



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

October 18, 2023

James Boyd
Crisis Center Inc - DBA Listening Ear
PO Box 800
Mt Pleasant, MI 48804-0800

RE: License #: AS370011271
Investigation #: 2023A1029063
Adams Home

Dear Mr. Boyd:

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 (231) 922-5309.

Sincerely,

A handwritten signature in black ink that reads "Jennifer Browning". The script is cursive and fluid.

Jennifer Browning, Licensing Consultant
Bureau of Community and Health Systems
Browningj1@michigan.gov - (989) 444-9614

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS370011271
Investigation #:	2023A1029063
Complaint Receipt Date:	09/14/2023
Investigation Initiation Date:	09/14/2023
Report Due Date:	11/13/2023
Licensee Name:	Crisis Center Inc - DBA Listening Ear
Licensee Address:	107 East Illinois, Mt Pleasant, MI 48858
Licensee Telephone #:	(989) 709-8239
Administrator:	James Boyd
Licensee Designee:	James Boyd
Name of Facility:	Adams Home
Facility Address:	208 S. Adams Street, Mount Pleasant, MI 48858
Facility Telephone #:	(989) 317-8717
Original Issuance Date:	03/11/1987
License Status:	REGULAR
Effective Date:	10/04/2021
Expiration Date:	10/03/2023
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Direct care staff member Madeline Solmes is disrespectful and handles the residents in a rough manner at Adams Home.	No
The residents are missing medical appointments due to Ms. Solmes not communicating with the other direct care staff members regarding the appointment times.	No
Residents have been administered sedatives when they are not prescribed to them.	No
The residents do not receive adequate meals because there is not adequate food in the home. The residents were eating frozen fish and chicken for over a month.	No
Additional Findings	Yes

III. METHODOLOGY

09/14/2023	Special Investigation Intake 2023A1029063
09/14/2023	Special Investigation Initiated – Letter to Katie Hohner
09/14/2023	Referral - Recipient Rights referral made to ORR.
09/15/2023	Contact - Document Received from ORR Katie Hohner
09/19/2023	Contact - Telephone call made licensee designee Jim Boyd
09/29/2023	Inspection completed on-site - Contact - Face to Face - Katie Hohner and I interviewed licensee designee Jim Boyd, and direct care staff members Maddie Solmes, Brian Recker
10/12/2023	Contact – Telephone call to Jim Boyd.
10/17/2023	APS referral made to Centralized Intake.
10/17/2023	Contact – Email to ORR Katie Hohner, direct care staff member Brian Recker, Kim Jones, # disconnected, Juanez Lindsay.
10/17/2023	Exit conference with licensee designee Jim Boyd.

ALLEGATION: Direct care staff member Madeline Solmes is disrespectful and handles the residents in a rough manner at Adams Home.

INVESTIGATION:

On September 14, 2023, a complaint was received via the Bureau of Community and Health Systems online complaint system with concerns direct care staff member Maddie Solmes whose current role is home manager, is disrespectful and handles the residents in a rough manner. There was no information in the complaint regarding specific details or which residents were treated in a disrespectful manner.

On September 15, 2023, I received an email from Office of Recipient Rights (ORR) Katie Hohner who advised she will be opening an investigation into these concerns. Ms. Hohner stated she spoke with Mr. Recker who did not have any concerns regarding Madeline Solmes or her attitude toward the residents.

On September 19, 2023, I interviewed licensee designee, James Boyd. Mr. Boyd stated he has been to Adams Home several times and has never observed interactions that were inappropriate between Ms. Solmes and the residents.

On September 29, 2023, ORR Katie Hohner and I interviewed direct care staff member Brian Recker at Adams Home. Mr. Recker stated he has never had any concerns with direct care staff member, Maddie Solmes and he has worked closely with her since February 2023. Mr. Recker stated Ms. Solmes does not neglect the recipients or treat them poorly and he does not know why someone would say that she does. Mr. Recker stated all residents have different needs and she is able to meet those needs but she has never been mean or rough to the residents. Mr. Recker stated she does not yell but she has a "loud voice" because if she is not talking across the hall you will hear her. Mr. Recker stated all the residents like her and there has not been complaints from residents.

