

December 29, 2025

Lateef Ayodele Olarinde, Authorized Agent
Royal Caringhands Home Healthcare Services
8240 Russell Avenue North
Brooklyn Park, Minnesota 55444

License Number: 1108115 (245D – Home and Community-Based Services)

CORRECTION ORDER

Dear Lateef Ayodele Olarinde:

On September 5, 2025, a licensing review of Royal Caringhands Home Healthcare Services, located at 8240 Russel Avenue North, Brooklyn Park, Minnesota, was conducted to determine compliance with state and federal laws and rules governing the provision of home and community-based services to persons with disabilities and age 65 and older under Minnesota Statutes, Chapter 245D. As a result of this licensing review a Correction Order is being issued.

A. Reason for Correction Order

Pursuant to Minnesota Statutes, section 245A.06, if the Commissioner of the Department of Human Services (DHS) finds that the license holder has failed to comply with an applicable law or rule and this failure does not imminently endanger the health, safety, or rights of the persons served by the program, the Commissioner may issue a Correction Order to the license holder.

The following violation(s) of state or federal laws and rules were determined as a result of the licensing review. Corrective action for each violation is required by Minnesota Statutes, section 245A.06 and is hereby ordered by the Commissioner of Human Services.

1. Citation: Minnesota Statutes, section 245A.65, subdivision 1.

Violation: For one of one person whose record was reviewed (P1), the license holder did not provide orientation to vulnerable adult maltreatment reporting procedures as required.

The license holder did not provide P1 with orientation to the license holder's internal and external reporting procedures of alleged or suspected maltreatment of vulnerable adults within 24 hours of admission.

Corrective Action Ordered: Within 30 days of receiving this order, you must provide P1 with orientation to the license holder's internal and external reporting procedures of alleged or suspected maltreatment of vulnerable adults and provide P1's legal representative with notice of the orientation. On an ongoing basis, you must maintain compliance as required in this subdivision.

2. Citation: Minnesota Statutes, section 245A.65, subdivision 2.

Violation: For one person whose record was reviewed (P1), the license holder did not meet the requirements for abuse prevention plans as required.

- a. The license holder did not provide P1 with orientation to the program abuse prevention plan and notify P1's legal representative of the orientation within 24 hours of admission.
- b. The license holder did not review P1's individual abuse prevention plan annually in 2025. The license holder developed P1's individual abuse prevention plan in March 2024, the license holder reviewed P1's individual abuse prevention plan with P1, P1's legal representative and P1's case manager on September 2, 2025.

Corrective Action Ordered: Within 30 days of receiving this order, you must provide P1 with orientation to the program abuse prevention plan and notify P1's legal representative of the orientation. On an ongoing basis, you must maintain compliance as required in this subdivision

3. Citation: Minnesota Statutes, section 245D.04, subdivision 1.

Violation: For one person whose record was reviewed (P1), the license holder did not meet provide service recipient rights as required.

The license holder did not provide P1 or P1's legal representative with a written notice that identified the service recipient rights, and an explanation of those rights within five working days of service initiation.

Corrective Action Ordered: Within 30 days of receiving this order, you must provide P1 or P1's legal representative with a written notice that identifies the service recipient rights, and an explanation of those rights. You must maintain documentation of the P1's receipt of a copy and explanation of the rights in P1's support plan addendum. On an ongoing basis, you must maintain compliance as required in this subdivision.

4. Citation: Minnesota Statutes, section 245D.05, subdivision 1.

Violation: For one person whose record was reviewed (P1), the license holder did not maintain documentation of health needs as required.

The license holder was assigned the responsibility for meeting P1's health needs in P1's support plan addendum. P1 was prescribed a psychotropic medication to be administered on an as needed (PRN) basis. The license holder did not maintain documentation in P1's support plan addendum on how P1's health needs would be met, including a description of the procedures the license holder would follow in order to safely administer P1's psychotropic PRN medication.

Corrective Action Ordered: Within 30 days of receiving this order, you must maintain documentation in P1's support plan addendum on how P1's health needs will be met, including a description of the procedures the license holder will follow in order to safely administer P1's psychotropic PRN medication. On an ongoing basis, you must maintain compliance as required in this subdivision.

5. Citation: Minnesota Statutes, section 245D.05, subdivision 2.

Violation: For one person whose record was reviewed (P1), the license holder did not implement medication administration procedures as required.

