

March 19, 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

MAR 20 2025

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

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

**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.



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**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 oversee the Glenburney Health Care and Rehabilitation Center has reported ongoing concerns regarding the quality of care provided to the facility’s residents. These concerns include the need for essential repairs and improvements to housekeeping practices. Specifically, the facility has been noted to have broken blinds, wall damage such as scrapes and holes, and general cleanliness issues. Reports indicate that housekeeping standards are below acceptable levels, with dirty floors, trash in residents' rooms, and a persistent unpleasant odor throughout the facility. Additionally, concerns have been raised regarding the adequacy of food provided to residents at the facility. The administration has been made aware of these issues but despite awareness of this issue residents continue to express dissatisfaction, specifically citing the denial of second servings during meals and being refused additional coffee upon request. The ombudsman will

continue to work with residents and monitor the progress of these issues as part of an ongoing corrective action plan.

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

The local long-term care ombudsman assigned to oversee the Hilltop Manor Health and Rehabilitation Center reported that the quality of care for residents remains consistent since the last visit. The facility has admitted several new residents, and during the ombudsman's visit, the overall atmosphere was calm, and the facility was clean with no unpleasant odors. Residents were appropriately dressed and well-groomed. No complaints were raised by the residents during this visit. Overall, the facility is operating smoothly, with no current problems or concerns.

**c. Courtyard Rehabilitation and Healthcare - McComb HealthCare, LLC**

The local long-term care ombudsman assigned to monitor the Courtyard Rehabilitation and Healthcare facility has reported significant improvements in the quality of care provided to residents. A new administrator has been appointed, and efforts to enhance the facility's operations are evident. During a recent visit, the ombudsman observed a noticeable improvement in cleanliness, with the facility maintained to a higher standard than in previous assessments. Additionally, residents were appropriately dressed and well-groomed. There were no complaints regarding the quality of food, and some residents even remarked that the food had improved in taste since the new administrator's arrival. Overall, the facility appears to be making positive strides, operating smoothly without concerns or issues, and providing adequate care to its residents.

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

The local long-term care ombudsman assigned to oversee Oaks Rehabilitation and Healthcare Center reported that the overall quality of care for residents remains consistent. However, concerns were raised regarding the condition of the facility's floors, which were noted to have potential for improvement. Specifically, the hallway and residents' room floors appeared to have not been swept or mopped for some time. This issue was promptly addressed with the facility Administrator. Despite the condition of the floors, the facility was free from unpleasant odors. Residents were appropriately dressed and well-groomed, and no complaints were reported by the residents. The local ombudsman will continue to collaborate with residents and monitor the progress of these concerns moving forward.

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

The local long-term care ombudsman assigned to oversee Starkville Manor Health Care and Rehabilitation Center reported that the quality of care for the residents remains satisfactory. The ombudsman acknowledged that a Mississippi Department of Health survey conducted in February 2023 identified significant issues within the facility, which led to the submission of a Plan of Correction. The facility remains in full compliance with its corrective action plan. The facility continues to operate smoothly, with no further concerns raised, and no complaints have been reported to the local ombudsman.

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

The local long-term care ombudsman assigned to oversee Winona Manor Health Care and Rehabilitation Center reported that the quality of care for residents remains satisfactory. The ombudsman noted that all residents are receiving appropriate care, staffing levels at the facility are adequate, and there are no issues regarding the availability of supplies for residents. At this time, no problems or complaints have been identified with the facility.

**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](mailto:shelby.walker@mdhs.ms.gov)**

**V. CONCLUSION**

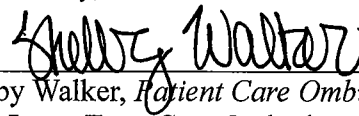
Since the appointment of the Patient Care Ombudsman, concerns have been raised regarding a decline in services at Glenburney Health Care and Rehabilitation Center. These concerns have been substantiated by multiple complaints received from the local long-term care ombudsman. The issues reported include the need for essential repairs and improvements to housekeeping practices.

Specifically, the facility has been observed to have broken blinds, wall damage such as scrapes and holes, and significant cleanliness deficiencies. Housekeeping standards have been noted to be below acceptable levels, with dirty floors, trash in residents' rooms, and a persistent unpleasant odor throughout the facility.

Additionally, concerns have been raised regarding the adequacy of food provided to residents. The administration has been notified of these issues, and a formal report regarding inadequate food provisions has been submitted to the Mississippi Department of Health. Despite this report, residents continue to express dissatisfaction, particularly with the denial of second servings during meals and the refusal of additional coffee upon request.

The Patient Care Ombudsman will continue to monitor the facility in accordance with applicable laws and will report as required by the Court.

Respectfully,



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

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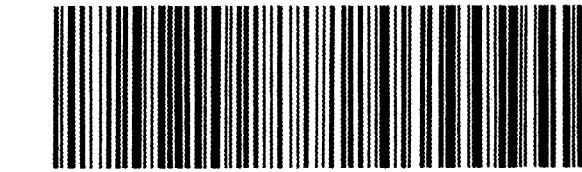
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