



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 21, 2024

Pamela Hurley
Innovative Lifestyles, Inc.
PO Box 1258
Clarkston, MI 48347

RE: License #: AS630015466
Investigation #: 2024A0465012
Cuthbert AIS/MR

Dear Mrs. Hurley:

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 (248) 975-5053.

Sincerely,

Stephanie Gonzalez, LCSW
Adult Foster Care Licensing Consultant
Bureau of Community and Health Systems
Department of Licensing and Regulatory Affairs
Cadillac Place, Ste 9-100
Detroit, MI 48202
Cell: 248-308-6012
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enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630015466
Investigation #:	2024A0465012
Complaint Receipt Date:	02/07/2024
Investigation Initiation Date:	02/09/2024
Report Due Date:	04/07/2024
Licensee Name:	Innovative Lifestyles, Inc.
Licensee Address:	Suite 1 5490 Dixie Hwy Waterford, MI 48329
Licensee Telephone #:	(248) 623-8898
Administrator:	Pamela Hurley
Licensee Designee:	Pamela Hurley
Name of Facility:	Cuthbert AIS/MR
Facility Address:	6720 Cuthbert White Lake, MI 48386
Facility Telephone #:	(248) 922-7119
Original Issuance Date:	10/25/1994
License Status:	REGULAR
Effective Date:	08/03/2023
Expiration Date:	08/02/2025
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
On 1/25/2024, Resident A's bed frame was observed to be broken and without proper linens and pillows.	Yes

III. METHODOLOGY

02/07/2024	Special Investigation Intake 2024A0465012
02/09/2024	Special Investigation Initiated - Letter Email exchange with Complainant
02/12/2024	Contact - Document Sent Email exchange with Office of Recipient Rights Officer, Katheleen Garcia
02/13/2024	Inspection Completed On-site I completed a walk-through of the facility, observed resident bedrooms, reviewed resident files, and interviewed staff, Shannean Butler
02/18/2024	Contact - Document Received Facility documents received via email
03/05/2024	Contact - Telephone call made I called Guardian A1 via telephone; Requested return call
03/13/2024	Contact - Telephone call made I spoke to direct care staff, Chariah Matthews via telephone
03/13/2024	Contact - Telephone call made I spoke to direct care staff, Dasjanae Hicks, via telephone
03/18/2024	Contact - Telephone call made I spoke to Guardian B1 via telephone
03/19/2024	Contact - Telephone call made I left a second voice message for Guardian A1; Requested return call
03/20/2024	Contact - Document Sent Email exchange with ORR Officer, Kathleen Garcia

03/20/2024	Exit Conference I conducted an Exit Conference with licensee designee/ administrator, Pamela Hurley, via telephone
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ALLEGATION:

On 1/25/2024, Resident A’s bed frame was observed to be broken and without proper linens and pillows.

INVESTIGATION:

On 2/7/2024, a complaint was received, alleging that on 1/25/2024, Resident A’s bedframe was observed to be broken. The complaint stated that one of Resident As bedframe legs was broken and the bed was uneven. The complaint also stated that Resident A’s bed was missing proper linens, bedding and pillows.

On 2/9/2024, I spoke to Complainant, who confirmed the information in the complaint is accurate.

On 2/12/2024 and 3/20/2024, I spoke to Office of Recipient Rights Officer, Kathleen Garcia, via email. Ms. Garcia stated that she is in the process of completing an investigation of this complaint and has not made any final recommendations as of yet.

On 2/13/2024, I conducted an onsite investigation at the facility. At the time of my onsite investigation, there were five residents residing in the home, including Resident A. However, all of the residents have cognitive or verbal limitations and were unable to be interviewed. I completed a walk-through of the home, observed resident bedrooms, reviewed resident files, and interviewed staff, Shannean Butler. I observed all residents to be properly dressed and with adequate hygiene. I observed all resident bedrooms to be clean and with bed frames and mattresses in good condition. I did not observe any broken bed frames in any resident bedroom, including Resident A’s bedroom. All residents had linens, bedding and pillows in the home. At the time of my visit, staff were doing laundry and in the process of washing all resident’s bed linens and pillows.

