



January 28, 2025

To: United States Bankruptcy Court
Northern District of Georgia
75 Ted Turner Drive, S.W.
Room 1340
Atlanta, Georgia 30303

Filed in U.S. Bankruptcy Court
Northern District of Georgia
Vania S. Allen, Clerk

JAN 29 2025

By: _____
Deputy Clerk

Re: La Vie Care Centers, LLC, Cause No. 24-55507-PMB
Glenburney Healthcare, LLC, Cause No. 24-55761-PMB
Hilltop Mississippi Healthcare, LLC, Cause No. 24-55776-PMB
Mccomb Healthcare, LLC, Cause No. 24-5568-PMB
Riley Healthcare, LLC, Cause No. 24-55724-PMB
Starkville Manor Healthcare, LLC, Cause No. 24-55766-PMB
Winona Manor Healthcare, LLC, Cause No. 24-55784-PMB

PATIENT CARE OMBUDSMAN REPORT

In accordance with Section 333(b)(2) of Title 11 of the United States Code (the “Bankruptcy Code”), the Patient Care Ombudsman appointed in the above-captioned proceedings submits the following report (the “Report”) on the quality of care provided to residents:

I. INTRODUCTION

The Bankruptcy Abuse Prevention and Consumer Protection Act of 2005 (“BAPCA”) requires the Court to consider authorizing the appointment of a Patient Care Ombudsman whenever a health care business files for bankruptcy protection. On or about July 10, 2024, the Long-Term Care Ombudsman of the State of Mississippi accepted and acknowledged appointment as the Patient Care Ombudsman in these proceedings regarding the long-term care facilities located in Mississippi.



245550725013000000000001

II. MISSISSIPPI FACILITIES

Glenburney Health Care and Rehabilitation Center	Glenburney HealthCare, LLC	Natchez, MS
Hilltop Manor Health and Rehabilitation Center	Hilltop Mississippi HealthCare, LLC	Union, MS
Courtyard Rehabilitation and Healthcare	McComb HealthCare, LLC	McComb, MS
The Oaks Rehabilitation and Healthcare Center	Riley HealthCare, LLC	Meridian, MS
Starkville Manor Health Care and Rehabilitation Center	Starkville Manor HealthCare, LLC	Starkville, MS
Winona Manor Health Care and Rehabilitation Center	Winona Manor HealthCare, LLC	Winona, MS

All facilities listed above are licensed by the Mississippi Department of Health, an independent state agency not within the control of the Mississippi Department of Human Services.

III. SUMMARY OF QUALITY OF CARE

Visits were conducted by the local long-term care ombudsmen, who report programmatically to the State Long-Term Care Ombudsman (“SLTCO”). The local long-term care ombudsmen are housed within the Area Agencies on Aging in each of the planning and service areas established by the Mississippi State Unit on Aging (“SUA”), as is in accordance with the State plan requirements of the *Older Americans Act of 1965*. 45 C.F.R. 1321. The SLTCO, housed within the Division of Aging and Adult Services, Mississippi Department of Human Services, instructed the local ombudsmen, who service the facilities of interest, to conduct visits to report on the quality of care of each facility.

a. Glenburney Health Care and Rehabilitation Center - Glenburney HealthCare, LLC

The local long-term care ombudsman assigned to service the facility reported that the quality of care for the residents of Glenburney Health Care and Rehabilitation Center has begun to deteriorate. Complaints have been reported regarding the facility’s operations, including delays in the timely disbursement of trust fund money to residents, inappropriate handling of residents by staff, and the use of disrespectful and demeaning language toward residents during personal care activities. There have been concerns raised regarding the adequacy of food provided to residents. The administration was informed of these concerns; however, they do not consider this to be a significant issue. The local long-term care ombudsman will formally report the concern regarding inadequate food provision to residents to the Mississippi Department of Health and will continue to work with the residents to assess the progress of the complaint as part of a corrective action plan.

b. Hilltop Manor Health and Rehabilitation Center - Hilltop Mississippi HealthCare, LLC

The local long-term care ombudsman assigned to service the facility reported that the quality of care for the residents of Hilltop Manor Health and Rehabilitation Center remains the same. The local long-term care ombudsman observed the residents continue to be appropriately dressed and groomed, and that there had been cosmetic improvements in the appearance of the facility. Overall, the facility is operating without concerns or issues, and the residents are satisfied with their care.

c. Courtyard Rehabilitation and Healthcare - McComb HealthCare, LLC

The local long-term care ombudsman assigned to monitor the facility has reported a decline in the quality of care for the residents of Courtyard Rehabilitation and Healthcare. The ombudsman observed that chemicals at the facility are not being properly secured, as some are not locked and are stored within reach of residents. Additionally, there are concerns regarding infection control practices, including the improper use of gloves in hallways and the placement of items on top of the clean linen cart. Dietary issues have also been raised, such as delays in serving residents at their tables and concerns regarding the quality of the food provided. Furthermore, state surveyors have issued citations for the facility's inadequate supervision of residents.

