

OFFICE OF THE LONG-TERM CARE OMBUDSMAN

EST. WITHIN THE PA DEPARTMENT OF AGING

February 28, 2025

Fourth 60-Day Patient Care Ombudsman Report

Re: LaVie Care Centers, LLC
Case No. 24-55507-PMB

As directed by the court, and pursuant to 11 U.S.C. § 333(a)(2), Fed. R. Bankr. P. 2007.2(c), the following is my fourth 60-day report for the above-captioned case. Earlier bankruptcy reports had been sent on 9/5/24, 10/30/24, and 12/31/24.

Pennknoll Village

General Information

Pennknoll Village offers short-term skilled nursing rehabilitation and long-term care skilled nursing facility services in Everett, Bedford County, Pennsylvania, under a regular license issued by the PA Department of Health. The population they serve is primarily geriatric.

The home has a capacity of 133 beds, of which 85 beds are currently occupied.

The current occupancy rates indicate a decrease of one (1) resident since the previous report.

Local ombudsman records indicate that this census, based on the number of available beds, is similar to other skilled nursing facilities in the area.

Local ombudsmen have made regular facility visits.

Environmental Observations

Pennknoll Village is a non-secured unit. An activities calendar is posted with appropriate activities, but no outside activities at the time of a 2/21/25 visit. Call bells are generally answered promptly. Snacks and beverages are available to residents. The facility and resident rooms appear clean and odor-free; the temperature is comfortable.

Staffing/Operations

The facility reports 3.32 nursing hours per resident per day – a significant increase from the 2.79 reported on 12/31/24. In the facility visit of 2/21/25, the local ombudsman reported many staff were observed.



Resident-Initiated Complaints/Concerns

No cases have been opened on behalf of residents since November 2024.

Regulatory Issues/Department of Health

Based on a Medicare/Medicaid Recertification survey, State Licensure survey, Civil Rights Compliance survey, and complaint survey completed on 1/15/25, it was determined that Pennknoll Village was not in compliance with the following requirements of 42 CFR Part 483, Subpart B, Requirements for Long Term Care Facilities and the 28 PA Code, Commonwealth of Pennsylvania Long Term Care Licensure Regulations.

The facility failed:

- To serve palatable food that was at appropriate temperatures, and to make ongoing efforts to resolve resident grievances regarding cold food.
- To maintain compliance with nursing home regulations and ensure that plans to improve the delivery of care and services effectively addressed recurring deficiencies.
- To store and serve food in accordance with professional standards for food service safety by failing to store and serve food under sanitary conditions.
- To ensure that physician's orders were followed for two of 30 residents reviewed.
- To provide a clean and homelike environment in resident rooms for two of 30 residents reviewed.
- To ensure that the abuse policy was followed for one of 30 residents reviewed, and failed to complete a professional licensure verification with the Pennsylvania State Board of Nursing prior to hire for one of four employees reviewed.
- To notify the resident, responsible party, and ombudsman, in writing, regarding the reason for hospitalization for two of 30 residents reviewed.
- To ensure that appropriate parties were notified about the facility's bed-hold policy upon transfer to the hospital for two of 30 residents reviewed.
- To ensure that care plans were updated to reflect changes in residents' care needs for one of 30 residents reviewed.
- To provide adequate, ongoing activities designed to meet the needs of residents for seven of 30 residents reviewed.
- To ensure that a resident's transfer status was followed for one of 30 residents reviewed.
- To ensure that there was sufficient nursing staff available to transport residents to activities and to provide licensed nursing staff in the facility's main dining area for the lunch and dinner meals.
- To ensure that nurse aide performance evaluations were completed annually based on hire dates for one of three nurse aides reviewed.
- To ensure that residents' drink and food preferences were honored.

There were also several staffing deficiencies cited.

Pennknoll Village received an admissions ban on 7/26/24, and two Civil Money Penalties of \$9,500 each on 2/7/24.

Locust Grove Retirement Village

General Information

Locust Grove Retirement Village offers short-term skilled nursing rehabilitation and long-term care skilled nursing facility services in Mifflin, Juniata County, Pennsylvania, under a regular license issued by the PA Department of Health. The population they serve is primarily geriatric.

The facility has a capacity of 104 beds, of which 80 beds are currently occupied.

The current occupancy rates are consistent with the previous report.

Local ombudsman records indicate that this census, based on the number of available beds, is higher than other skilled nursing facilities in the area.

Local ombudsmen have made regular facility visits.

Environmental Observations

Locust Grove is a non-secured unit. An activities calendar is posted; the ombudsman was unsure about the availability of outdoor or community activities. The rooms appear clean and odor-free. Call bells are within reach and answered promptly. The temperature is comfortable.

