



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

September 12, 2023

Regina Amadi
Platinum Care, Inc.
3129 Golfview Drive
Saline, MI 48176

RE: License #: AS820297237
Investigation #: 2023A0992035
Syracuse TLC

Dear Ms. Amadi:

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 'D Walker', with a horizontal line extending to the right.

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 #:	AS820297237
Investigation #:	2023A0992035
Complaint Receipt Date:	08/22/2023
Investigation Initiation Date:	08/24/2023
Report Due Date:	10/21/2023
Licensee Name:	Platinum Care, Inc.
Licensee Address:	3129 Golfview Drive Saline, MI 48176
Licensee Telephone #:	(734) 330-3262
Administrator:	Regina Amadi
Licensee Designee:	Regina Amadi
Name of Facility:	Syracuse TLC
Facility Address:	31415 Conway Drive Westland, MI 48185
Facility Telephone #:	(248) 941-1140
Original Issuance Date:	01/12/2009
License Status:	REGULAR
Effective Date:	08/29/2023
Expiration Date:	08/28/2025
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
The home lacks food and the residents are not being fed properly.	Yes

III. METHODOLOGY

08/22/2023	Special Investigation Intake 2023A0992035
08/24/2023	Special Investigation Initiated - On Site Regina Amadi, licensee designee, Uwa Enamuna, direct care staff and Residents A-C.
09/07/2023	APS Referral
09/07/2023	Referral - Recipient Rights
09/11/2023	Contact - Telephone call made Relative A, Resident A's guardian.
09/12/2023	Exit Conference Ms. Amadi

ALLEGATION: The home lacks food and the residents are not being fed properly.

INVESTIGATION: On 08/24/2023, I completed an unannounced onsite inspection; I interviewed Regina Amadi, licensee designee, Uwa Enamuna, direct care staff and residents A-C regarding the allegation. Ms. Amadi denied the allegation and said she believe the information was reported to retaliate against her for terminating some of the staff. She further stated she does the grocery shopping for the home bi-weekly. Ms. Amadi proceeded to show me pictures in her phone of groceries and how she separates the groceries per home. She said she started a group message with her staff and post pictures after grocery shopping. In the refrigerator I observed bread, deli meat, butter, vegetables, and milk. The milk appeared to be curdled, the expiration date was 08/12/2023; I brought this to Ms. Amadi's attention, and she discarded it. I asked Ms. Amadi if there was anything for the residents to drink other than water and she said there are other drinks in the office. Ms. Amadi went to in the office and brought soft drinks and placed them in the refrigerator. The okra observed in the vegetable tray was molded; I brought this to Ms. Amadi's attention, and she instructed Uwa Enamuna, direct care staff, to clean out the vegetable tray. I

observed frozen vegetables, hashbrowns and pancakes in the freezer. In the deep freezer, I observed several bags of chicken parts, fish sticks, frozen pancakes, ground turkey, milk, and deli meat. The pantry contained non-perishable items including crackers, noodles, cornbread mix, rice, cereal, pasta noodles, canned beans, and vegetables. I asked Ms. Amadi and Ms. Enamuna what is for dinner, neither was aware. According to the menu, today's dinner is polish sausage, cabbage, potatoes and muffins; which was not observed in the home. Ms. Amadi said they have time to go to the grocery store or substitute the meal. I did not observe a substitute menu. Ms. Amadi instructed Ms. Enamuna to go and get fish sticks out of the deep freezer.

I interviewed Resident A regarding the allegations. I asked Resident A what he had for breakfast, and he said noodles that he prepared in the microwave. I asked him if he normally eat noodles for breakfast and he said sometimes. I asked what the other residents had for breakfast, and he said cereal. I asked Resident A what he had for lunch, and he said nothing. He said staff did not prepare lunch. I asked him how many meals he receives daily, and he said sometimes three, but staff did not prepare lunch today. Resident A provided his guardian's name and contact information.

