



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

March 28, 2023

Angela Agodu
Triple C's Care Inc.
11353 Grandville
Detroit, MI 48228

RE: License #: AS820285612
Investigation #: 2023A0992017
Triple C's Care Inc.

Dear Ms. Agodu:

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, appearing to read "Denasha Walker".

Denasha Walker, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 300-9922

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS820285612
Investigation #:	2023A0992017
Complaint Receipt Date:	02/16/2023
Investigation Initiation Date:	02/23/2023
Report Due Date:	04/17/2023
Licensee Name:	Triple C's Care Inc.
Licensee Address:	6897 Greenview Detroit, MI 48228
Licensee Telephone #:	(313) 948-0512
Administrator:	Angela Agodu
Licensee Designee:	Angela Agodu
Name of Facility:	Triple C's Care Inc.
Facility Address:	6897 Greenview Detroit, MI 48228
Facility Telephone #:	(313) 948-0512
Original Issuance Date:	11/20/2006
License Status:	REGULAR
Effective Date:	01/31/2022
Expiration Date:	01/30/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Residents not fed properly. Not given enough food.	No
There are roaches in the oven.	No
Additional Findings	Yes

III. METHODOLOGY

02/16/2023	Special Investigation Intake 2023A0992017
02/16/2023	APS Referral Denied
02/23/2023	Special Investigation Initiated - On Site Angela Agodu, licensee designee; Rosemary Funmilayo, direct care staff (DCS); Rachel Jonnow, DCS; Residents A - F.
02/23/2023	Contact - Telephone call received Ms. Agodu
03/21/2023	Referral - Recipient Rights
03/21/2023	Contact - Telephone call made Relative B, Resident A's guardian.
03/21/2023	Contact - Telephone call made Relative C, Resident C's guardian was not available. Message left.
03/21/2023	Contact - Telephone call received Relative C
03/21/2023	Contact - Document Received Pest Control Invoice
03/21/2023	Exit Conference Ms. Agodu

ALLEGATION: Residents not fed properly. Not given enough food.

INVESTIGATION: On 02/23/2023, I completed an unannounced onsite inspection and interviewed Residents A – F; Rosemary Funmilayo, direct care staff (DCS); Rachel Jonnow, DCS; and Angela Agodu, licensee designee regarding the allegations.

Resident A denied the allegations, he said the food is good and filling. He said he receives breakfast, lunch, dinner, and snacks. I asked Resident A about the portion size and if he receives enough food and he said yes. Resident A said he is allowed a second serving if he asks. He denied having any concerns.

Resident B denied having any concerns. He said he receives 3 meals per day, plus snacks. Resident B said they have a variety of food including waffles, sausage, pancakes, chicken, vegetables, deli sandwiches, fries, salad, and fruit. Resident B said he receives a good serving size. He said he is satisfied with the food and denied having any concerns.

Resident C said he is not satisfied with the food. He said there was a former staff that fed them well and cooked with love, but she was fired for over-feeding the residents. Resident C further stated they are given a limited amount of food per serving. For example, he said they are given one piece of meat and a spoonful of vegetables or fries. He said they are not offered a variety of food and often have the same thing twice a week. Resident C showed me pictures that he captured with his cellphone of the meals including a slice of pizza, two pieces of chicken and fries. Resident C denied he is offered a second serving and said there are times he goes without eating because the food is terrible. I asked if he has ever addressed his concerns with the staff and he said yes. Resident C said they have had meetings regarding the food in the past and things change for a month but then go right back to normal. Resident C said for breakfast he was given two hash browns and a boiled egg, not meat. He said for lunch they had a bologna sandwich and a handful of nacho chips. He said the food is terrible.

Resident D said the food is pitiful, but he is allowed a second serving if he asks. He said they often have the same thing once or twice a week and they are not offered a variety of food. Resident D said they are often fed chicken or pork chops with vegetables for dinner, a sandwich, chips and fruit for lunch and pancakes or waffles for breakfast.

Resident E denied the allegation and said the food is fine. He said he receives 3 meals per day, plus snacks. He said he receives a nice portion size, and he can have a second serving if he asks. Resident E denied having any concerns regarding the food.

Resident F denied the allegation. He said he receives 3 meals per day and the food varies. He said today's lunch was a bologna sandwich, chips, and fruit. I asked Resident F if he had enough to eat for lunch, and he said no but stated he does not want another serving. He said he receives a nice portion size, and they are allowed a second serving but the residents in the home are wasteful. He said they will ask for a second serving and throw it away. Resident F said most meals are filling, like breakfast and dinner. He said typically dinner consist of a meat (chicken/porkchop), vegetables, and rice, potatoes, or fries. He said they have had spaghetti in the past and sometimes pizza. Resident F denied having any concerns regarding the food.

