



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 24, 2022

Tyler Curtis
CBI Rehabilitation Services, Inc.
3446 E. Lake Lansing Rd.
East Lansing, MI 48823

RE: License #: AS330337346
Investigation #: 2022A0466034
Belmonte Circle

Dear Mr. Curtis:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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) 284-9727.

Sincerely,

A handwritten signature in cursive script that reads "Julie Elkins".

Julie Elkins, 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 #:	AS330337346
Investigation #:	2022A0466034
Complaint Receipt Date:	04/05/2022
Investigation Initiation Date:	04/07/2022
Report Due Date:	06/04/2022
Licensee Name:	CBI Rehabilitation Services, Inc.
Licensee Address:	3446 E. Lake Lansing Rd. East Lansing, MI 48823
Licensee Telephone #:	(517) 349-6975
Administrator:	Tyler Curtis
Licensee Designee:	Tyler Curtis
Name of Facility:	Belmonte Circle
Facility Address:	606 Belmonte Circle East Lansing, MI 48823
Facility Telephone #:	(517) 349-6975
Original Issuance Date:	03/11/2013
License Status:	REGULAR
Effective Date:	09/09/2021
Expiration Date:	09/08/2023
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL TRAUMATICALLY BRAIN INJURED

II. ALLEGATION:

	Violation Established?
Resident A is not clean because the facility has no hot water for her bathe in.	No

III. METHODOLOGY

04/05/2022	Special Investigation Intake- 2022A0466034.
04/07/2022	Special Investigation Initiated – Telephone call to Complainant, interviewed.
04/07/2022	Inspection Completed On-site.
05/23/2022	Contact- document sent to home manager Lonny Griffin.
05/24/2022	Exit Conference with Tyler Curtis.

ALLEGATION: Resident A is not clean because the facility has no hot water for her to bathe in.

INVESTIGATION:

On 04/05/2022, Complainant reported Resident A, who is in her 50's, lives in an adult foster care (AFC) home, has developmental delays and a physical diagnosis. Complainant reported the facility has not had any hot water for a week. Complainant reported Resident A has not been cleaned up for days. Complainant reported when they do clean Resident A, they use cold water which is difficult due to her obesity. Complainant reported it is unknown if she has any sores or infections from not being able to bathe or shower. Complainant reported the facility is not doing anything to remedy the water situation. Complainant reported direct care staff are aware of the water issues but is it unknown if the manager knows.

On 04/07/2022, Complainant reported the facility has two bathrooms and two hot water heaters however due to Resident A's obesity, she can only fit in the shower that does not have any hot water.

On 04/07/2022, I conducted an unannounced investigation and I interviewed Resident A who reported she showers every day and that she does not refuse showers. Resident A reported DCWs take good care of her. Resident A reported she is incontinent and that she wears briefs and is able to change her own brief as needed. Resident A reported she took a warm shower yesterday but sometimes the water is cold. Resident A reported there is always a DCW to assist her in the shower

as needed. Resident A reported she does not always want to take a shower every day but that she takes several showers per week. Resident A reported she only refused a shower one time because the water was too cold. Resident A could not remember the date but said that it was recently. Resident A said the water was back to warm the following day and she showered then. Resident A denied that the facility was without hot water for a week. Resident A reported if she refuses a shower that a DCW helps her get washed up. Resident A denied that she was ever washed up with cold water. I observed Resident A to be in clean clothing, well-groomed and lacking any foul odor.

I took the water temperature in the bathroom that Resident A uses and the water temperature was 118.2 degrees Fahrenheit.

I observed the plumbing fixtures and water heater at the facility. They appeared to be properly installed and maintained in good working condition. Each water heater was equipped with a thermostatic temperature control and a pressure relief valve, both appeared to be in good working condition.

I interviewed direct care worker (DCW) Deanne Butts who reported Resident A does at times refuse showers. DCW Butts reported Resident A will not shower in the second bathroom. DCW Butts reported Resident A will only use the shower closest to her bedroom. DCW Butts reported Resident A is offered a shower daily and although she does refuse, Resident A showers several times per week. DCW Butts reported if Resident A refuses a shower that the DCWs assist in washing her up. DCW Butts is not aware of anytime that Resident A was washed up with cold water.