- a. The license holder was assigned the responsibility for the administration of P1's medications. The license holder did not obtain written authorization from P1's legal representative to administer medications prior to administering P1's medications. The license holder initiated P1's services on March 12, 2024. The license holder obtained authorization to administer P1's medications on September 2, 2025.
- b. The license holder did not implement medication administration procedures to ensure P1 took medications as prescribed when the license holder did not administer one of P1's prescribed daily medications since July 2025. The pharmacy did not dispense this medication in P1's bubble packs and the license holder did not ensure the medication was present in the bubble packs when they documented in P1's medication administration record for July 2025 to September 2025 that this medication was administered daily.
- c. The license holder did not ensure the following information was maintained in P1's medication administration record:
 - information on any risks or other side effects that were reasonable to expect, and any contraindications to its use. This information was not readily available to all staff administering the medication;
 - the possible consequences if the medication or treatment is not taken or administered as directed;
 - instruction on when and to whom to report if a dose of medication is not administered or treatment is not performed as prescribed whether by error by the staff or the person or by refusal by the person and the occurrence of possible adverse reactions to the medication or treatment; and
 - notation of when a medication or treatment was administered, or not administered, whether by error of staff or by refusal of the person.
 - P1's medication administration record for September 2025 had a medication listed that did have a notation indicating whether or not the medication was administered from September 1, 2025, to September 5, 2025.

Corrective Action Ordered: Immediately upon receiving this order, you must report the medication error described above to P1's legal representative and P1's case manager. Within 30 days of receiving this order, you must ensure the information documented above is maintained in P1's medication administration record. On an ongoing basis, you must maintain compliance as required in this subdivision.

6. Citation: Minnesota Statutes, section 245D.05, subdivision 4.

Violation: For one person whose record was reviewed (P1), the license holder did not review medication administration records as required.

The license holder did not ensure a review of P1's medication administration record was conducted to ensure that the information maintained in the medication administration record was current and to identify any medication administration or treatment errors, at a minimum of every three months.

Corrective Action Ordered: Within 30 days of receiving this order, you must:

- conduct a review of P1's medication administration records to ensure that the information maintained in the medication administration record is current and to identify any medication administration or treatment errors;
- maintain documentation of the medication administration reviews;
- based on the reviews, you must develop and implement a plan to correct patterns of medication administration errors when identified;
- report the following to the person's legal representative and case manager as they occur or as otherwise direct in the support plan addendum:
 - If a dose of medication is not administered or treatment is not performed as prescribed, whether by error by the staff or the person or by refusal by the person;
 - the occurrence of possible adverse reactions to the medication or treatment; and
 - a person's refusal or failure to take or receive medication or treatment as prescribed.

On an ongoing basis, you must maintain compliance as required in this subdivision.

7. Citation: Minnesota Statutes, section 245D.051, subdivision 1.

Violation: For one person whose record was reviewed (P1), the license holder did not meet the conditions for psychotropic medication administration as required.

- a. The license holder was assigned the responsibility of administering P1's psychotropic medications in P1's support plan addendum. The license holder did develop, implement, and maintain the following documentation in P1's support plan addendum:
 - a description of the target symptoms that each of the psychotropic medication was to alleviate; and
 - documentation methods the license holder used to monitor and measure changes in the target symptoms that are to be alleviated by the psychotropic medication.
- b. The license holder was assigned the responsibility of providing psychotropic medication monitoring data reports to the expanded support team for review on a quarterly basis. The license holder did not provide these reports from the time P1's services were initiated to the time the licensing review occurred.

Corrective Action Ordered: Within 30 days of receiving this order, you must:

- maintain a description of the target symptoms that each medication is to alleviate and the documentation methods you will use to collect the target symptom data in P1's record;
- implement the documentation methods that will be used to monitor and measure changes in P1's target symptoms; and
- provide psychotropic medication monitoring data reports to the support team quarterly.

On an ongoing basis, you must maintain compliance as required in this subdivision.

8. Citation: Minnesota Statutes, section 245D.07, subdivision 1.

Violation: For one person whose record was reviewed (P1), the license holder did not provide services as assigned in the support plan as required.

The license holder did not provide services as assigned in P1's support plan. Information maintained in P1's support plan documented that P1 had a rate exception for P1's exceptional needs, which required the license holder to provide a higher wage for staff persons supporting P1. At the time of the licensing review, it was determined that the license holder was not paying direct support staff the wages documented in the rate exception.

