



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 12, 2024

Theresa Chang
Citizens For Quality Care Co.
2348 Estates Courts
Ann Arbor, MI 48103

RE: License #: AL460070146
Investigation #: 2024A1032016
Citizens for Quality Care Morenc

Dear Theresa Chang:

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. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0183.

Sincerely,

A handwritten signature in black ink, appearing to read "Dwight Forde".

Dwight Forde, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL460070146
Investigation #:	2024A1032016
Complaint Receipt Date:	01/10/2024
Investigation Initiation Date:	01/11/2024
Report Due Date:	03/10/2024
Licensee Name:	Citizens For Quality Care Co.
Licensee Address:	2348 Estates Courts, Ann Arbor, MI 48103
Licensee Telephone #:	(734) 327-0818
Administrator:	Theresa Chang
Licensee Designee:	Theresa Chang
Name of Facility:	Citizens for Quality Care Morenc
Facility Address:	233 Baker Street, Morenci, MI 49256
Facility Telephone #:	(517) 458-2344
Original Issuance Date:	06/21/1996
License Status:	REGULAR
Effective Date:	04/21/2022
Expiration Date:	04/20/2024
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED MENTALLY ILL ALZHEIMERS AGED

II. ALLEGATION(S)

	Violation Established?
A resident was left in an unclean state.	No
The home has bed bugs.	No
The home is dirty.	No
Additional Findings	No

III. METHODOLOGY

01/10/2024	Special Investigation Intake 2024A1032016
01/11/2024	Special Investigation Initiated - Telephone
01/18/2024	Contact - Telephone call made
01/24/2024	Inspection Completed On-site
02/08/2024	Exit Conference

ALLEGATION:

A resident was left in an unclean state.

INVESTIGATION:

On 1/11/24, I interviewed Guardian A1 by telephone. Guardian A1 stated that she visits Resident A monthly. She reported that Resident A enjoys living in the home.

On 1/18/24, I interviewed Lenawee Community Mental Health case manager Sheila Sears. Ms. Sears stated that she has observed a belt placed near Resident B's room

to section off the area so that the employees can clean up her saliva. Ms. Sears stated that sometimes Resident B produces unusual amounts of saliva. Ms. Sears stated that employee Chindarat Runteranoont is very kind to the residents based on her observations. Ms. Sears stated that the home is generally clean in appearance when she visits and that she is assured privacy with residents in the home.

On 1/24/24, I interviewed employee Chindarat Runteranoont in the home. Ms. Runteranoont denied using any devices to confine a resident to his or her room. Ms. Runteranoont denied doing so. She stated that when she is cleaning up the kitchen area, she does string a belt across the hallway to indicate that she is cleaning but reported that the belt does not lock onto anything and that the belt does not confine anyone. I observed the belt near the kitchen area.

Ms. Runteranoont stated that during visits she assures residents and visitors their privacy.

Ms. Runteranoont denied taunting any residents or pushing a mop in anyone's face. She reported that Resident B was not left in soiled clothing, and that sometimes Resident B destroys her adult briefs and wraps them around her arms. I reviewed Resident B's assessment plan which detailed use of an assistive device and intermittent need for assistance with toileting.

On 1/24/24, I interviewed Resident A in the home. Resident A reported that she receives visitors at the home and that they are allowed privacy in the home. Resident A was asked if she had ever been confined to her room and she denied that this had occurred. Resident B also denied seeing an employee named Bonnie confine Resident A to her room, nor did she see Bonnie push a mop in Resident B's face. Resident A and Resident B have rooms next to one another.

On 1/24/24, I interviewed Resident B in the home. Resident B denied that the staff leave her in her soiled garments and stated that she can change her adult briefs herself. She stated that the staff assist her with showers and denied that she goes without showering for days on end. Resident B reported that an employee has tied a belt near that railing by her bedroom to restrict her movement. She also stated that there was an instance where an employee waved a mop in her face. Resident B stated that the staff assist her in cleaning her room. Resident B stated that if she has visitors, that they are afforded privacy.

On 1/24/24, I interviewed Resident C in the home. Resident C denied observing an employee confine Resident B to her room or push a mop into Resident B's face.

APPLICABLE RULE	
R 400.15305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	Based on interviews with residents and employees, there does not appear to be sufficient evidence to suggest that Resident B was mistreated by employees. Resident B denied being left in soiled garments and the housekeeping standards in her room appeared to be in good order. The belt in question appears to have been used during cleaning times, not to confine any residents. Residents A and B reported that during visits they are given privacy.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The home has bedbugs.

INVESTIGATION:

On 1/24/24, during my onsite inspection, I observed Resident A and Resident B's rooms to be clean. There was no evidence of a pest infestation, such as dots of blood on the bedsheets. Neither resident reported being bitten in their rooms. There is a company called Ehrlich Pest Control that has provided services to the home on a prior encounter with bedbugs, in 2022.

APPLICABLE RULE	
R 400.15401	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:	During my onsite inspection, there did not appear to be evidence of a pest infestation.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The home is dirty.

INVESTIGATION:

On 1/24/24, I observed the home to be clean. There was adequate food in the home. Packaging suggested that the food was sourced from nearby groceries such as Walmart, Meijer and Aldi.

I interviewed Resident A and Resident B in the home, regarding cleaning standards. Both residents expressed satisfaction with housekeeping.

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.
ANALYSIS:	On the occasions that I have inspected the home, the housekeeping standards were good. I also toured resident rooms, which were tidy in appearance. Another community worker interviewed did not have any immediate concerns about the conditions of the home.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 2/8/24, I conducted an exit conference with licensee designee Theresa Chang. I shared my findings and Ms. Chang agreed with the conclusions reached.

IV. RECOMMENDATION

I recommend no change to the status of this license.

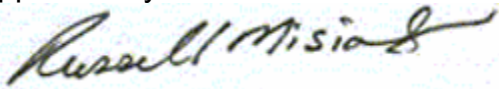


3/12/24

Dwight Forde
Licensing Consultant

Date

Approved By:



3/26/24

Russell B. Misiak
Area Manager

Date