I interviewed DCW Lonny Griffin who is the program coordinator. DCW Griffin reported that on 04/04/2022, staff was trying to assist Resident A with a shower and the water was cold. DCW Griffin reported that because the water was cold staff washed up Resident A instead of her taking a cold shower. DCW Griffin denied that anyone would use cold water to wash Resident A up. DCW Griffin reported there are three other bathrooms in the house with showers, but Resident A refuses to use another bathroom. DCW Griffin reported the facility has two hot water heaters. DCW Griffin reported that on 04/05/2022 she completed a maintenance request and the facilities maintenance man came to the facility, rebooted the hot water heater and changed the filter. DCW Griffin reported the hot water has been working since. DCW Griffin provided a copy of the Non-Emergency Maintenance Request that she completed on 04/04/2022 which stated "shower on [Resident A] side not getting warm. all cold water." [sic]

I reviewed Resident A's record which contained a written *Assessment plan for Adult Foster Care (AFC) Residents* which was dated 5/25/2021 and signed by Guardian A1. Resident A's *Assessment plan for AFC Residents* documented in the "bathing" section of the report "staff assist, often direction/prompts are given during bathing."

I reviewed Resident A's record which contained a *Hygiene Log* dated 3/21/2022 through 3/27/2022. The *Hygiene Log* documented that Resident A showered on 03/21/2022, 03/23/2022, 03/24/2022, and 03/27/2022. I reviewed Resident A's record which contained a *Hygiene Log* dated 4/4/2022 through 4/10/2022. The *Hygiene Log* documented that Resident A showered on 4/04/2022 and 4/05/2022

APPLICABLE RULE	
R 400.14301	Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.
	(2) A licensee shall not accept or retain a resident for care unless and until the licensee has completed a written assessment of the resident and determined that the resident is suitable pursuant to all of the following provisions: (b) The kinds of services, skills, and physical accommodations that are required of the home to meet the resident's needs are available in the home.
ANALYSIS:	<p>During the unannounced onsite investigation, there was ample hot water in the bathroom used by Resident A. I also observed Resident A to be free of any odors and in clean clothes and well-kempt. Resident A denied ever having cold water be used to wash her with after she refused to shower.</p> <p>Resident A's record contained a <i>Hygiene Logs</i> that documented that Resident A showered on 03/21/2022, 03/23/2022, 03/24/2022, 03/27/2022, 4/04/2022 and 4/05/2022. Resident A reported that she did refuse a shower one day because the water was cold, and she refuses to use another bathroom/shower in the facility. There is not enough evidence to support that the facility did not have the services required to meet the Resident A's needs therefore no violation has been established.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

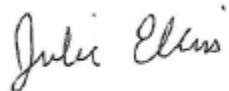
APPLICABLE RULE	
R 400.14314	Resident hygiene.
	(1) A licensee shall afford a resident the opportunity, and instructions, when necessary, for daily bathing and oral and personal hygiene. A licensee shall ensure that a resident bathes at least weekly and more often if necessary.

ANALYSIS:	Resident A's record contained a <i>Hygiene Logs</i> which documented Resident A showered on 03/21/2022, 03/23/2022, 03/24/2022, 03/27/2022, 4/04/2022 and 4/05/2022. Resident A reported that she did refuse a shower one day because the water was cold, and she refuses to use another bathroom/shower in the facility. There is not enough evidence to support that the facility did not afford a Resident A the opportunity, and instructions, when necessary, for daily bathing therefore no violation has been established.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(6) All plumbing fixtures and water and waste pipes shall be properly installed and maintained in good working condition. Each water heater shall be equipped with a thermostatic temperature control and a pressure relief valve, both of which shall be in good working condition.
ANALYSIS:	On 04/07/2022, I observed the plumbing fixtures and water heater at the facility. They appeared to be properly installed and maintained in good working condition. Each water heater was equipped with a thermostatic temperature control and a pressure relief valve and appeared in good working condition. DCW Griffin reported that the facility contains three bathrooms with showers. DCW Griffin reported that on 04/04/2022 the bathroom that Resident A prefers to use had cold water. DCW Griffin reported that she completed a maintenance request on 04/05/2022 and the facilities maintenance man came to the facility that same day, rebooted the hot water heater and changed the filter. DCW Griffin reported that the hot water has been working better since. While I was at the facility for an unannounced investigation, I took the water temperature in the bathroom that Resident A uses and the water temperature was 118.2 degrees Fahrenheit therefore there is not enough evidence to establish a violation as the plumbing was working and the water temperature was within the required range.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend no change in the status of the license.



05/24/2022

Julie Elkins
Licensing Consultant

Date

Approved By:



05/24/2022

Dawn N. Timm
Area Manager

Date