



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

January 12, 2022

Randy Broadworth
616 Gilford Rd.
Caro, MI 48723

RE: License #: AL790007446
Investigation #: 2023A0572007
Hilltop House

Dear Mr. Broadworth:

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 (517) 643-7960.

Sincerely,

A handwritten signature in black ink, reading "Anthony Humphrey". The signature is fluid and cursive, with a large loop at the end of the last name.

Anthony Humphrey, Licensing Consultant
Bureau of Community and Health Systems
411 Genesee
P.O. Box 5070
Saginaw, MI 48605
(810) 280-7718

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL790007446
Investigation #:	2023A0572007
Complaint Receipt Date:	11/22/2022
Investigation Initiation Date:	11/23/2022
Report Due Date:	01/21/2023
Licensee Name:	Randy Broadworth
Licensee Address:	616 Gilford Rd. Caro, MI 48723
Licensee Telephone #:	(989) 550-7406
Administrator:	Randy Broadworth
Licensee Designee:	N/A
Name of Facility:	Hilltop House
Facility Address:	616 Gilford Caro, MI 48723
Facility Telephone #:	(989) 673-7406
Original Issuance Date:	09/26/1991
License Status:	REGULAR
Effective Date:	03/19/2022
Expiration Date:	03/18/2024
Capacity:	17
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Resident A became underweight in August. Physician had to write two orders for him to eat more before anything changed.	No
Resident A had an upper respiratory infection and had to be isolated until his Covid-19 test came back, but this was not done.	No
He has no mattress pad and sleeps on a heavily urine-stained mattress with a hole that has springs coming through.	Yes
A pipe from the radiator in Resident A's bedroom is disconnected and its freezing in his bedroom.	No
Staff are always in the kitchen and do not check on residents.	No

III. METHODOLOGY

11/22/2022	Special Investigation Intake 2023A0572007
11/23/2022	Special Investigation Initiated - Telephone Complainant.
12/06/2022	Contact - Face to face APS Investigator, Tyler Erla.
12/06/2022	Inspection Completed On-site Acting Licensee, Drew Doubleday and Resident A.
12/09/2022	Contact - Document Received Complainant.
12/21/2022	Inspection Completed-BCAL Sub. Compliance
01/12/2023	Exit Conference Acting Licensee, Drew Doubleday.

ALLEGATION:

- Resident A became underweight in August. Physician had to write two orders for him to eat more before anything changed.
- Resident A had an upper respiratory infection and had to be isolated until his Covid-19 test came back, but this was not done.

INVESTIGATION:

On 11/22/2022, the local licensing office received a complaint for investigation. Adult Protective Services (APS) was also involved with their own investigation.

On 12/06/2022, I made an unannounced onsite to Hilltop House, located in Tuscola County Michigan. Interviewed was Acting Licensee, Drew Doubleday and Resident A. Brief contact was also made with APS Investigator, Tyler Erla.

On 12/06/2022, I met with APS Investigator, Tyler Erla. He informed that he just finished interviewing Resident A and Acting Licensee, Drew Doubleday. At this time, he does not believe that he has enough to substantiate on any of the allegations.

On 12/06/2022, I interviewed Acting Licensee, Drew Doubleday regarding the allegation. Ms. Doubleday purchased the home in June of 2022 and was not aware of any previous orders. She informed that when she received an order from the physician, they followed the order and Resident A's weight has been steadily increasing. In regards to not isolating Resident A until they got his Covid Test results, she was not aware of this. She had observed staff constantly prompting Resident A to stay in his room and staff would feed him separately from the other residents. This was a difficult few days because Resident A has dementia.

On 12/06/2022, I interviewed Resident A regarding the allegation. He informed that he has lost a few pounds, but his weight fluctuates all the time. He informed that he can lose up to 20 pounds no matter how much he eats. He explained that he has to eat like a horse in order to gain any weight. He denies being hungry and informed that he has plenty to eat at the home. He have to eat more food so that he doesn't loss any weight. In regards to not being isolated, he informed that he remember he was coughing a lot and had to go see a doctor. Staff had him isolated as they wanted to keep him away from the other residents as much as possible. He believes that it was an upper respiratory infection and he was given antibiotics.

On 12/06/2022, I reviewed Resident A's Weight Record. It shows that his weight has been as low as 111 pounds on 06/01/2022 and as high as 154.2 on 03/01/2018. Since receiving a Physician Order on 08/30/2022, Resident A has gone from 123.6 on 09/01/2022 to 129.4 on 11/19/2022.

On 12/21/2022, I reviewed Resident A's Physician Order. It's ordered to give Resident A additional portions with his meals and snacks in order to avoid weight loss.

APPLICABLE RULE	
R 400.15310	Resident health care.
	<p>(1) A licensee, with a resident's cooperation, shall follow the instructions and recommendations of a resident's physician or other health care professional with regard to such items as any of the following:</p> <ul style="list-style-type: none"> (a) Medications. (b) Special diets. (c) Susceptibility to hyperthermia and hypothermia and related limitations for physical activity, as appropriate. (d) Other resident health care needs that can be provided in the home. The refusal to follow the instructions and recommendations shall be recorded in the resident's record.
ANALYSIS:	<p>According to Resident A, he is eating and has plenty of food to eat at the home. Ms. Doubleday informed that she took over in August of 2022 and received a Physician's Order on 08/30/2022 to increase Resident A's portion sizes so that he doesn't continue to loss weight. It appear that they are following the doctor's order as he is steadily gaining weight. Both Ms. Doubleday and Resident A informed that he was isolated while they awaited to receive the results of his Covid-19 test.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

He has no mattress pad and sleeps on a heavily urine-stained mattress with a hole that has springs coming through.