I interviewed direct care staff, Shannean Butler, who stated that she has worked at the facility for eight years. Ms. Butler stated, “It is true. Resident A’s bed frame was broken. I did not know it was broken until I was told on 1/25/2024 by Complainant. At that time, I did not know it was broken. I ordered a new bed frame and mattress set, and it was delivered to the home on 1/30/2024. So, Resident A was using a broken bed frame for five days. But now it is fixed. Resident A and all the other residents always have bed linens and pillows and blankets. But Resident A has a history of tearing his pillows and sheets off his bed and ripping them. We do have to replace his bedding often, but he always has bedding. On the day that Complainant came to the home, Resident A’s bedding was being laundered and that is why his mattress was bare. Resident A goes to

a day program every day until 3:00pm, so we normally strip his room and launder all of his bedding during this time. But he has never been without bedding.”

On 3/13/2024, I spoke to direct care staff, Chariah Matthews via telephone. Ms. Matthews stated that she has worked at the facility for two years. Ms. Matthews stated, “Resident A’s bed frame was broken, one of the legs broke. But a new bed frame was ordered and now he has a new bed frame and mattress. As for linens and bedding, those items are only taken off the bed when they are being washed. All of the residents have sheets, blankets and pillows. For Resident A, we do make sure to strip his bed daily while he is at his day program and wash everything because he does not like anyone in his room. He also tends to pull his blankets and sheets off of his bed and rip and tear them, so we do have to rotate his bedding often. But I am not aware of a time when we refused to give him bedding or bedding was missing from his bed.”

On 3/13/2024, I spoke to direct care staff, Dasjanae Hicks, via telephone. Ms. Hicks stated that she has worked at the facility for four months. Ms. Hicks stated, “Resident A’s bed frame leg was broken but we replaced it with a new bed frame and mattress. We make sure all residents always have proper bedding, sheets and pillows on their beds all the time. The only time bedding is not on mattresses is when they are being washed. Resident A does tear his bedding and pull it off the bed, so we do have to replace his bedding more often than other residents.”

On 3/18/2024, I spoke to I spoke to Guardian B1 via telephone. Guardian B1 stated, “Resident B has been residing at the facility since 1994 and I have always been happy with the care being provided. I visit the home monthly and have never observed any concerns with the cleanliness of the home, the condition of the resident bedrooms or bedding. The times I have visited and there was no bedding on the beds, I could hear the washing machine running and the smell of laundry being cleaned.”

On 3/5/2024 and 3/19/2024, I left voice messages for Guardian A1, but have not received a return call as of the date of this report.

On 3/20/2024, I conducted an exit conference with licensee designee/administrator, Pamela Hurley, via telephone. Ms. Hurley is in agreement with the findings of this report.

APPLICABLE RULE	
R 400.14410	Bedroom furnishings.
	(5) A licensee shall provide a resident with a bed that is not less than 36 inches wide and not less than 72 inches long. The foundation shall be clean, in good condition, and provide adequate support. The mattress shall be clean, comfortable, in good condition, well protected, and not less than 5 inches thick or 4 inches thick if made of synthetic

	materials. The use of a waterbed is not prohibited by this rule.
ANALYSIS:	According to Ms. Butler, on 1/25/2024, Resident A's bedframe leg was observed to be broken. Ms. Butler ordered a new bedframe, which was delivered to the facility on 1/30/2024. Ms. Butler acknowledge that Resident A was sleeping on a broken bed frame from 1/25/2024 – 1/30/2024, approximately five days. Based on the information above, there is sufficient information to confirm that from 1/25/2024 – 1/30/2024, the facility did not provide Resident A with a bed in good condition with adequate support.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14411	Linens.
	<p>(1) A licensee shall provide clean bedding that is in good condition. The bedding shall include 2 sheets, a pillowcase, a minimum of 1 blanket, and a bedspread for each bed. Bed linens shall be changed and laundered at least once a week or more often if soiled.</p> <p>(2) A licensee shall provide at least 1 standard bed pillow that is comfortable, clean, and in good condition for each resident bed.</p>
ANALYSIS:	<p>According to Ms. Butler, Ms. Matthews, and Ms. Hicks, all residents, including Resident A, have proper bedding, in good condition, on their mattresses at all times, with the exception of laundering times.</p> <p>On 2/13/2024, I conducted an onsite investigation at the facility and observed all residents had linens, bedding and pillows in the home.</p> <p>Based on the information above, there is not sufficient information to confirm that the facility is not providing linens, bedding and pillows to residents.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable action plan, I recommend the status of the license remain unchanged.

Stephanie Gonzalez

3/20/2024

Stephanie Gonzalez
Licensing Consultant

Date

Approved By:

Denise Y. Nunn

03/21/2024

Denise Y. Nunn
Area Manager

Date