Corrective Action Ordered: Immediately, you must provide services as assigned in the support plan. On an ongoing basis, you must maintain compliance as required in this subdivision.

9. Citation: Minnesota Statutes, section 245D.071, subdivision 3.

Violation: For one person whose records were reviewed (P1), the license holder did not conduct assessments and initial service planning as required.

- a. The license holder did not conduct assessments of P1's ability to self-manage health and medical needs, personal safety to avoid injury or accident and symptoms or behaviors that may otherwise result in an accident annually in 2025. The license holder conducted P1's initial assessments on April 15, 2024, and conducted the assessments again on September 2, 2025.
- b. The license holder did not determine the following at P1's initial service planning meeting:
 - P1's desired outcomes and the supports necessary to accomplish P1's desired outcome. P1's initial service planning meeting occurred on April 17, 2024. The license holder later determined P1's desired outcomes on April 10, 2025; and
 - a discussion of how technology might be used to meet the P1's desired outcomes. P1's initial service planning meeting occurred on April 17, 2024, and the license holder had this discussion on April 10, 2025.

Corrective Action Ordered: On an ongoing basis, you must maintain compliance as required in this subdivision.

10. Citation: Minnesota Statutes, section 245D.071, subdivision 4.

Violation: For one person whose record was reviewed (P1), the license holder did not develop a service plan that documented the service outcomes and supports as required.

The license holder did not develop a service plan for P1 that documented the service outcomes and supports based on the assessments and person-centered planning within ten working days of P1's initial planning meeting.

Corrective Action Ordered: Within 30 days of receiving this order, you must:

- develop a service plan for P1 that documents the service outcomes and supports that includes the following:

- the methods or actions that will be used to support P1 and to accomplish the service outcomes, including information about:
 - any changes or modifications to the physical and social environments necessary when the service supports are provided;
 - any equipment and materials required; and
 - techniques that are consistent with the person's communication mode and learning style;
- the measurable and observable criteria for identifying when the desired outcome has been achieved and how data will be collected;
- the projected starting date for implementing the supports and methods and the date by which progress towards accomplishing the outcomes will be reviewed and evaluated; and
- the names of the staff or position responsible for implementing the supports and methods; and
- submit to and obtain dated signatures from P1 or P1's legal representative and P1's case manager to document completion and approval of the assessment and support plan addendum, including the service outcomes and supports.

On an ongoing basis, you must maintain compliance as required in this subdivision.

11. Citation: Minnesota Statutes, section 245D.071, subdivision 5.

Violation: For one person whose record was reviewed (P1), the license holder did not meet the requirements for service plan review and evaluation.

The license holder did not participate in the ongoing review and development of the service plan review meetings following the stated timelines established in P1's support plan addendum. The license holder documented in P1's support plan addendum, dated March 25, 2024, that the license holder was responsible for participating in service plan review meeting annually. The license holder participated in P1's initial planning meeting on April 17, 2025, and participated in a service plan review and evaluation meeting for P1 on September 2, 2025.

Corrective Action Ordered: On an ongoing basis, you must maintain compliance as required in this subdivision.

12. Citation: Minnesota Statutes, section 245D.09, subdivision 4.

Violation: For one of two staff persons whose records were reviewed (SP2), the license holder did not provide orientation training as required.

The license holder did not provide orientation to SP2 within 60 calendar days of hire in the following areas:

- the license holder's current policies and procedures required under this chapter including their location and access and staff responsibilities related to the implementation of the following policies and procedures:
 - use of universal precautions and sanitary practices;
 - safe transportation;

- service admission;
- emergency response, reporting and reviewing; and
- the service recipient rights and staff responsibilities related to ensuring the exercise and protection of those rights according to the requirements in 245D.04;
- sections 245A.65 governing maltreatment reporting and service planning for vulnerable adults and staff responsibilities related to protecting persons from maltreatment and reporting maltreatment within 72 hours of first providing direct contact services;
- the principles of person-centered service planning and delivery as identified in section 245D.07, subdivision 1a and how they apply to direct support service provided by the staff person;
- the safe and correct use of manual restraint on an emergency basis according to the requirements in section 245D.061 or successor provisions, and what constitutes the use of restraints, time out, and seclusion, including chemical restraint;
- staff responsibilities related to prohibited procedures under section 245D.06, subdivision 5, or successor provisions, why such procedures are not effective for reducing or eliminating symptoms or undesired behavior and why such procedures are not safe;
- basic first aid; and
- strategies to minimize the risk of sexual violence, including concepts of healthy relationships, consent, and bodily autonomy of people with disabilities.