I interviewed Resident B regarding the allegation. I asked Resident B how many meals he received daily, and he said three. I asked him what he had for breakfast, he said nothing. I asked Resident A what he had for lunch, and he said nothing. He said staff did not make breakfast or lunch. I asked him if he could recall what he had for dinner the night before and he said spaghetti. Resident B said he does not have a guardian.

I interviewed Resident C. Resident C said he had coffee and cereal for breakfast. He said there was ravioli for lunch, but he didn't eat it. Resident C said the staff is responsible for cooking. He said sometimes he receives three meals a day.

After interviewing Residents A-C, I addressed my concerns with Ms. Amadi. I explained that based on the interviews Residents A-B did not have breakfast or lunch today. Ms. Amadi questioned the resident's competency and asked Ms. Enamuna if the resident ate today, and she said yes. She said all the residents had cereal for breakfast. She said Resident A had noodles for breakfast. I made Ms. Amadi and Ms. Enamuna aware the residents should receive a minimum of 3 regular, nutritious meals daily. I questioned Ms. Enamua about the residents having cereal for breakfast because the milk in the refrigerator was expired visibly curdled and separated; Ms. Enamua did not respond. I asked what was served for lunch and she said spaghetti. She went to the sink to show me the dishes that were used by the residents that ate spaghetti.

Ms. Amadi proceeded to confront Residents A and B and asked them what they ate today. Resident A was adamant that he had noodles for breakfast. Resident B recanted and said breakfast was offered but he was not hungry. I explained to Ms.

Amadi that based on the pictures and the food in the home, it is clear she is purchasing food. However, staff is not preparing the meals as required. Ms. Amadi said she recently terminated staff because they were not doing their job and she is in the process of hiring new staff. She said she will make sure the staff prepare the meals as required and the residents are fed properly.

On 09/11/2023, I contacted Relative A, Resident A's guardian and proceeded to interview her regarding the allegation. Relative A said she is very active in Resident A's care. She said the staff cook enough food for two people and there are six men in the home. She said the portion size is not sufficient for the residents. Relative A said she witnessed the staff buy two hot-n-ready pizzas for six men; everyone was allowed two slices of pizza. Relative A said the staff will serve a hamburger patty on a bun and corn out the can. She said the residents are not given condiments, the meals are not appetizing, and the serving size is not adequate. Relative A said at one point she was preparing meals for Resident A and dropping them off. Relative A said due to her schedule, she can no longer do that anymore. She said in the past there was a power outage, and she went to check on Resident A. She said the staff was eating but was unable to prepare meals for the residents because there was no electricity. Relative A said she went to the local grocery store and purchased food for all the residents such as deli meat, bread, drinks etc. Relative A said she has addressed her concerns with Kingsley Amadi, administrator in the past. Relative A said the residents are fed like prisoners. I asked Relative A if she feels as though Resident A is competent and capable of being interviewed and she said yes.

On 09/12/2023, I conducted an exit conference with Ms. Amadi. I made her aware that although I observed food in the home, based on the findings the food is not being prepared daily for the residents. I explained the residents should be provided a minimum of 3 regular, nutritious meals daily; I reiterated nutritious. Ms. Amadi explained that she revised the menu and the staff have been instructed to follow it. I explained that based on the violation identified in the report, a written corrective action plan is required, which Ms. Amadi agreed to provide.

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, I interviewed Regina Amadi, licensee designee; Uwa Enamuna, direct care staff; Residents A-C; and Relative A, Resident A's guardian regarding the allegations; which Ms. Amadi and Ms. Enamuna denied.</p> <p>Residents A and B stated they did not receive breakfast or lunch the day of the interview. Although they later recanted, I believe they were coerced. In addition, I observed expired and molded food in the refrigerator.</p> <p>Based on the investigative findings, there is sufficient evidence to support the allegation that the residents are not receiving a minimum of 3 regular, nutritious meals daily. The allegation is substantiated.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon an acceptable corrective action plan, I recommend that the status of the license remains the same.



09/12/2023

Denasha Walker
Licensing Consultant

Date

Approved By:



09/12/2023

Ardra Hunter
Area Manager

Date