INVESTIGATION:

On 12/06/2022, I spoke with APS Investigator, Tyler Erla regarding Resident A's mattress. He informed that he was in Resident A's bedroom and he did observe a hole in the mattress and he could visibly see a spring. He did not believe that the mattress was soiled or smelled of urine.

On 12/06/2022, I interviewed Acting Licensee, Drew Doubleday regarding the allegation. She informed that when she took over in August of 2022, there were a lot of things needed to be done with the home, so she has been slowly getting things together. She purchased several new mattresses and need to still purchase a few box springs. Some residents already received their mattresses. She was not aware that he had a hole in his mattress because he never mentioned it to her. Resident A cleans his own room and makes up his bed because he is very meticulous. Now that

she is aware that he has a hole in his mattress, she will give him a mattress today. She informed that she has some more new mattresses in the storage room. She took me into the storage room and showed me 4 new mattresses.

On 12/06/2022, I went upstairs to Resident A's bedroom. I pulled sheets and blankets off of his bed and found that there was a hole in his mattress and I was able to observe a spring. It did not appear to be coming out, but it was visible. The room was very clean and neat in appearance.

On 12/06/2022, I interviewed Resident A regarding the allegation. He informed that his mattress is very comfortable and that he has no complaints. When asked if he knew about the hole in his mattress, he informed that he knew about it, but he never mentioned it to Ms. Doubleday because he didn't have a problem with it. The only person who knew about it was his sister because she help him make his bed one day and saw it. *I wasn't sure if I should add this because she was the one who made the complaint.*

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.
ANALYSIS:	During my onsite, I noticed that there was a hole in Resident A's mattress and he was in need of a new mattress. Ms. Doubleday insists that she was not aware of the hole in the mattress and will give him a new one today (12/06/2022). Resident A informed that his mattress is comfortable and he never mentioned to any staff that he needed a new one.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

A pipe from the radiator in Resident A's bedroom is disconnected and its freezing in his bedroom.

INVESTIGATION:

On 12/06/2022, I spoke with APS Investigator, Tyler Erla regarding Resident A's bedroom temperature. He informed that he was in Resident A's bedroom and he had no complaints. He also informed that the bedroom did not appear to be cold to him and the thermostat 72 degrees.

On 12/06/2022, I interviewed Licensee, Drew Doubleday regarding the allegation. She denied that Resident A's bedroom is freezing. She informed that she just had an HVAC Company come out and inspect the entire home. There was an issue with the broiler, but that was repaired in October 2022. Ms. Doubleday had the company

come out as a seasonal cleanup to make sure that heat was going through all of the vents.

On 12/06/2022, I interviewed Resident A regarding the allegation. He denied that it is too cold in his room and showed me that he has plenty of blankets in his room to keep warm. Resident A showed me what appeared to be a missing pipe on the radiator. He was not sure if that would make it warmer in his room, but insisted that he does not get cold.

On 12/06/2022, in my assessment of Resident A's bedroom, it did not feel cold in his bedroom and it appeared to be the same temperature as the rest of the home. The thermostat was at 72 degrees.

On 12/06/2022, I spoke with Ms. Doubleday again regarding Resident A's bedroom and asked her if she knew about the missing pipe that should be connected to the radiator. She informed that she was not aware, but would contact the HVAC Company to see if it is something that is needed. They told her that everything else with her heating system was working perfectly fine.

On 12/21/2022, I made a follow-up call to Ms. Doubleday regarding the radiator. She informed that the HVAC Company had been swamped and had not been able to come out as of yet. She was informed by the HVAC Company to bleed the radiator to see if there are any changes. The HVAC Company is planning for sometime after Christmas to come out.

On 12/21/2022, I reviewed the Invoice from Root's Heating and Cooling Company. They came out on 10/19/2022 to repair boiler.

APPLICABLE RULE	
R 400.15406	Room temperature.
	All resident-occupied rooms of a home shall be heated at a temperature range between 68 and 72 degrees Fahrenheit during non-sleeping hours. Precautions shall be taken to prevent prolonged resident exposure to stale, noncirculating air that is at a temperature of 90 degrees Fahrenheit or above. Variations from the requirements of this rule shall be based upon a resident's health care appraisal and shall be addressed in the resident's written assessment plan. The resident care agreement shall address the resident's preferences for variations from the temperatures and requirements specified in this rule.

ANALYSIS:	During my investigation, APS, Ms. Doubleday and Resident A denied that the bedroom was freezing. I observed the thermostat to be at 72 degrees and Resident A's bedroom appeared to be the same temperature of the rest of the home. A licensed HVAC Company was at the home in October and made repairs to the boiler system. She was not aware of the missing pipe to the radiator in Resident A's bedroom, but said that she will call the HVAC Company to ensure that there is nothing wrong.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Staff are always in the kitchen and do not check on residents.

INVESTIGATION:

On 12/06/2022, I interviewed Licensee, Drew Doubleday regarding the allegation. She informed that all residents are self-sufficient and they are not required to make documented visuals on any of the residents.

On 12/06/2022, I reviewed the records of the residents and there are no residents at the facility that require visual checks. Some residents are able to go out into the community on their own.

APPLICABLE RULE	
R 400.15305	Resident protection.
	(1) A resident shall be assured privacy and protection from moral, social, and financial exploitation.
ANALYSIS:	Residents in this home are self-sufficient and do not require documented visual checks.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 01/12/2023, an Exit Conference was held with Licensee Designee, Acting Licensee, Drew Doubleday regarding the results of the allegations.

IV. RECOMMENDATION

I recommend that no changes be made to the licensing status of this large adult foster care group home pending the receipt of an acceptable corrective action plan (Capacity 1-17).



01/12/2023

Anthony Humphrey
Licensing Consultant

Date

Approved By:

Mary E Holton
Area Manager

Date