



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

January 12, 2026

Constance Palmer  
Kings Special Care Homes Inc  
404 East Grand Blvd  
Detroit, MI 48207

RE: License #: AL820072313  
Investigation #: 2026A0119006  
Kings Special Care Homes Inc

Dear Ms. Palmer:

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 (313) 456-0439.

Sincerely,

A handwritten signature in cursive script that reads "Shatonla Daniel".

Shatonla Daniel, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 919-3003

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL820072313
<b>Investigation #:</b>	2026A0119006
<b>Complaint Receipt Date:</b>	11/12/2025
<b>Investigation Initiation Date:</b>	11/18/2025
<b>Report Due Date:</b>	01/11/2026
<b>Licensee Name:</b>	Kings Special Care Homes Inc
<b>Licensee Address:</b>	P.O. Box 14176 Detroit, MI 48214
<b>Licensee Telephone #:</b>	(313) 331-2171
<b>Administrator:</b>	Constance Palmer
<b>Licensee Designee:</b>	Constance Palmer
<b>Name of Facility:</b>	Kings Special Care Homes Inc
<b>Facility Address:</b>	404 East Grand Boulevard Detroit, MI 48207
<b>Facility Telephone #:</b>	(313) 478-1537
<b>Original Issuance Date:</b>	07/29/1996
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	12/31/2024
<b>Expiration Date:</b>	12/30/2026
<b>Capacity:</b>	18
<b>Program Type:</b>	MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Staff- Keyanna Douglas was working at the facility without proper training. Licensee Designee- Constance Palmer hired Keyanna as live-in staff. Keyanna refused to leave the facility.	Yes

**III. METHODOLOGY**

11/12/2025	Special Investigation Intake 2026A0119006
11/18/2025	Inspection Completed On-site No contact, left a business card
11/18/2025	Special Investigation Initiated - Telephone Licensee Designee/Administrator - Constance Palmer and on 11/12/2025
11/18/2025	Contact - Document Received Keyanna Douglass background check
11/19/2025	Contact - Face to Face Residents had left for the day at day program
12/03/2025	Contact - Face to Face Residents A-E, observed F
01/09/2026	Exit Conference Licensee Designee- Constance Palmer

**ALLEGATION:**

**Staff- Keyanna Douglas working at the facility without proper training. Licensee Designee- Constance Palmer hired Keyanna as live-in staff. Keyanna refused to leave the facility.**

## **INVESTIGATION:**

It should be noted that on 11/12/25, Constance originally contacted licensing consultant- LaKeitha Stevens. Constance telephoned and reported that she was being placed under arrest on allegations of assault and will not be able to provide 8pm medication for the residents. During the telephone call, the police officers informed Constance, they reviewed her camera footage and will not be placing her under arrest. Then Constance began to explain the situation to Lakeitha as follows: "I hired a live-in staff from a website called "need a room". I completed the staff fingerprints and I started VCE trainings with the staff but staff will not complete all trainings." Constance continued stating, "Staff did not have a health or TB testing." Constance stated the staff moved in last week but became irritated over the weekend. Constance stated the staff was upset about unannounced visits from medical personnel and residents' family members. Constance stated the staff began to curse at her and inform Constance about certain things she was not going to do. Constance stated, "I asked the staff to leave, and staff decline." Constance stated she was informed by the police department that the staff needed to be evicted and this is why the incident escalated because she was attempting to serve the staff an eviction notice.

On 11/18/2025, I attempted an onsite inspection but no one was at the facility. I left a business card. On that same day, I received a telephone call from Licensee Designee/Administrator - Constance Palmer and I interviewed her regarding the above allegations. Constance stated the staff is named Keyanna Douglas and she was hired on 11/03/2025. Constance stated she hired Keyanna because she needed staff. Constance stated Keyanna has been left along to care for the residents. I inquired about whether Staff- Keyanna Douglas have received direct care worker training and had an employee file for review. Constance stated she had completed a criminal background check, obtained medical statement of health and communicable disease testing (TB) on Keyanna. Constance admits to not having trained Keyanna as a direct care staff. Constance stated she would send me the documents she had in her file. Constance stated the residents are not home during the day but attend day program.

On the same day, I received an email from Constance that contained a workforce background clearance letter for Keyanna Douglass but no additional documentation.

On 12/03/2025, I completed face to face interviews with Residents A-E at Live Together Day Program in Ferndale, Michigan. I observed Resident F and he could not be interviewed due to his disability. Residents B- E stated Keyanna is a staff and has worked alone member in the home.

Residents A-E stated Keyanna lives in the home and sleeps in a room upstairs.

On 01/09/2026, I completed an exit conference with Licensee Designee- Constance Palmer regarding the substantiations in the report. Constance stated she did not

have anything additional to add to this report. However, Constance stated Keyanna left the facility on 01/03/2026 on her on free will without having to be evicted.

<b>APPLICABLE RULE</b>	
<b>R 400.629</b>	<b>Direct care staff; qualifications and training.</b>
	<p>(5) A licensee or administrator shall provide in-service training or make training available through other sources to direct care staff. Direct care staff shall be trained and competent in all of the following areas before performing assigned tasks independently:</p> <ul style="list-style-type: none"> <li>(a) Reporting requirements.</li> <li>(b) First aid.</li> <li>(c) Cardiopulmonary resuscitation, which includes a hands-on demonstration as part of the training.</li> <li>(d) Personal care, supervision, and protection.</li> <li>(e) Resident rights.</li> <li>(f) Safety and fire prevention.</li> <li>(g) Prevention and containment of communicable diseases including recognizing signs of illness.</li> <li>(h) Food safety, which includes food storage, preparation, distribution, and serving in a safe manner.</li> <li>(i) Nutrition and special diets.</li> </ul>
<b>ANALYSIS:</b>	<p>Licensee Designee/Administrator - Constance Palmer stated Keyanna Douglas was hired as direct care staff to work in the home. Ms. Palmer admits to not having trained Keyanna as a direct care staff.</p> <p>Residents B-E stated Keyanna worked alone as staff in the home.</p> <p>Therefore, Keyanna Douglas was not trained and competent in all areas as a direct care staff before performing her assigned tasks independently.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.639</b>	<b>Staff records.</b>
	<p>(1) A licensee shall maintain a record for each staff that contains all of the following:</p> <ul style="list-style-type: none"> <li>(a) Name, address, telephone number, and Social Security number.</li> <li>(b) Copy or number of a professional or vocational license, certification, or registration if staff provides professional or vocational services.</li> <li>(c) Copy of a driver's license if staff provide transportation services.</li> <li>(d) Verification of age.</li> <li>(e) Verification of experience, highest level of education completed, and training.</li> <li>(f) Verification of not less than 2 reference checks. If reference checks cannot be obtained, documentation verifying reference checks that were attempted must be maintained.</li> <li>(g) Beginning and ending dates of employment on separation.</li> <li>(h) Health information as required by these rules.</li> <li>(i) Verification of the receipt by the staff of personnel policies and job descriptions.</li> </ul>
<b>ANALYSIS:</b>	Licensee Designee/Administrator - Constance Palmer was unable to provide an employee file for Keyanna Douglass. Therefore, the staff record was not maintained for a hired staff person.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon an acceptable corrective action, I recommend that the status of the license remains the same.



01/09/2026

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Shatonla Daniel  
Licensing Consultant

Date

Approved By:



01/12/2026

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Ardra Hunter  
Area Manager

Date