



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 20, 2025

Michael Hamid
Flourish Collection at Oakland Charter Twp
3215 Silverbell Rd.
Oakland Twp, MI 48306

RE: License #: AH630396969
Investigation #: 2025A1035064
Flourish Collection at Oakland Charter Twp

Dear Michael Hamid:

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.

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) 335-5985.

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
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

License #:	AH630396969
Investigation #:	2025A1035064
Complaint Receipt Date:	06/18/2025
Investigation Initiation Date:	06/20/2025
Report Due Date:	08/18/2025
Licensee Name:	Blossom Ridge, LLC
Licensee Address:	3005 University Drive Auburn Hills, MI 48326
Licensee Telephone #:	(248) 340-9400
Administrator/ Authorized Representative:	Michael Hamid
Name of Facility:	Flourish Collection at Oakland Charter Twp
Facility Address:	3215 Silverbell Rd. Oakland Twp, MI 48306
Facility Telephone #:	(248) 601-0505
Original Issuance Date:	11/23/2020
License Status:	REGULAR
Effective Date:	08/01/2024
Expiration Date:	07/31/2025
Capacity:	56
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
The facility is short-staffed. Residents have long wait times. Resident care needs are not met.	Yes
Additional Findings.	No

The complainant identified some concerns that were not related to licensing rules and statutes 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

06/18/2025	Special Investigation Intake 2025A1035064
06/20/2025	Special Investigation Initiated - Letter
07/30/2025	Contact - Face to Face
08/19/2025	Inspection Complete. BCAL Sub Compliance.
08/20/2025	Exit Conference.

ALLEGATION:

The facility is short-staffed. Residents have long wait times. Resident care needs are not met.

INVESTIGATION:

On June 18, 2025, the Department received a complaint through the online complaint system which read:

“Critical Staff Shortages: There are frequently too few caregivers on shift to adequately meet residents’ basic needs. This has led to long delays in assistance with toileting, hygiene, mobility, and call light responses. Residents deserve timely, respectful, and attentive care. Overburdened Employees: Staff are clearly overworked and stretched beyond their limits. This often results in hurried care.”

On July 30, 2025, an onsite investigation was conducted. While onsite I interviewed Staff Person (SP)1 who states the facility continues to interview and hire staff to meet

the staffing goals and needs of the residents. SP1 states staffing goals are as follows 5 care staff on day shift and afternoons with 4 care staff on midnights.

While onsite I interviewed SP2 who state over the past three months management continues to hire. "Staff is getting better." SP2 states she has not seen any resident neglect on day shift but feels midnight shift needs more oversight related to them "not completing round and leaving people soaked." SP2 states second shift "does not do much, they are young staff that don't care."

While onsite I interviewed SP3 who states staffing is "off and on." The facility tries to staff appropriately but people continue to call off.

While onsite I interviewed SP4 who states the facility staffs six people "most of the time" two staff members for memory care and four staff members for assisted living. When staffing becomes challenged when staff members call off. The facility will mandate up to four hours. Call lights are expected to be answered within 5-10 minutes. "Midnight staff have to do better."

While onsite I interviewed SP5 who states, "we're way better now." New management has been working hard to hire enough people and terminate those who do not do a good job.

Through direct observation, eleven residents observed eating lunch in the memory care unit. All observed residents dressed appropriately and well groomed. Approximately fifteen residents observed participating in an activity in the assisted living activity room. All residents noted were dressed appropriately and well groomed.

Through record review of the call light report dated July 23, 2025, through July 30, 2025, there were 282 call light occurrences. The longest call light time was 322 minutes with an average wait time of 24 minutes. There are greater than 55 call light occurrences with wait times greater than 30 minutes.

APPLICABLE RULE	
R 325.1931	Employees; general provisions.
	(1) Personal care and services that are provided to a resident by the home shall be designed to encourage residents to function physically and intellectually with independence at the highest practical level.
	(5) The home shall have adequate and sufficient staff on duty at all times who are awake, fully dressed, and capable of providing for resident needs consistent with the resident service plans.

ANALYSIS:	<p>Through record review of staffing schedule facility is staffing as stated.</p> <p>Through record review the average call light wait time is 24 minutes. Over 55 call light occurrences lasted greater than 30 minutes.</p> <p>Based on a record review this allegation has been substantiated related to substantial call light wait times.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action, I recommend the status of this license remain unchanged.



08/14/2025

Jennifer Heim, Health Care Surveyor Date
 Long-Term-Care State Licensing Section

Approved By:



08/19/2025

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