Corrective Action Ordered: Within 30 days of receiving this order, you must provide SP2 with training on the topics listed above. You must maintain documentation of this training in SP2's personnel record as required in section 245D.095, subdivision 5. On an ongoing basis, you must maintain compliance as required in this subdivision.

13. Citation: Minnesota Statutes, section 245D.09, subdivision 4a.

Violation: For two staff person whose record was reviewed (SP1 and SP2), the license holder did not provide orientation to individual service recipient needs as required.

The license holder did not ensure SP1 and SP2 reviewed and received instruction on the individual's support plan or support plan addendum as it relates to the responsibilities assigned to the license holder, and the individual's individual abuse prevention plan to achieve and demonstrate an understanding of the person as a unique individual and how to implement those plans before having unsupervised direct contact with a person served by the program.

Corrective Action Ordered: Within 30 days of receiving this order, you must:

- provide SP1 and SP2 with instruction on the support plan or support plan addendum and individual abuse prevention plan for each individual that SP1 and SP2 provides direct support to; and
- maintain documentation of this instruction in the personnel record, including the date the training is completed, the number of hours per subject area, and the name of the trainer or instructor.

On an ongoing basis, you must maintain compliance as required in this subdivision.

14. Citation: Minnesota Statutes, section 245D.95, subdivision 3.

Violation: For one person whose record was reviewed (P1), the license holder did not maintain a service recipient record as required.

The license holder did not maintain documentation to show a signed statement authorizing the license holder to act in a medical emergency when P1's legal representative could not be reached or was delayed in arriving. The license holder initiated P1's services on March 12, 2024, and the license holder obtained this authorization from P1's legal representative on September 2, 2025.

Corrective Action Ordered: On an ongoing basis, you must maintain compliance as required in this subdivision.

15. Citation: Minnesota Statutes, Minnesota Statutes, section 245D.10, subdivision 4 and Minnesota Rule, 9544.0080, subpart 1.

Violation: For one person whose record was reviewed (P1), the license holder did not provide written or electronic copies of policies and procedures as required.

- a. The license holder did not inform P1's case manager of the policies and procedures affecting P1's rights, and provide copies of the following policies and procedures, within 5 working days of service initiation:
 - grievance policy;
 - temporary service suspension policy;
 - service termination policy;
 - emergency use of manual restraints policy; and
 - data privacy policy.
- b. The license holder did not provide written notice to P1 and P1's legal representative of the license holder's policy on the emergency use of manual restraint and obtain written acknowledgment of the notice at the time of service initiation.

Corrective Action Ordered: Within 30 days of receiving this order, you must:

- provide P1's case manager with written or electronic copies of the above-mentioned policies and procedures; and
- provide written notice to P1 and P1's legal representative of the policy on emergency use of manual restraint and obtain a written acknowledgment from P1's legal representative that P1 has been notified.

On an ongoing basis, you must maintain compliance as required in this subdivision.

16. Citation: Minnesota Rule, 9544.0030, subpart 1.

Violation: For one person whose record was reviewed (P1), the license holder did not evaluate positive support strategies as required.

The license holder did not to evaluate the identified positive support strategies with P1 every 6 months.

Corrective Action Ordered: Within 30 days of receiving this order, you must evaluate P1's identified positive support strategies. Based upon the results of the evaluation, you must determine whether changes are needed in the positive support strategies used, and, if so, make appropriate changes. On an ongoing basis, you must maintain compliance as required in this subdivision.

B. Right to Request Reconsideration

If you believe any of the citations are in error, you have the right to request that the Commissioner of Human Services reconsider the parts of the Correction Order that you believe to be in error. The request for reconsideration must be in writing and received by the Commissioner within 20 calendar days after receipt of this report. Your request for reconsideration must be sent to:

Commissioner, Department of Human Services
ATTN: Legal Unit
Licensing Division
PO Box 64953
St. Paul, MN 55164-0242

Please note that a request for reconsideration does not stay any provisions or requirements of the Correction Order. The Commissioner's disposition of a request for reconsideration is final and not subject to appeal under Minnesota Statutes, chapter 14.

If you have any questions regarding this Correction Order, please contact me as soon as possible.

Amanda Spartz, HCBS Licensor
Licensing Division
Office of Inspector General
651-431-6092