

OFFICE OF THE LONG-TERM CARE OMBUDSMAN  
ESTABLISHED WITHIN THE NORTH CAROLINA DIVISION OF AGING

March 17, 2025

Fourth 60-Day Patient Care Ombudsman Report

Re: LaVie Care Centers, LLC

Case No. 24-55507-PMB

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

MAR 19 2025

By: \_\_\_\_\_  
Deputy Clerk

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.

**I. Introduction**

The Bankruptcy Abuse Prevention and Consumer Protection Act of 2005 ("BAPCPA") requires the court to consider authorizing the appointment of a Patient Care Ombudsman whenever a health care business files for bankruptcy protection. Since appointment as Patient Care Ombudsman in this matter, I continue to have no connection with the debtor, creditors, patients, employees, other parties in interest, or their respective attorneys and accountants, or with the Office of the United States other than actions required to fulfill the duties of the Patient Care Ombudsman.

**II. Facilities Involved**

Cardinal Healthcare and Rehabilitation Center	Lincolnton, NC
Clay County Care Center	Clay, NC
Hunter Woods Nursing and Rehabilitation Center	Mecklenburg, NC
Cary Health and Rehab Center	Cary, NC
Emerald Ridge Rehabilitation and Care Center	Asheville, NC
Forrest Oakes Healthcare Center	Albemarle, NC
Gateway Rehabilitation and Healthcare	Lenoir, NC
Transitional Health Services of Kannapolis	Kannapolis, NC
Oak Grove Healthcare Center	Rutherfordton, NC
The Oaks at Sweeten Creek	Arden, NC
Valley View Care and Rehabilitation Center	Andrews, NC
Walnut Cove Health and Rehabilitation Center	Walnut Cove, NC
Wellington Rehabilitation and Healthcare	Knightdale, NC
Westwood Health and Rehabilitation Center	Archdale, NC
Willowbrook Rehabilitation and Care Center	Yadkinville, NC
Wilora Lake Healthcare Center	Charlotte, NC



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All the facilities are licensed by the North Carolina Division of Health Service Regulations (DHSR). DHSR is within the North Carolina Department of Health and Human Services.

### **III. Summary of Visits and Interviews**

Visits were conducted by the regional long-term care ombudsmen who report programmatically to the State Long-Term Care Ombudsman (SLTCO) who is housed within the NC Division of Aging. Statutorily, the regional ombudsmen are housed within the Area Agencies on Aging in various counties.

All the facilities are skilled nursing facilities.

Between 1/12/24 and 3/12/25, regional ombudsmen conducted visits to the sixteen (16) facilities. At each facility, ombudsmen spoke with administrators, nurses, social workers, direct care staff, janitorial staff, residents, and resident council presidents. There was no evidence of staffing shortage although a visit to Gateway Rehabilitation and Healthcare continues to include concerns about the response time to call bells. Additionally, residents mentioned slow food service during a visit to Willowbrook Rehabilitation and Care Center. Administrators were made aware and the ombudsman will follow up to ensure resident's satisfaction.

Other visits with residents did not indicate any issues that adversely impacted quality of care. Staffing remains adequate. During their visit, ombudsmen toured the facilities so they could observe the environment, meet and greet residents, staff, families (if available), review Survey Reports, and make general observations. Ombudsman observations and meetings with residents and family members revealed satisfaction with care, cleanliness and improvements within the building or environment. In all the facilities, the environment was clean. Patient daily census in relation to patient capacity was not an issue.

Regional ombudsmen will continue to visit and meet with residents to ensure that they are receiving the highest quality of care and that the bankruptcy reorganization does not have any adverse impact on their quality of care.

**Ombudsman Conclusion:** All the patients, families, and staff were satisfied with the quality of care provided. They did not express any concerns that the bankruptcy was adversely impacting the quality of care provided to the residents in the 16 facilities. Ombudsmen indicated that on occasions, some residents expressed gratitude for the staff.

If any questions, I can be reached at [renee.kea@dhhs.nc.gov](mailto:renee.kea@dhhs.nc.gov) or at 919-855-3431

### **IV. Conclusion**

WHEREFORE, having complied with the requirements of 11 U.S.C. § 333(b)(2), the Patient Care Ombudsman, Renee Kea, concludes this Fourth Report.

This 17<sup>th</sup> day of March 2025.

Respectfully submitted on behalf of Victor Orija,

A handwritten signature in black ink, appearing to read "Renee Kea", written in a cursive style.

Renee Kea

Interim State Long-Term Care Ombudsman

Patient Care Ombudsman

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