On September 29, 2023, ORR Katie Hohner and I interviewed direct care staff member whose current role is home manager, Madeline Solmes at Adams Home. Ms. Solmes stated she does not yell at residents intentionally and she has never yelled or scared a resident. Ms. Solmes stated she would not yell like this since Resident B is easily scared at times. Ms. Solmes stated she has never put her hands on anyone in an inappropriate way or used crisis physical intervention on anyone. Ms. Solmes stated Resident A has left marks on her with his nails by grabbing her wrist and tried to bite her and she stated when this happens she has to "pry his fingers off as nice as possible." Ms. Solmes stated she has never called any of the recipients names when she has been upset with them. Ms. Solmes has never called any other staff members names.

On October 17, 2023, I interviewed direct care staff member Juanez Lindsay. Mr. Lindsay stated he has never had any concerns regarding Ms. Solmes not respecting the residents or getting along with them. Mr. Lindsay stated he has never heard her yell at the residents or observed her to handle anyone in a rough manner. Mr. Lindsay

described Ms. Solmes as “good with the residents and they have a lot of respect for her.”

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<p>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</p> <p style="padding-left: 40px;">(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>
ANALYSIS:	<p>There was no information provided that any of the residents at Adams Home were not treated with respect by any direct care staff member including Madeline Solmes. Mr. Boyd, Mr. Lindsay, and Mr. Recker all reported they have not observed Ms. Solmes yelling at the residents or handling anyone in a rough manner. Ms. Solmes denied talking to residents in a disrespectful manner and stated although she had a loud voice, she would never intentionally yell at the resident or treat them with disrespect.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The residents are missing medical appointments due to Ms. Solmes not communicating with the other direct care staff members regarding the appointment times.

INVESTIGATION:

On September 14, 2023 a complaint was received via the Bureau of Community and Health Systems online complaint system with concerns residents are missing medical appointments due to poor communication.

On September 29, 2023, ORR Katie Hohner and I interviewed direct care staff member Mr. Recker at Adams Home. Mr. Recker stated resident doctor appointments have been attended to at all times. Mr. Recker stated he does not know of anyone missing appointments due to poor communication. Mr. Recker stated since Ms. Solmes started working in her current role she strives very hard to get residents to all appointments.

On September 29, 2023, ORR Katie Hohner and I interviewed direct care staff member, whose current role is home manager, Ms. Solmes at Adams Home. Ms. Solmes stated she has had to reschedule a couple of appointments which were all done within a week of the original date and none of them were emergency appointments. Ms. Solmes stated they were rescheduled due to staffing issues or someone calling in. Ms. Solmes was able to show the calendar which showed two appointments which were recently rescheduled. Resident B had an appointment on September 11, 2023 which was rescheduled to September 19, 2023 and Resident C had an appointment on September 11, 2023 in the morning which was rescheduled to the same day in the afternoon. Ms. Solmes stated she had communicated the appointment times for Resident B and the midnight staff members were supposed to take him at 8:15 a.m. but they left their shift in the morning without doing so.

On October 17, 2023, I interviewed direct care staff member Mr. Lindsay. Mr. Lindsay stated Ms. Solmes is proficient with appointments and if they need to be rescheduled due to staffing and sickness, they are always done quickly. Mr. Lindsay stated they used to miss more medical appointments in the past with previous managers, but that is not currently occurring.

APPLICABLE RULE	
R 400.14310	Resident health care.
	(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: (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:	There is no indication direct care staff members are not following the instructions or recommendations of the resident's physicians or health care professionals. Ms. Solmes stated there were two appointments that needed to be rescheduled recently and one was rescheduled the same day and one was rescheduled for the following week.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Residents have been administered sedatives when they are not prescribed to them.

INVESTIGATION:

On September 14, 2023, a complaint was received via the Bureau of Community and Health Systems online complaint system with concerns residents were administered

sedatives they were not prescribed. There was no information in the complaint regarding which residents, dates, or what sedatives were given.

