



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

August 5, 2024

Christopher Schott  
The Westland House  
36000 Campus Drive  
Westland, MI 48185

RE: License #: AH820409556  
Investigation #: 2024A1035053  
The Westland House

Dear Christopher Schott:

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) 284-9730.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jennifer Heim".

Jennifer Heim, Licensing Staff  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(313) 410-3226

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AH820409556
<b>Investigation #:</b>	2024A1035053
<b>Complaint Receipt Date:</b>	06/14/2024
<b>Investigation Initiation Date:</b>	06/26/2024
<b>Report Due Date:</b>	08/14/2024
<b>Licensee Name:</b>	WestlandOPS, LLC
<b>Licensee Address:</b>	2nd Floor 600 Stonehenge Pkwy Dublin, OH 43017
<b>Licensee Telephone #:</b>	(614) 420-2763
<b>Administrator:</b>	Christopher Schott
<b>Authorized Representative:</b>	Christopher Schott
<b>Name of Facility:</b>	The Westland House
<b>Facility Address:</b>	36000 Campus Drive Westland, MI 48185
<b>Facility Telephone #:</b>	(734) 326-6537
<b>Original Issuance Date:</b>	02/25/2022
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/11/2023
<b>Expiration Date:</b>	08/10/2024
<b>Capacity:</b>	102
<b>Program Type:</b>	AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Residents on first floor are not appropriate for assisted living.	No
Additional Findings	No

The complainant identified some concerns that were not related to licensing rules and statues for a home for the aged. Therefore, only specific items pertaining to homes of the aged provisions of care were considered for investigation. The following items were that that could be considered under the scope of licensing.

## III. METHODOLOGY

06/14/2024	Special Investigation Intake 2024A1035053
06/26/2024	Special Investigation Initiated - Letter
07/10/2024	Contact - Face to Face
08/05/2024	Inspection Completed BCAL Compliance
08/05/2024	Exit Conference Conducted by email with authorized representative

### **ALLEGATION:**

Residents on first floor are not appropriate for assisted living.

### **INVESTIGATION:**

On June 14, 2024, the department received an anonymous complaint through the BCAL online complaint system which read: "First floor is full of residents that do not belong in an assisted living facility. None of them can walk or assist in any way."

On July 7, 2024, Christopher "Chris" Schott AR provided requested documentation. Facility average daily census is fifty-one residents with three residents requiring two-person assistance.

On July 10, 2024, an onsite investigation was conducted. While onsite I interviewed Chris Schott, AR, who stated all residents within the home are appropriate for assisted living, residents requiring more assistance have extra services such as hospice and home care.

While onsite I interviewed Staff Person (SP)1 who states all residents within the facility are appropriate for the environment. SP1 states she was trained through her agency and the facility on transfer training and resident care. SP1 states residents requiring wound care or additional services have home care and hospice services.

While onsite, I interviewed SP2 who states there are three residents that require two-person assistance with transfers, no one requires a Hoyer Lift or Sit to Stand. SP2 states she received transfer training and resident care training during orientation.

While onsite, I interviewed Resident A who states her needs are met and the staff take good care of her.

While onsite, I interviewed Resident B who requires a two-person transfer. Resident B states she feels safe during transfers and the staff do a good job.

While onsite, I interviewed Resident C who states her needs are met.

<b>APPLICABLE RULE</b>	
<b>R 325.1922</b>	<b>Admission and retention of residents.</b>
	<p><b>(2) The admission policy shall specify all of the following:</b></p> <p><b>(a) That at the time of admission, the home shall document the needs of each individual seeking admission. The documented needs shall be used to develop the resident's service plan.</b></p> <p><b>(b) That a home shall not accept an individual seeking admission unless the individual's needs can be adequately and appropriately met within the scope of the home's program statement.</b></p> <p><b>(c) That the individual seeking admission and his or her authorized representative, if any, shall participate in the development of the individual's service plan.</b></p> <p><b>(d) That the home has developed and implemented a communicable disease policy governing the assessment and baseline screening of residents.</b></p>

<b>ANALYSIS:</b>	<p>Through record review and interview, there are three residents requiring two-person assistance with transfers within the facility. Residents interviewed state their needs are being met and they feel safe during transfers. Staff interviews provided confirmation that residents within the home are appropriate for the facility.</p> <p>Based on the information noted above this allegation has not been substantiated.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**IV. RECOMMENDATION**

I recommend the status of this license remain unchanged.



08/04/2024

Jennifer Heim  
Licensing Staff

Date

Approved By:



08/05/2024

Andrea L. Moore, Manager  
Long-Term-Care State Licensing Section

Date