I interviewed Rosemary Funmilayo, DCS regarding the allegations in which she denied. Ms. Funmilayo said the residents are given nutritious meals and they are allowed a second serving if requested. She provided me a copy of the daily menus which outlined bologna sandwiches, chips, and fruit for today's lunch. I observed the home's food supply in the kitchen and basement. The nonperishable items included canned vegetables, beans, oatmeal, cereal, grits, and pastas. In the refrigerator I observed milk, condiments, sausage, eggs, and vegetables. I did not observe any fresh fruit. Ms. Funmilayo explained residents eat the fruit as a snack and they constantly eat causing the home to run out. Ms. Funmilayo went to the basement and brought up canned peaches. The deep freezer in the basement was full of frozen items.

Rachel Jonnow, DCS denied the allegation. She said the residents are well-fed and they are allowed a second serving if requested. She referenced the menus and said nutritious meals are made daily for the residents.

Angela Agodu, licensee designee, denied the allegation. She said the residents are given nice size servings during each meal. She said she was recently investigated for similar allegations, which were denied. As a result, Ms. Agodu said she reviewed menu planning and meal preparation with her staff, and requested the staff take pictures of the meals, so that she can determine if they are providing sufficient servings. Ms. Agodu showed me several pictures in her cell phone of meals that were previously prepared and served to the residents. The meals observed appeared to be an adequate servings and nutritional including a meat, vegetable, and starch. Ms. Agodu denied the residents are given the same meals every day and they have always been allowed a second serving. She said she does the grocery shopping for the home and the home is always adequately stocked with food. Ms. Agodu said she believes the allegations were reported by Keisha Williams, a former direct care staff. She said Ms. Williams was preparing large amounts of food for the residents and would have to dispose of the leftovers. For example, Ms. Agodu said she would buy several cartons of eggs on Monday and all the eggs would be gone by Wednesday because Ms. Williams was preparing at minimum 14 eggs for breakfast. She said she was overly seasoning their food and not being conscious of the resident's health. Ms. Agodu said the allegations are not true.

On 02/23/202, I received at telephone call from Ms. Agodu. She said during the onsite inspection she was unable to discuss everything that is going on in the home because the residents were present. She said there is a possibility that the allegations were reported by Ms. Williams, Residents C or D. Ms. Agodu said she noticed some suspicious behavior between Ms. Williams and Residents C and D. She said Ms. Williams would often take Residents C and D to their appointments and be gone for an extended amount of time. She said she has even taken them to her house before. She said when she prepared meals, she would give Residents C and D more food than she gave the other residents. She said she would show favoritism towards them. Ms. Agodu said she started noticing the special treatment they were receiving, so she questioned her about it, and she denied it. Ms. Agodu said one time she arrived onsite unexpectedly, and Ms. Williams was in Resident C's room with the lights off. She said when she asked her why she was in there, she said she was relaxing. Ms. Agodu said she made Ms. Williams aware that she must maintain a professional relationship with the residents. Ms. Agodu said Ms. Williams had a similar encounter with Resident D. She said Resident D would become very agitated when Ms. Williams was on the telephone with her boyfriend. Due to the suspicious behavior, Ms. Agodu said she removed Ms. Williams from the home and since then she has received several complaints against the home.

On 03/21/2023, I contact Relative B, Resident B's guardian and interviewed her regarding the allegation. Relative B denied having any knowledge of the reported allegation. She said Resident B has not made her aware of any concerns.

On 03/21/2023, I contact Relative C, Resident C's guardian regarding the reported allegation. Relative C said Resident C is not satisfied with the food in the home. She said he has made her aware on several occasions. Relative C said Resident C has even showed her pictures of the food and it was unrecognizable. She said the pictures she observed does not look like a well-balanced meal. Relative C said there was one staff that was feeding them well, but there was a problem between that staff and Ms. Agodu; Relative C said she believe the staff no longer works there. Relative C referred to Ms. Agodu as "controlling." Relative C said this issue has been going on for over a year. Relative C said she has not visited the home lately or witnessed this information for herself, but she communicates with Resident C regularly and he keeps her informed.

APPLICABLE RULE	
R 400.14313	Resident nutrition.
	(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.