On September 19, 2023, I interviewed licensee designee, Mr. Boyd. Mr. Boyd stated he has been to the home several times including the most recent renewal I completed on September 11, 2023. Mr. Boyd stated he did not have information regarding residents being administered sedatives that were not prescribed and cannot see Ms. Solmes doing so. Mr. Boyd stated he has a meeting with all the program directors and he is going to put in a policy that when a PRN is given for medications, then an *AFC Incident / Accident Report* is also going to be completed.

On September 29, 2023, ORR Katie Hohner and I interviewed direct care staff member Mr. Recker at Adams Home. Mr. Recker stated he has only given sedatives to Resident A because he receives them before doctor appointments. Mr. Recker showed verification in the medication administration record (MAR) where this was administered to Resident A as well as the order.

On September 29, 2023, ORR Katie Hohner and I interviewed direct care staff member whose current role is home manager, Ms. Solmes at Adams Home. Ms. Solmes stated Resident B is prescribed Ativan for seizures as well as Lorazepam which is counted each day. Ms. Hohner and I counted the pills and they matched up with the count sheet. Ms. Solmes stated Resident A is prescribed Clonazepam .25 mg in the morning to curb his aggressive behaviors and he takes this daily and also takes two before an upcoming doctor appointment. Ms. Solmes was able to show the MAR and order verifying these medications.

I reviewed the MAR and there was no indication these medications were given to any other residents or that Ms. Solmes was trying to sedate other residents.

On October 2, 2023, Mr. Boyd sent me verification Ms. Solmes completed a medication administration refresher course on October 2, 2023.

On October 17, 2023, I interviewed direct care staff member Mr. Lindsay. Mr. Lindsay states the only sedative he knows of is Resident A because he receives a sedative before medical appointments and each afternoon. Mr. Lindsay stated he has never witnessed Ms. Solmes or any of the other direct care staff members giving medication to a resident that its prescribed to or observed any of the residents to look like they have been sedated.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(6) A licensee shall take reasonable precautions to insure that prescription medication is not used by a person other than the resident for whom the medication was prescribed.

ANALYSIS:	There was no indication residents are administered a prescription medication which they are not prescribed. Ms. Solmes, Mr. Recker, and Mr. Boyd all stated there were two residents who were prescribed a sedative and the other residents do not receive this medication. I reviewed the MAR and there was no documentation showing medications were given to other residents or that Ms. Solmes was trying to sedate the residents.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The residents do not receive adequate meals because there is not adequate food in the home. The residents were eating frozen fish and chicken for over a month.

INVESTIGATION:

On September 14, 2023 a complaint was received via the Bureau of Community and Health Systems online complaint system with concerns the residents were not receiving adequate meals because they were eating frozen chicken and fish for over a month.

On September 19, 2023, I interviewed licensee designee, Mr. Boyd. Mr. Boyd stated he has been to the home several times including the most recent renewal I completed on September 11, 2023. Mr. Boyd stated there is always a large amount of food in the home and he has never had concerns the residents were not eating a variety of foods. Mr. Boyd stated he recently did a complete check of all refrigerators and freezers and did not have concerns.

On September 29, 2023, ORR Katie Hohner and I interviewed direct care staff member Mr. Recker at Adams Home. Mr. Recker was able to tell us what each of the residents had for breakfast which included yogurt, eggs, cottage cheese, and a variety of foods. Mr. Recker stated the plan for lunch is sandwiches, fruit, and will give a choice of what to have for lunch if they do not want the sandwich prepared. Mr. Recker stated they do not always have sandwiches for lunch because sometimes they serve brats for lunch. Mr. Recker stated for dinner there is more variety of pork chops, roast, casseroles, or brats for summer. Mr. Recker stated he has also prepared hamburgers, chicken, fish, rice noodles. Mr. Recker stated there is enough variety and there is a chef's choice where there is a night they can request other items when they don't follow the menu because if they do not like what they are serving there is an alternative offered. Mr. Recker denied the residents only get frozen fish and chicken. Mr. Recker stated Ms. Solmes orders a lot of the groceries online and they have it delivered or they pick it up.

