



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

December 2, 2022

Jeanette Glasscoe  
Loving Care & Comfort MJB LLC  
414 Leland Place  
Lansing, MI 48917

RE: License #: AS330403577  
**Loving Care & Comfort (MJB) LLC**  
**1611 William Street**  
**Lansing, MI 48915**

Dear Ms. Glasscoe:

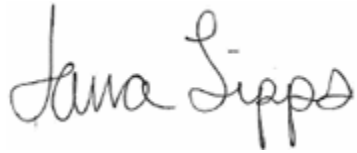
Attached is the Renewal Licensing Study Report for the facility referenced above. The violations cited in the report require the submission of a written corrective action plan. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific dates 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 licensee or licensee designee or home for the aged authorized representative and a date.

Upon receipt of an acceptable corrective plan, a regular license will be issued. If you fail to submit an acceptable corrective action plan, disciplinary action will result.

Please contact me with any questions. In the event that I am not available and you need immediate assistance please contact 517-284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Jana Lipps".

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

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**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
RENEWAL INSPECTION REPORT**

**I. IDENTIFYING INFORMATION**

**License #:** AS330403577

**Licensee Name:** Loving Care & Comfort MJB LLC

**Licensee Address:** 414 Leland Place  
Lansing, MI 48917

**Licensee Telephone #:** (517) 391-4572

**Licensee/Licensee Designee:** Jeanette Glasscoe, Designee

**Administrator:** Jeanette Glasscoe

**Name of Facility:** Loving Care & Comfort (MJB) LLC

**Facility Address:** 1611 William Street  
Lansing, MI 48915

**Facility Telephone #:** (517) 391-4572

**Original Issuance Date:** 06/19/2020

**Capacity:** 5

**Program Type:** DEVELOPMENTALLY DISABLED  
MENTALLY ILL

**II. METHODS OF INSPECTION**

Date of On-site Inspection(s): 11/29/2022

Date of Bureau of Fire Services Inspection if applicable: N/A

Date of Health Authority Inspection if applicable: N/A

No. of staff interviewed and/or observed 1  
No. of residents interviewed and/or observed 5  
No. of others interviewed 1 Role: Licensee Designee

- Medication pass / simulated pass observed? Yes  No  If no, explain.
- Medication(s) and medication record(s) reviewed? Yes  No  If no, explain.
- Resident funds and associated documents reviewed for at least one resident? Yes  No  If no, explain. Facility does not manage resident funds at this time.
- Meal preparation / service observed? Yes  No  If no, explain.
- Fire drills reviewed? Yes  No  If no, explain.
- Fire safety equipment and practices observed? Yes  No  If no, explain.
- E-scores reviewed? (Special Certification Only) Yes  No  N/A  If no, explain.
- Water temperatures checked? Yes  No  If no, explain.
- Incident report follow-up? Yes  No  If no, explain.
- Corrective action plan compliance verified? Yes  CAP date/s and rule/s: N/A
- Number of excluded employees followed-up? N/A
- Variances? Yes  (please explain) No  N/A

### III. DESCRIPTION OF FINDINGS & CONCLUSIONS

This facility was found to be in non-compliance with the following rules:

**R 400.14204            Direct care staff; qualifications and training.**

- (3) A licensee or administrator shall provide in-service training or make training available through other sources to direct care staff. Direct care staff shall be competent before performing assigned tasks, which shall include being competent in all of the following areas:**
- (a) Reporting requirements.**
  - (d) Personal care, supervision, and protection.**
  - (g) Prevention and containment of communicable diseases.**

Direct care staff, Consuela Vargas, did not have evidence of completed trainings for reporting requirements, personal care, supervision, and protection, & prevention and containment of communicable diseases, in her employee file at the time of the on-site inspection.

**R 400.14301            Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.**

- (4) At the time of admission, and at least annually, a written assessment plan shall be completed with the resident or the resident's designated representative, the responsible agency, if applicable, and the licensee. A licensee shall maintain a copy of the resident's written assessment plan on file in the home.**

Residents A, B, & C did not have updated assessment plans in their resident files at the time of on-site inspection. Resident A's assessment plan dated 3/10/21, Resident B's assessment plan dated 8/18/20, Resident C's assessment plan dated 12/15/20.

**R 400.14301            Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.**

- (9) A licensee shall review the written resident care agreement with the resident or the resident's designated representative and responsible agency, if applicable, at least annually or more often if necessary.**

Resident records for Residents A, B, & C contained outdated Resident Care Agreements that had not been updated at least annually.

**R 400.14312      Resident medications.**

(4) When a licensee, administrator, or direct care staff member supervises the taking of medication by a resident, he or she shall comply with all of the following provisions:

(a) Be trained in the proper handling and administration of medication.

Direct care staff, Consuela Vargas, did not have evidence of medication administration training in her employee file at the time of the on-site inspection.

**R 400.14315      Handling of resident funds and valuables.**

(12) Charges against the resident's account shall not exceed the agreed price for the services rendered and goods furnished or made available by the home to the resident.

Upon review of Resident A, B, & C's Resident Care Agreements and Funds Part II forms the amount charged for rent on the Resident Care Agreements did not match the amount billed to Residents A, B, & C on their Funds Part II forms.

**R 400.14401      Environmental health.**

(2) Hot and cold running water that is under pressure shall be provided. A licensee shall maintain the hot water temperature for a resident's use at a range of 105 degrees Fahrenheit to 120 degrees Fahrenheit at the faucet.

During the time of the on-site inspection the water temperature at the kitchen sink was 158.4 degrees Fahrenheit. The water temperature at the main level bathroom sink was 140 degrees Fahrenheit.

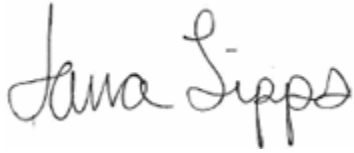
**R 400.14401      Environmental health.**

(6) Poisons, caustics, and other dangerous materials shall be stored and safeguarded in nonresident areas and in non-food preparation storage areas.

During on-site inspection cleaning chemicals were found located under the kitchen sink and the bathroom sink in unlocked, easily accessible cabinets.

#### IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, renewal of the license is recommended.



12/02/2022

Jana Lipps  
Licensing Consultant

\_\_\_\_\_ Date