Staffing/Operations

The facility reports 2.43 nursing hours per resident per day.

The local ombudsman saw only three staff members on their facility visit of 1/13/25.

Resident-Initiated Complaints/Concerns

The local ombudsman visited with an average of five (5) residents per visit. There were no significant concerns reported, and no cases have been opened on behalf of residents since 2022.

Regulatory Issues/Department of Health

Based on an abbreviated survey in response to a complaint completed on 11/20/24, it was determined that there were no federal deficiencies identified under the requirements of 42 CFR Part 483, Subpart B, Requirements for Long Term Care; however, the facility was not in compliance with 28 PA Code, Commonwealth of Pennsylvania Long Term Care Licensure Regulations.

The facility has not received a Civil Money Penalty since 5/4/16; that penalty was for \$5,300.

The Manor at St. Luke Village

General Information

The Manor at St. Luke Village offers short-term skilled nursing rehabilitation and long-term care skilled nursing facility services in Hazleton, Luzerne County, Pennsylvania, under a regular license issued by the PA Department of Health. The population they serve is primarily geriatric.

The facility has a capacity of 104 beds, of which 88 beds are currently occupied.

The current occupancy rates indicate a decrease of five (5) beds from the previous report.

Local ombudsman records indicate that this census, based on the number of available beds, is average for skilled nursing facilities in the area.

Local ombudsmen have made regular facility visits.

Environmental Observations

The facility is a non-secured unit. An activities calendar is posted and adhered to. There are occasional outside and/or community activities. Snacks are available to residents, but the selection has diminished recently. The facility and resident rooms appear clean. A designated smoking area is available outside, in front of the building. Call bells are within reach, but not always answered promptly.

Staffing/Operations

The facility reports 3.38 nursing hours per resident per day, a significant increase from the 2.62 hours recorded in the previous 60-day report.

The local ombudsman spoke with the social services director on 2/25/25 regarding the grievance policy. It had not been posted; the staffer said she would address the issue.

Resident-Initiated Complaints/Concerns

In a facility visit of 2/11/25, residents were confined to their rooms due to sickness in the building, according to the local ombudsman. Visitors were asked to wear masks; snacks were delivered to resident rooms. Noted that several residents had since passed away since the previous visit. No implication or inference that it is a result of communicable illness, simply an observation.

The local ombudsman visited with an average of 10 residents and two staff per visit. There were no outstanding concerns

No casework has been opened for the facility since 2022.

Regulatory Issues/Department of Health

Findings of a revisit survey completed on 10/9/24 corrected the federal deficiencies cited during the surveys of 8/8/24 under the requirements of 42 CFR Part 483 Subpart B Requirements for Long Term

Care but remained out of compliance with the 28 PA Code Commonwealth of Pennsylvania Long Term Care Licensure Regulations.

- The facility failed to ensure the minimum nurse aide staff to resident ratio was provided on each shift for four shifts out of 48 reviewed, and failed to ensure the minimum licensed practical nurse staff to resident ratio was provided on each shift for one shift out of 48 reviewed.

The facility last received a Civil Money Penalty of \$8,250 on 12/7/22.

The Pavilion at St. Luke Village

General Information

The Pavilion at St. Luke Village offers short-term skilled nursing rehabilitation and long-term care skilled nursing facility services in Hazleton, Luzerne County, Pennsylvania, under a regular license issued by the PA Department of Health. The population they serve is primarily geriatric.

The facility has a capacity of 120 beds, of which 105 beds are currently occupied.

The current occupancy rates mark an increase of three (3) residents from the previous bankruptcy report.

Local ombudsman records indicate that this census, based on the number of available beds, is higher than other skilled nursing facilities in the area.

Local ombudsmen have made regular facility visits.

Environmental Observations

The Pavilion is a non-secured unit. An activities calendar was posted with appropriate activities available. The facility and resident rooms appear clean, and the temperature is comfortable. Snacks are available, but the variety is not as complete as it was previously. A designated smoking area was discontinued on 5/11/24, but as of 8/23/24, "grandfathered" residents were still allowed to smoke outside.

Staffing/Operations

The facility reports 3.16 nursing hours per resident per day.

Many staff were seen during the recent facility visits. The local ombudsman reported that operations appear to be efficient.

Resident-Initiated Complaints/Concerns

The local ombudsmen visited with an average of 10 residents and three (3) staff per visit.

There have been complaints about long call-bell times, but no casework has been instituted on behalf of residents since June 2024.

Regulatory Issues/Department of Health

Based on a revisit survey completed on 1/3/25, it was determined the facility corrected the federal deficiencies cited during the survey ending 11/21/24, under 42 CFR Part 483 Subpart B Requirements for Long Term Care but remained out of compliance under the 28 PA Code Commonwealth of Pennsylvania Long Term Care Licensure Regulations.