ANALYSIS:	<p>During this investigation all parties were interviewed, all of which denied the allegation, except Residents C and D. Residents A, B, E and F stated they receive 3 meals per day and snacks. I also observed an adequate supply of food in the home on 02/23/2023. Similar allegations were reported on 05/20/2022 and denied.</p> <p>Based on the investigative findings, I am unable to determine that Angela Agodu is not providing a minimum of 3 regular, nutritious meals daily. The allegation is unsubstantiated.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: There are roaches in the oven.

INVESTIGATION: On 02/23/2023, I completed an unannounced onsite inspection and interviewed Residents A – F; and Angela Agodu, licensee designee regarding the allegations.

Resident A denied the allegations and stated he has never seen any roaches in the home. However, Residents B, C, D, E and F stated they have seen bugs in the home.

Resident B said he cannot confirm the bugs he saw were roaches but there were bugs in the home. He said he have not seen any in a few months.

Resident C and D confirmed the allegation and said they see roaches in the kitchen at night. They denied having any knowledge of the problem being addressed, but stated Ms. Agodu is aware.

Resident E said there were roaches in the home, he said one was crawling on him in his bedroom. He said Ms. Agodu is aware of the situation and an exterminator sprayed the home in January 2023 and he has not seen any since then.

Resident F confirmed the allegations and said there are roaches in the home. He said Ms. Agodu is aware and the home is treated for roaches regularly.

Ms. Agodu confirmed there was a problem with roaches in the home. She said she hired an exterminator, and the home is treated monthly. Ms. Agodu agreed to provide proof of pest control program.

On 03/21/2023, I received a copy of the pest control invoice from Ms. Agodu. The initial treatment was 09/09/2022, every three weeks for six months.

APPLICABLE RULE	
R 400.14401	Environmental health.
	(5) An insect, rodent, or pest control program shall be maintained as necessary and shall be carried out in a manner that continually protects the health of residents.
ANALYSIS:	<p>During this investigation all parties were interviewed. Based on the information obtained there is an insect problem that is currently being addressed. Ms. Agodu provided a copy of an invoice from J & Son's pest control program. The initial treatment was 09/09/2022, every three weeks for six months.</p> <p>Based on the investigative findings, I am unable to determine the licensee failed to provide and maintain a pest control program as necessary to protect the health of residents. The allegation is unsubstantiated.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION: On 02/23/2023, I conducted an unannounced onsite inspection at the home. I inspected each resident bedroom. I observed 2 bedrooms upstairs with the mattresses on the floor. Resident A's mattress was partially on the bedframe and on the floor; the bedframe was broken. Resident B stated his bedframe was destroyed approximately 6 months ago when the home was repainted, and the painters moved the frame. He said the frame was broken and never repaired or replaced.

While onsite, I brought this to Ms. Agodu's attention. She denied Resident B's bedframe was destroyed when the home was repainted. She said Resident B removed the bedframe because he preferred the mattress on the floor, and it was never replaced. I made Ms. Agodu aware that both Resident A and B's bed/bedframe must be properly assembled, constructed, and maintained to provide adequately for their health, safety, and well-being. Ms. Agodu agreed to repair/replace the bedframes.

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.

ANALYSIS:	At the time of inspection, Resident A and B's bedframes were broken and not constructed, arranged, and maintained to provide adequately for their health, safety, and well-being.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 02/23/2023, I completed an onsite inspection at the facility. I observed a smoke detector on the main floor of the home chirping. While onsite, I brought this to Ms. Agodu's attention. She said the smoke detectors and batteries were replaced but it continuously chirps. I advised Ms. Agodu to contact a contractor to address the issue.

On 03/15/2023, I conducted an exit conference with Ms. Agodu. I made her aware that based on the investigative findings, there is insufficient evidence to support the reported allegation. However, I made her aware of the additional findings including the broken bedframes and the chirping smoke detector, which indicates she has failed to maintain the smoke detector as recommended by the manufacturer. Ms. Agodu said she understands, and the violations have been corrected. She said the smoke detector that was chirping was old and was removed. She agreed to complete the corrective action plan as required.

APPLICABLE RULE	
R 400.14505	Smoke detection equipment; location; battery replacement; testing, examination, and maintenance; spacing of detectors mounted on ceilings and walls; installation requirements for new construction, conversions and changes of category.
	(4) Detectors shall be tested, examined, and maintained as recommended by the manufacturer.
ANALYSIS:	At the time of inspection, I could hear a smoke detector chirping throughout the home. *REPEAT VIOLATION ESTABLISHED* LSR DATED 9/12/2022; CAP DATED 09/08/2022.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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



03/24/2023

Denasha Walker
Licensing Consultant

Date

Approved By:



03/28/2023

Ardra Hunter
Area Manager

Date