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GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

SHELLY EDGERTON  
DIRECTOR

December 4, 2017

Four Seasons Nursing Ctr of Westland (824350)  
Cindy Kemeter, Administrator  
8365 Newburgh Road  
Westland, Michigan 48185

Subject: Nursing Home Licensure Survey Findings for Four Seasons Nursing Ctr of Westland

Dear Cindy Kemeter,

A state nursing home licensure survey was completed on November 28, 2017 at Four Seasons Nursing Center of Westland, pursuant to the Michigan Public Health Code, Act 368 of 1978, Part 201, Section 333.20155, which obligates the department to make at least 1 visit to each licensed health facility or agency every 3 years for survey and evaluation for the purpose of licensure.

The survey identified non-compliance with the following requirements:

**333.21723 Complaints and conducting investigations**

The facility did not post in an area accessible to residents, employees, and visitors the name, title, location, and telephone number of the individual in the nursing home who is responsible for receiving complaints and conducting complaint investigations.

At the time of the survey, the facility submitted an acceptable plan to post the name and contact information for the individual responsible for the investigation of complaints and grievances. Actual compliance will be verified at the time of the next onsite licensure survey.

**333.21734 Bed Rails**

The facility did not offer the use of bed rails to newly admitted residents.

At the time of the survey, the facility submitted an acceptable plan to address the non-compliance by adopting a procedure to offer the use of bed rails to newly admitted residents. Actual compliance will be verified at the time of the next onsite licensure survey.

**333.21766 Written Contact**

The facility's admission contract did not contain a paragraph advising applicants of the availability or non-availability of hospice care and did not have a signature line for the prospective resident or responsible party to sign.

The facility agreed to address the non-compliance modifying their admissions contract. Actual compliance will be verified at the time of the next onsite licensure survey.

**333.21281 Posting of license and other information**

The facility did not post a list of all materials required by section 21782 as being available for public inspection.

At the time of the survey, the facility submitted an acceptable plan to post the required information. Actual compliance will be verified at the time of the next onsite licensure survey.

**R 325.20403 Admission on physician's order**

The facility was not obtaining physicians' orders for admission.

At the time of the survey, the facility submitted an acceptable plan to obtain an order for admission. Actual compliance will be verified at the time of the next onsite licensure survey.

**R 325.20603 Frequency of Physician visits**

The facility did not insure that patients were examined by their licensed physician at least once every 120 days unless justified otherwise. At the time of the survey, the facility submitted an acceptable plan to ensure that residents would be seen in a timely manner. Actual compliance will be verified at the time of the next onsite licensure survey.

Four Seasons R&N Center is in substantial compliance with the Michigan Public Health Code (excerpt) Act 368 of 1978, Article 17 Nursing Homes; Michigan Public Health Code Act 368 (Sections 20201 through 20203); Public Act 28 of 2006 (Criminal Background Checks) and the Michigan Administrative Rules for Nursing Homes and Nursing Care Facilities.

Please feel free to contact me if you have questions or concerns.



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