



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

April 16, 2026

Benneth Okonkwo
Tender Heart Quality Care Services LLC
5083 Bedford Street
Detroit, MI 48224

RE: License #: AS820312395
Investigation #: 2026A0119030
Bedford Home

Dear Mr. Okonkwo:

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) 456-0380.

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
 THIS REPORT CONTAINS QUOTED PROFANITY**

I. IDENTIFYING INFORMATION

License #:	AS820312395
Investigation #:	2026A0119030
Complaint Receipt Date:	02/19/2026
Investigation Initiation Date:	02/24/2026
Report Due Date:	04/20/2026
Licensee Name:	Tender Heart Quality Care Services LLC
Licensee Address:	5083 Bedford Street Detroit, MI 48224
Licensee Telephone #:	(248) 240-4413
Administrator:	Benneth Okonkwo
Licensee Designee:	Benneth Okonkwo
Name of Facility:	Bedford Home
Facility Address:	5083 Bedford Street Detroit, MI 48224
Facility Telephone #:	(313) 886-2125
Original Issuance Date:	10/22/2012
License Status:	REGULAR
Effective Date:	09/29/2024
Expiration Date:	09/28/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED MENTALLY ILL DEVELOPMENTALLY DISABLED AGED TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Staff- Quanesha Grier used unreasonable force by pushing Resident A which caused a head injury.	Yes

III. METHODOLOGY

02/19/2026	Special Investigation Intake 2026A0119030
02/19/2026	APS Referral
02/19/2026	Referral - Recipient Rights
02/24/2026	Special Investigated Initiated - On-site Home manager- Tatianna Reed, Staff- Yolanda Peacock, and Residents A- B
02/24/2026	Contact - Telephone call made Staff- Quanesha Grier, left a message
03/19/2026	Contact - Telephone call made Resident A's case manager- Jasmine Parker with Lincoln Behavioral, left a message Resident A's guardian- Lucas Buernham with Compassionate Companion Staff- Quanesha Grier, left a message
03/19/2026	Exit Conference Licensee Designee- Benneth Okonkwo

ALLEGATION:

Staff- Quanesha Grier used unreasonable force by pushing Resident A which caused a head injury.

INVESTIGATION:

On 02/24/2026, Consultant LaKeitha Stevens completed an unannounced on-site inspection and interviewed Home manager- Tatianna Reed, Staff- Yolanda Peacock,

and Residents A- B regarding the above allegations. Tatianna stated she was working at the time of the incident. Tatianna stated Resident A walked towards Staff Quanesha Grier with his fist balled up because he was upset over a cigarette. Tatianna stated she tried to calm Resident A down and encouraged Resident A to go to his room. She stated Resident A turned around to go to his room and Quanesha pushed Resident A. She stated Resident A fell and hit his head on the wall. She stated Resident A was taken by emergency medical services to Henry Ford Hospital and discharged on 02/03/2026. Tatianna stated Resident A received a scalp laceration that included stitches and staples. She stated Resident A returned to the hospital within seven days for removal of stitches and staples.

Yolanda stated she was not working at the time of the incident.

Resident A stated he was arguing with Quanesha over a cigarette. Resident A stated he called Quanesha a "bitch" and started walking towards her with his fist up. Resident A stated he was told to go to his room and calm down. Resident A stated Quanesha got up and he turned around to go to his room. Resident A stated Quanesha pushed him then he fell and hit his head on the wall. Resident A stated Quanesha called the police and he was taken to get emergency medical care at Henry Ford Hospital. Resident A stated he had three staples in his head.

Resident B stated Resident A and Quanesha were screaming at each other. Resident B stated Resident A came towards Quanesha and said he was going to beat her up. Resident B stated Quanesha told Resident A she was going to beat his "ass." Resident B stated he tried to get up and help but he just could not make it in time. Resident B stated Quanesha did push Resident A and he fell into the wall.

On 02/24/2026 and on 03/19/2026, Consultant LaKeitha Stevens attempted to make telephone contact with Staff- Quanesha Grier. On both occasions, she left a voicemail message requesting a return to telephone call regarding the above allegations. To date, no contact has been received from Quanesha.

On 03/19/2026, Consultant LaKeitha Stevens telephoned and interviewed Resident A's guardian- Lucas Buernham with Compassionate Companion regarding the above allegations. Lucas stated Resident A does not have a history of aggressive behavior toward staff. Lucas stated Resident A will usually respond to be verbally re-directed from staff. Lucas stated Resident A has been known to be honest and forthcoming with any information needed. Lucas stated he does not have any concerns about the care Resident A is receiving in the home.

On 03/19/2026, Consultant LaKeitha Stevens completed an exit conference and interviewed Licensee Designee- Benneth Okonkwo regarding this investigation. Benneth stated Quanesha left the facility once she called the police. Benneth stated Quanesha voluntarily quit and has not returned to work since the incident. Benneth stated he did not have anything additional to add to this investigation.

APPLICABLE RULE	
R 400.641	Resident behavior interventions.
	(5) Staff, volunteers, visitors, or other occupants of the facility shall not mistreat a resident. Mistreatment includes any intentional action or omission that exposes a resident to a serious risk, physical or emotional harm, or the deliberate infliction of pain by any means.
ANALYSIS:	Home manager- Tatianna Reed and Residents A- B stated Staff Quanesha Grier pushed Resident A. Tatianna and Residents A- B stated as a result of Resident A being pushed he suffered a head injury. Therefore, Resident A was mistreated and caused physical harm by Staff- Quanesha Grier.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

Shatonla Daniel

04/15/2026

Shatonla Daniel
Licensing Consultant

Date

Approved By:

A. Hunter

04/16/2026

Ardra Hunter
Area Manager

Date