On September 29, 2023, ORR Katie Hohner and I interviewed direct care staff member whose current role is home manager, Ms. Solmes at Adams Home. Ms. Solmes stated she will either go pick up the groceries because it is easier than going in and shopping for a large order. Ms. Solmes stated even without the menus, they have been able to

serve a large variety of foods. Ms. Solmes stated they do eat a lot of frozen chicken and fish with different sides but not for a month straight. Ms. Solmes stated last night for dinner they had a chicken alfredo casserole and tonight they have marinated ham slices, roasted carrots, brussel sprouts, and fruit. Ms. Solmes stated she has never noticed a change in behaviors due to what the food is served for mealtimes.

During the on-site investigation, there was an abundance of food available in the cabinets, refrigerator, and freezers for the residents. There was a good variety of frozen meats other than chicken and fish, several packages of vegetables, and fruits. I have also completed an on-site inspection on August 29 and September 11 and there were no concerns regarding food supply at either of those inspections.

On October 17, 2023, I interviewed direct care staff member Mr. Lindsay. Mr. Lindsay stated there is not a specific direct care staff member assigned to grocery shop so typically Ms. Solmes does the grocery shopping. Mr. Lindsay stated meal preparations is a shared responsibility depending on who is working there. Mr. Lindsay stated the third shift staff will prepare the dinner for the following day. Mr. Lindsay stated there was a good variety of foods the residents get and denied they are only receiving frozen chicken or fish for dinner.

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:	The residents have three meals per day served to them and no more than 14 hours between the evening and morning meal. Each time I complete an on-site inspection at Adams Home there is an abundance of food with a variety of choices.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

During the on-site investigation at Adams Home on September 29, 2023, Ms. Hohner and I were able to confirm there were no posted menus. Ms. Solmes confirmed that the menus were not being followed at Adams Home at this time because she could not get the other direct care staff members to follow them. Ms. Solmes showed a packet of menus that have been used in the past. Ms. Solmes stated no one has been disciplined for not following a menu at Adams Home.

Ms. Solmes stated she was “getting back to a menu” because they have not used a menu in a long time. Ms. Solmes stated when Mr. Boyd gave them the old menus there were items like “cinnamon rice” which she has never heard of. Ms. Solmes stated she cooks food the residents are going to like but stated she also does not follow the menu currently. Ms. Solmes stated she started using menus again the last week of August and then they lost direct care staff members so it was not done regularly. Ms. Solmes stated she will buy items that are on the menu and then the other direct care staff members do not make what is on the menu. Ms. Solmes stated it also depends on the staff member’s cooking ability because there is one direct care staff member who makes turkey melt sandwiches each time he works because that is the only meal he can make. Ms. Solmes stated when there is a substitution, they do not cross it off on the menu and it down but she will get the direct care staff members to start doing this.

Ms. Hohner and I instructed Ms. Solmes to create a menu for the week and post it on the fridge. Ms. Solmes stated she would do so and they would make a plan to start following the menus. Ms. Hohner sent an email to licensee designee Mr. Boyd informing him of what we instructed Ms. Solmes to do and that a menu has not been followed at Adams Home.

On October 17, 2023, I interviewed direct care staff member Mr. Lindsay. Mr. Lindsay stated they just brought a menu back for meal preparation within the last month and Ms. Solmes has not let them divert from it. Mr. Lindsay stated the food is always available they need to cook the meals and he finds that most of the staff members are able to follow the rules. Mr. Lindsay stated the first week of the menu was a bit difficult to follow the first week but after that it became easier. Mr. Lindsay stated they have been following the menu for three weeks.

On October 17, 2023, 2023, I completed an exit conference with Mr. Boyd. Mr. Boyd stated he posted the menus and instructed direct care staff members once again to follow them. Mr. Boyd stated he has also gone over the licensing requirements of the menu at staff meetings in the past and will continue to do so.

APPLICABLE RULE	
R 400.14313	Resident nutrition.
	(4) Menus of regular diets shall be written at least 1 week in advance and posted. Any change or substitution shall be noted and considered as part of the original menu.
ANALYSIS:	At the time of the onsite investigation, there was no posted menu available for review. Further direct care staff members interviewed confirmed no menu had been used to assist with meal planning for a long time.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an approved corrective action plan, I recommend no change in the license status.

Jennifer Browning

Jennifer Browning
Licensing Consultant

10/17/2023

Date

Approved By:

Dawn Timm

10/18/2023

Dawn N. Timm
Area Manager

Date