d. The Oaks Rehabilitation and Healthcare Center- Riley HealthCare, LLC

The local long-term care ombudsman assigned to service the facility reported that the quality of care for the residents of Oaks Rehabilitation and Healthcare Center is unchanged. The local long-term care ombudsman observed the residents appear appropriately dressed and groomed. According to the local long-term care ombudsman, the facility appears to be operating without concerns or issues, and the residents are satisfied with their care.

e. Starkville Manor Health Care and Rehabilitation Center- Starkville Manor Healthcare, LLC

The local long-term care ombudsman assigned to service the facility reported that the quality of care for the residents of Starkville Manor Health Care and Rehabilitation Center is acceptable. The local long-term care ombudsman acknowledged that in February 2023, a Mississippi Department of Health survey noted significant issues concerning the facility, which resulted in a Plan of Correction being submitted by the facility. The facility is currently in compliance; it appears to be operating without concerns or issues; and meeting the current care needs of the residents.

f. Winona Manor Health Care and Rehabilitation Center- Winona Manor HealthCare, LLC

The local long-term care ombudsman assigned to service the facility reported that the quality of care for the residents of Winona Manor Health Care and Rehabilitation Center remains unchanged. The community long-term care ombudsman noted that all residents receive assistance with regular activities of daily living, patients' medications are being properly administered,

supplies are available, and food is provided per residents' preferences. The facility is operating without concerns or issues and is providing adequate care and protection to its residents.

IV. PATIENT CARE OMBUDSMAN

On or about October 2024, Lisa M. Smith, the acting State Long-Term Care Ombudsman of Mississippi resigned from office. As of December 1, 2024, Shelby Walker, is now the State Long-Term Care Ombudsman of Mississippi. Moving forward, all information regarding these proceedings, which concern the interest and duties of the Patient Care Ombudsman for all facilities of interest in this matter located within the State of Mississippi, shall be addressed as follows:

Shelby Walker
State Long-Term Care Ombudsman
Mississippi Department of Human Services,
Office of the State Long-Term Care Ombudsman
200 S. Lamar Street
Jackson, MS 39201
(601) 359-4927
shelby.walker@mdhs.ms.gov

V. CONCLUSION

Since the appointment of the Patient Care Ombudsman, concerns have been raised regarding a decline in services at Glenburney Health Care and Rehabilitation Center. The concerns have been substantiated by multiple complaints received from the local long-term care ombudsman, specifically regarding delays in the timely disbursement of trust fund money to residents, inappropriate handling of residents by staff, and the use of disrespectful and demeaning language directed at residents during personal care activities. Similarly, Courtyard Rehabilitation and Healthcare has also been the subject of complaints, including issues related to the improper storage of chemicals, lack of resident supervision by staff, and deficiencies in infection control practices and dietary management. The Patient Care Ombudsman will continue monitoring the facilities in accordance with law and report as required by this Court.

Respectfully,



Shelby Walker, *Patient Care Ombudsman*
State Long-Term Care Ombudsman
Mississippi Department of Human
Services, Office of the State Long-Term
Care Ombudsman

ORIGIN ID: JANA (601) 359-4800
SHELBY WALKER

200 SOUTH LAMAR ST.

JACKSON, MS 39201
UNITED STATES US

SHIP DATE: 28JAN25
ACTWGT: 0.15 LB
CAD: 6571865/ROSA2610

BILL THIRD PARTY

Part # 156297-238 / R10062 Exp 10/25

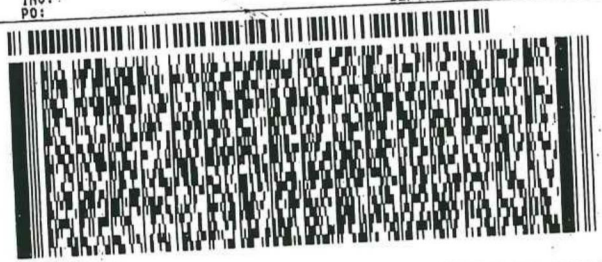
TO CLERKS OFFICE FOR THE BANKRUPTCY CT
U.S. BANKRUPTCY COURT
75 TED TURNER DR SW
STE 1340
ATLANTA GA 30303

(000) 000-0000

REF:

DEPT: 7

INU:
PO:



FedEx Express® shipments.



REL/
3785346

package safely to its destination by
ely. Need help? Go to fedex.com for

TRK# 8171 3198 8870
0200

SP QFEA

THU - 30 JAN 5:00P
** 2DAY **

30303
GA-US ATL

11/20



4314 WED 01/29 07:36
75 TED TURNER DR SW
30303-3343-99
ATLANTA, GA
526-6500
ETP: 1
Z9S:PD:100.Y
817131988870

shipping document, the current
e conditions of carriage f
s of liability.

re connecting the world in
al ways at sustainability.fedex.com.