



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

September 10, 2025

Madiha Zeeshan
Montrose AFC,LLC
8340 W Potter Road
Flushing, MI 48433

RE: License #:	AM250410641
Investigation #:	2025A1039039
	Concerned Country Care

Dear Madiha Zeeshan:

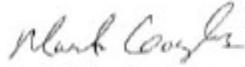
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 (517) 643-7960.

Sincerely,

A handwritten signature in cursive script, appearing to read "Martin Gonzales".

Martin Gonzales, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM250410641
Investigation #:	2025A1039039
Complaint Receipt Date:	07/28/2025
Investigation Initiation Date:	07/28/2025
Report Due Date:	09/26/2025
Licensee Name:	Montrose AFC,LLC
Licensee Address:	8340 W Potter Road Flushing, MI 48433
Licensee Telephone #:	(517) 414-2188
Administrator:	Madiha Zeeshan
Licensee Designee:	Madiha Zeeshan
Name of Facility:	Concerned Country Care
Facility Address:	11122 W. Wilson Rd Montrose, MI 48457
Facility Telephone #:	(517) 414-2188
Original Issuance Date:	01/18/2022
License Status:	REGULAR
Effective Date:	07/18/2024
Expiration Date:	07/17/2026
Capacity:	12
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
The facility lacks a working phone line, directing calls go to the manager's cell phone. Phone calls are not answered or returned, and there appears to be no phone available for use on-site.	Yes

III. METHODOLOGY

07/28/2025	Special Investigation Intake 2025A1039039
07/28/2025	Special Investigation Initiated - Letter Contacted GHS ORR concerning complaint.
07/29/2025	APS Referral Called in via phone.
07/30/2025	Inspection Completed On-site Interviewed Direct Care Staff and Residents.
07/31/2025	Contact - Telephone call received Phone interview with Home Manager Hope Pattison.
08/05/2025	Contact - Document Received Home Manager Pattison sent pictures of phone at the home.
09/08/2025	Exit Conference Completed with LD.
09/08/2025	Inspection Completed-BCAL Sub. Compliance
09/08/2025	Exit Conference Completed with Madiyah Zeeshan.

ALLEGATION:

The facility lacks a working phone line, directing calls go to the manager's cell phone. Phone calls are not answered or returned, and there appears to be no phone available for use on-site.

INVESTIGATION:

On 07/28/2025, the Bureau of Community and Health Systems (BCSH) received the above allegation, via the BCHS online complaint system. It is alleged that the facility lacks a working phone line, directing calls to go to the manager's cell phone. Phone calls are not answered or returned, and there appears to be no phone available for use on-site.

On 07/29/2025, Genesee Health Systems Office of Recipient Rights (ORR) Director Matt Potts informed me that he did not receive any complaint regarding Concerned County Care.

On 07/29/2025, Department of Health and Human Services Centralized Intake denied the complaint and did not assign it for investigation.

On 07/30/2025, I completed an unannounced investigation at Concerned County Care. I interviewed staff and residents and completed an onsite inspection looking for a phone in the home and did not see a phone in the home.

On 07/30/2025, I interviewed Home Manager (HM) Hather Ferro. HM Ferro stated that she was not aware of the allegations but there was no phone in the facility. HM Ferro stated that they used to have a phone in the home, but all of the calls just go to the Regional Manager (RM) Hope Pattison. HM Ferro stated that she does not know why they took the phone out of the home. HM Ferro stated that they have a land line in the home but there is no phone connected to it. HM Ferro stated that staff have their own phones to use if needed. HM Ferro stated that they have a total of 6 residents in the home and 2 of the residents have a personal phone. HM Ferro stated that family members will call the main phone number, and the calls will then be forwarded to the Regional Manager.

On 07/30/2025, I completed an interview with Resident A. Resident A was in her bedroom at the time of the interview. Resident A appeared neat and clean and was able to communicate. Resident A stated that the home used to have a phone but then supervision took it out. Resident A stated that she only gets to call home once a week now and that is the only time she hears from her family because she can't afford to buy a personal phone. Resident A stated that there have been times when she wanted to call home but didn't have a phone to use. Resident A stated that her family has called the home to talk to her, but no one answers the phone calls or returns messages. Resident A stated that if she had a phone that she would call home more than once a week.

On 07/30/2025, I completed an interview with Resident B. Resident B was in his bedroom at the time of the interview. Resident B appeared neat and clean and was able to communicate. Resident B stated that the owner took the phone out of the house a few months ago. Resident B stated that he doesn't know why the phone was taken out but that it was just gone one day. Resident B stated that the residents were able to use the phone but can't use it anymore without scheduling a time with staff. Resident B stated that he doesn't care because he has his own phone. Resident B stated that the other residents have had issues contacting their family since there is no phone in the home.

On 07/31/2025, I completed a phone interview with Regional Manager (RG) Hope Pattison. RG Pattison stated that there was a phone in the home and that it was located in the office. RG Pattison stated that she does not know why the residents or staff would say there was not a phone in the home. RG Pattison stated that all calls are forwarded to her phone so that she does not miss any calls. RG Pattison stated that they are renovating parts of the home, so they had to move the phone from its original location and put it in the office.

On 09/08/2025, I completed a phone interview with Licensee Designee (LD) Madiha Zeeshan. LD Zeeshan stated that there is a phone in the home in the office and that it was never taken out of the home. LD Zeeshan stated that the residents were using the phone a lot and phone calls were not getting through. LD Zeeshan stated that the residents are allowed to have their own personal phone. LD Zeeshan stated that calls go to the home phone and if the phone is not answered then the calls are forwarded directly to the Regional Manager.

On 09/08/2025, I completed an exit conference with Licensee Designee (LD) Madiha Zeeshan. I informed LD Zeeshan of the results of the investigation. LD Zeeshan stated that she would follow up with the home manager and staff and ensure that they are aware that phone calls must go to the home and that a phone is available for the residents.

APPLICABLE RULE	
R 400.14318	Emergency preparedness; evacuation plan; emergency transportation.
	(3) A telephone shall be available and accessible in a home. Emergency telephone numbers shall, at a minimum, include fire, police, and medical emergency services and shall be conspicuously posted immediately adjacent to telephones.
ANALYSIS:	It was alleged that the facility lacks a working phone line, directing calls go to the manager's cell phone. Phone calls are

	<p>not answered or returned, and there appears to be no phone available for use on-site.</p> <p>I interviewed the Licensee Designee, Regional Manager, Home Manger and Residents A and B. Residents reported a telephone is not available for use, only at scheduled specified times. Residents and staff reported they are not able to receive calls, as calls are forwarded to the home manager. I completed an unannounced onsite investigation and inspection of the home and did not observe a phone in the home at the time of my inspection.</p> <p>Upon completion of my investigation, it has been determined that there is a preponderance of evidence to conclude that this rule was violated.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

Martin Gonzales

09/10/2025

Martin Gonzales Licensing Consultant	Date
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Approved By:

Mary Holton

09/10/2025

Mary E. Holton Area Manager	Date
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