The facility last received a Civil Money Penalty of \$6,750 on 2/7/24.

Luther Ridge at Seiders Hill

General Information

Luther Ridge at Seiders Hill offers assisted-living services in Pottsville, Schuylkill County, Pennsylvania, under a Provisional III license issued by the PA Department of Human Services. The population they serve is primarily geriatric.

The facility has a capacity of 135 beds, of which 62 beds are currently occupied.

The current occupancy rates show a decrease of one (1) resident from the previous 60-day report.

Local ombudsman records indicate that this census, based on the number of available beds, is higher than other assisted-living facilities in the area.

Local ombudsmen have made regular facility visits.

In a 2/20/25 facility visit, the local ombudsman met with the administrator and regional director, who reported that Avartis will be assuming operations of the facility on 5/1/25. A new name for the facility is in the works.

Environmental Observations

The facility is a non-secured unit. Although the facility is under a Provisional III license, the Provisional II license remains on display.

Individual rooms are comfortable, with heat controlled by P-TAC units. The facility is warm and comfortable on the second floor, but the hallways on the first floor are chilly and the third floor remains cold, according to the ombudsman.

Staffing/Operations

The local ombudsman observed 15 staff during the facility visit of 2/20/25.

The ombudsman noted outstanding staff interaction with residents.

Resident-Initiated Complaints/Concerns

There were no significant concerns reported, and no casework has been instituted for residents since October 2024.

Regulatory Issues/Department of Human Services

On 1/3/25, the PA Department of Human Services informed the facility that it refused to renew the certificate of compliance. The facility would remain on a Provisional III license through 7/3/25, based on violations with 55 Pa. Code 2800.

- A facility staffer filmed residents in a common area of home on a cellphone and posted the footage to social media; violating residents' safety.
- A resident's incontinence briefs were soaked through to their clothes on several occasions.
- At the time of a 6/7/24 survey, it was determined that the smaller of two elevators in the facility had been inoperable for several weeks.
- Several fire drill logs were not completed correctly.

The Manor at Penn Village

General Information

The Manor at Penn Village offers short-term skilled nursing rehabilitation and long-term care skilled nursing facility services in Selinsgrove, Snyder County, Pennsylvania, under a regular license issued by the PA Department of Health. The population they serve is primarily geriatric.

The facility has a capacity of 159 beds, of which 109 beds are currently occupied.

The current occupancy rates indicate a decrease of eight (8) residents than the previous report.

Local ombudsman records indicate that this census, based on the number of available beds, is higher than other skilled nursing facilities in the area.

Local ombudsmen have made regular facility visits.

The local ombudsman reported that Avartis will be assuming operations of the facility on 5/1/25. It was reported that the facility's current owners are expected to be among the new ownership group.

Environmental Observations

The local ombudsman reported an activities calendar is posted, with appropriate activities available. Water, beverages, and snacks are available to residents. The rooms appear clean and odor-free. Call bells are answered promptly. There is a designated smoking area. The facility is a non-secured unit.

Staffing/Operations

The facility reports 3.17 nursing hours per resident per day, a slight increase.

On the facility visit of 2/19/25, there were no concerns raised by the staff or administrator. On the facility visit of 1/23/25, the activity director had taken over the facility's marketing position, but was doing both jobs at that time. She reported no issues.

Resident-Initiated Complaints/Concerns

The local ombudsman visited with an average of five (5) residents and three (3) staff per visit.

Two (2) cases have been instituted for residents by the local ombudsman during the most recent 60-day period. Neither was related to the bankruptcy process.

Regulatory Issues/Department of Health

Based on an abbreviated survey in response to two complaint investigations, completed on 1/3/25, it was determined that the facility was not in compliance with the following requirement of 42 CFR Part 483, Subpart B, Requirements for Long Term Care and the 28 PA Code, Commonwealth of Pennsylvania Long Term Care Licensure Regulations as they relate to the Health portion of the survey process.

The facility failed:

- To provide comprehensive skin assessments, and implement recommended interventions, that are consistent with professional standards of practice, to promptly identify and promote healing of a pressure ulcer for one of two residents reviewed for pressure ulcers.

The facility has not received a Civil Money Penalty in the past decade.

We trust that the information included in this report is satisfactory to the Court. We will continue to have the local ombudsman conduct regular site visits and meet with residents to ensure their quality of care and life continue to be positive.

For additional information or should you have any questions, please do not hesitate to contact the PA Office of the Long-Term Care Ombudsman at (717) 783-7096.

Sincerely,



Margaret Barajas
State Long-Term Care Ombudsman