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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 18, 2022

Jennifer Bhaskaran
Alternative Services Inc.
Suite 10
32625 W Seven Mile Rd
Livonia, MI 48152

RE: License #: AS780376323
Investigation #: 2022A0584035
Middleton Home

Dear Ms. Bhaskaran:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

Please review the enclosed documentation for accuracy and contact me with any questions. If I am not available and you need to speak to someone immediately, please contact the local office at (517) 284-9727.

Sincerely,

A handwritten signature in cursive script that reads "Candace Coburn".

Candace Coburn, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS780376323
Investigation #:	2022A0584035
Complaint Receipt Date:	09/30/2022
Investigation Initiation Date:	09/30/2022
Report Due Date:	11/29/2022
Licensee Name:	Alternative Services Inc.
Licensee Address:	Suite 10 32625 W Seven Mile Rd Livonia, MI 48152
Licensee Telephone #:	(248) 471-4880
Administrator:	Jennifer Bhaskaran
Licensee Designee:	Jennifer Bhaskaran
Name of Facility:	Middleton Home
Facility Address:	835 Middleton Road Owosso, MI 48867
Facility Telephone #:	(248) 471-4880
Original Issuance Date:	07/07/2015
License Status:	REGULAR
Effective Date:	01/07/2022
Expiration Date:	01/06/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
On 9/26/2022, Resident A was discovered to be soaked with urine and was not changed for the entire shift by direct care staff member Tammy Carlson.	Yes

III. METHODOLOGY

09/30/2022	Special Investigation Intake received and opened. Special Investigation initiated with an email to Ardis Bates, Shiawassee Health and Wellness Recipient Rights Coordinator.
10/13/2022	Onsite inspection Completed. Face to Face interview with Resident A Face to face interview with direct care staff members Tammy Carlson and Tammy Mills.
11/16/2022	Exit conference with licensee designee Jennifer Bhaskaran via telephone.

ALLEGATION:

On 9/26/2022, Resident A was discovered by next shift to be soaked with urine and was not changed for the entire previous shift by staff member Tammy Carlson.

INVESTIGATION:

On 9/30/2022, the Bureau of Community and Health Systems (BCHS) received the above complaint via the BCHS on-line complaint system.

Via email correspondence with Shiawassee Health and Wellness Recipient Rights Specialist Ardis Bates, Ms. Bates informed me she investigated this allegation and interviewed facility staff members. According to Ms. Bates, she found enough evidence to substantiate the allegation.

On 10/13/2022, I conducted an unannounced onsite investigation at the home. All residents present at the time of my unannounced investigation were observed to be well groomed.

I conducted a face-to-face interview with Resident A, but Resident A was not able or willing to answer questions about the allegation.

I conducted a face-to-face interview with direct care staff member Tammy Carlson. Ms. Carlson stated that on 9/26/2022, the direct care staff member relieving her of her shift duties told her Resident A had soaked through two incontinent briefs and an incontinent pad on his wheelchair. Ms. Carlson stated she was asked if she had toileted or changed Resident A the entire shift she worked from 2pm to 8pm on 9/26/2022. According to Ms. Carlson, she did not recall toileting or changing Resident A's incontinence briefs at all from 2pm to 8pm. Ms. Carlson stated she was not feeling well that day and admitted to not addressing Resident A's toileting needs.

I conducted a face-to-face interview with direct care staff member Tammy Mills. Ms. Mills stated she worked on 9/26/2022 with Ms. Carlson. Ms. Mills stated she was assigned to work with other consumers that afternoon shift and was not aware that Ms. Carlson did not attempt to toilet or change Resident A's incontinence briefs. Ms. Mills stated she mentioned to the next shift direct care staff members to check on all the residents and it was discovered Resident A was soaked all the way through his wheelchair seat pad.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	Based upon my investigation, which consisted of interviews with Shiawassee County Recipient Rights Specialist Ardis Bates and direct care staff members Tammy Carlson and Tammy Mills, there is evidence that Resident A's personal needs were not attended to when Ms. Carlson did not toilet or change his incontinence briefs on 9/26/2022 and he was found to be completely soaked in urine.
CONCLUSION:	VIOLATION ESTABLISHED

On 11/16/2022, I conducted an exit conference with licensee designee Jennifer Bhaskaran via telephone and shared with Ms. Bhaskaran the findings of this investigation. Ms. Bhaskaran stated Ms. Carlson had resigned her position effective 10/25/2022, for reasons unrelated to the allegation.

IV. RECOMMENDATION

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



11/18/2022

Candace Coburn
Licensing Consultant

Date

Approved By:



11/18/2022

Michele Streeter
Area Manager

Date