not recall how much the check was or how much he paid for rent. Therefore, he did not know if or how much money he was owed. Resident A further stated that if the home did owe him money, they could give it to his aunt.

On 10/11/2022, I made a telephone call to Mr. Ogbonnaya. He confirmed Resident A received a check for \$3805.35 and that he took him to cash it. Afterwards, Resident A told him to give the money to Mr. Amadi, which he did. Mr. Ogbonnaya further explained that Resident A abruptly left on 06/19/2022. He was not there at the time, but staff contacted him because a lady showed up stating she was his aunt, and that she was there to get Resident A. Resident A indicated he was leaving

and requested his ID and social security card. He explained to them that was not the proper way they do discharges and asked them to wait until he got there, so he could go over paperwork and make sure Resident A had all his belongings. Resident A's aunt stated she could not wait and when he got there, they were gone. Mr. Ogbonnaya stated normally at discharge, they go over the finances. If there is any money owed, depending on the amount, they pay it at that time, get a forwarding address, or make other arrangements. Since Resident A abruptly left and did not leave any contact information, they had no way of contacting him. His aunt left her phone number, but they were uncertain if she was actually related to him, because prior to 06/19/2022, they had no knowledge of her and had never seen or heard from her.

On 10/11/2022, I received an email from Rachel Moore, from ORR. She stated she received an email from Mr. Amadi but could not read the documents well and wanted to know if I had better copies. I informed her that I planned on going to the facility to get copies and will forward them to her at that time.

On 10/12/2022, I conducted an onsite inspection at the facility. I reviewed Resident A's file. The Funds and Valuable Part II form only showed a payment of 159.08 received on 04/26/2022. His Resident Care Agreement noted his monthly cost of care was \$954.50. There was also a written and signed statement from his aunt stating that Resident A contacted her on 06/19/2022 to pick him up and that it was not a planned move. I reviewed the home's discharge and refund policy, which did not indicate that an advance notice was required for resident requested discharges and that they will forfeit or owe money.

On 10/12/2022, I made a telephone call to Resident A's aunt. She confirmed picking Resident A up from the facility on 06/19/2022 and writing the letter. She stated she was in a hurry and could not wait. She explained that it was not planned. Resident A called her and begged her to come get him because he did not want to be there anymore. She also indicated that he suffers from mental health issues and was currently in the hospital and that she was helping him to find another AFC home.

On 10/13/2022, I sent Ms. Moore 1 copy of the documents I obtained from the facility.

On 10/18/2022, I made a telephone call to Mr. Amadi and inquired about the rent Resident A paid. He stated for the months of April and June, since he was not there the full months, the rent was prorated based on the number of days he was there. He explained this was done by dividing the monthly cost of care, \$954.50, by the number of days in those months and only billing him for the days he was at the facility. May was the only month he was charged the full amount.

On 10/19/2022, I made a telephone call to Mr. Amadi. I informed him that based on all the information I received from him and Vincent and my review of documents, he owed Resident A \$2,182.79. I explained that Resident A owed \$159 for April, \$954.50 for May, and \$509.06 for June. All together he owed \$1,622.56 for rent

during his stay. When subtracted from the total amount of the check, which was \$3805.35, that left a balance of \$2,182.79. Mr. Amadi stated he would go to the bank right away and get a cashier's check. I instructed him to make the check payable to Resident A and informed him that Resident A wanted it sent to his aunt and agreed to have her contact him with the address.

On 10/19/2022, I made a telephone call to Resident A's aunt and informed her that Resident A wanted his refund sent to her home. She was given Mr. Amadi's number to provide him with her address.

On 10/20/2022, I made a telephone call to Ms. Moore, from ORR, and informed her of my findings.

On 10/20/2022, I attempted to contact Resident A to inform him of the refund. I was transferred to his room, but there was no answer.

On 10/21/2022, I attempted to contact Resident A to inform him of the refund. I was transferred to his room, but there was no answer.

On 10/24/2022, I attempted to contact Resident A to inform him of the refund. I was transferred to his room, but there was no answer.

On 10/24/2022, I received a text message from Resident A's aunt. She confirmed receiving the check and sent a picture of it. She stated she also informed Resident A it was there.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(1) A resident shall be assured privacy and protection from moral, social, and financial exploitation.
ANALYSIS:	Based on the information obtained during this investigation, the allegations are not confirmed. There is a lack of evidence to corroborate that Resident A was financially exploited. Resident A abruptly discharged himself from the home and left before the home manager could meet with him and his aunt to do a proper discharge. He also failed to leave any contact information. When made aware that money was owed. Mr. Amadi was cooperative and paid it right away.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 10/12/2022, I conducted an onsite inspection at the facility and reviewed Resident A's Funds and Valuables Part II form which was incomplete. It only documented charges for the month of April 2022 and nothing for the month of May 2022 and June 2022.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(3) A licensee shall have a resident's funds and valuables transaction form completed and on file for each resident. A department form shall be used unless prior authorization for a substitute form has been granted, in writing, by the department.
ANALYSIS:	Based on my observation, Resident A's Funds and Valuables Part II form was incomplete and did not document monthly charges for his entire stay at the facility.
CONCLUSION:	VIOLATION ESTABLISHED

INVESTIGATION:

On 10/03/2022, I made a telephone call to Tammy Coleman, from APS. She stated Resident A was discharged in June 2022. During the time he was at the facility, he received a check from Walter Reuther Hospital for \$3805.35.

On 10/05/2022, I made a telephone call to Kingsley Amadi, the administrator. He stated Resident A was admitted on 04/26/2022 and was discharged on 06/19/2022. He recalled Resident A receiving a check and making a rent payment. He recommended that I talk to the home manger, Vincent Ogbonnaya.

On 10/11/2022, I made a telephone call to Mr. Ogbonnaya. He confirmed Resident A received a check for \$3805.35 and that he took him to cash it. Afterwards, Resident A told him to give the money to Mr. Amadi, which he did.

On 10/19/2022, I made a telephone call to Mr. Amadi. I informed him that based on all the information I received from him and Vincent and my review of documents, he owed Resident A \$2,182.79. I explained that Resident A owed \$159 for April, \$954.50 for May, and \$509.06 for June. All together he owed \$1,622.56 for rent

during his stay. When subtracted from the total amount of the check, which was \$3805.35, that leaves a balance of \$2,182.79.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(6) Except for bank accounts, a licensee shall not accept resident funds of more than \$200.00 for any resident of the home after receiving payment of charges owed.
ANALYSIS:	Based on the information I obtained during this investigation, more than the allowable amount of money was accepted from Resident A for safe keeping. After receiving payment for rent, the administrator had \$2,182.79 of Resident A's money that was not put in a bank account for him.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend the license remains unchanged.



Regina Buchanan
Licensing Consultant

11/16/2022
Date

Approved By:



Ardra Hunter
Area Manager

11/16/2022
Date