

September 5, 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

SEP - 9 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.



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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

Grand Trace Health and Rehabilitation, formerly Glenburney Health Care and Rehabilitation Center, is now under the ownership of Grand Trace, LLC and has undergone a rebranding. The facility is currently led by Administrator Angelica Higgins, who appears committed to making meaningful improvements.

During recent visits, ongoing repairs were observed, and the facility was clean and free of unpleasant odors. Angelica and her dietary manager have shown openness to feedback, particularly regarding food services, and have been responsive to concerns raised. Every issue brought to the administrator’s attention has either been addressed or is in the process of being resolved.

Despite these positive developments, the facility continues to face challenges. The local long-term care ombudsman has reported persistent concerns about the quality of care, and state surveyors

are currently investigating accusations related to resident care. Family members have also voiced complaints, including reports of pests, though no such issues were observed during recent visits.

Facility-wide issues such as broken blinds, wall damage, cluttered hallways, and the need for improved housekeeping have been noted. While progress is evident, especially in cleanliness and administrative responsiveness, resident care remains a key concern. The ombudsman will continue to monitor the situation and collaborate with facility leadership 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 Hilltop Manor Health and Rehabilitation Center in Union, MS, reports that the facility continues to provide consistent, quality care. During the most recent visit on August 19, 2025, the atmosphere was quiet and calm, and the facility was clean with no unpleasant odors. Residents were appropriately dressed, well-groomed, and appeared satisfied with their care. While no complaints were received directly from residents during the visit, there were previously noted concerns regarding food quality and staffing levels. Overall, the facility is operating well, and residents seem content with the care they are receiving.

c. Courtyard Rehabilitation and Healthcare - McComb HealthCare, LLC

The local long-term care ombudsman has reported ongoing improvements at Courtyard Rehabilitation and Healthcare, with recent visits reflecting a positive shift in overall facility conditions and resident care. The facility has been consistently clean, free of foul odors, and residents appeared well-groomed and appropriately dressed. Staff were observed to be respectful and helpful during visits, contributing to a generally positive morale among residents and staff alike.

While no major complaints were reported during the most recent visits, some minor concerns were noted. One recurring issue involves the repetition of food items, particularly the frequent serving of potatoes and dishes with gravy. Although the facility holds monthly food committee meetings to gather resident feedback, these concerns have also been reported directly to administration for further attention.

Patient care remains an area of focus, particularly regarding response times and how residents are addressed. However, improvements have been observed between visits, and the Director of Nursing, Patricia, has assured that efforts are ongoing to address these concerns. All complaints brought to the attention of staff have either been resolved or are actively being addressed.

Overall, Courtyard Rehabilitation and Healthcare is making steady progress, with no significant issues currently impacting the quality of care.

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

The local long-term care ombudsman reports that the overall quality of care for residents at The Oaks Rehabilitation and Healthcare Center in Meridian, MS remains consistent. During the most recent visit on August 18, 2025, the facility was clean, free of unpleasant odors, and maintained a calm and pleasant atmosphere. Floors throughout the hallways and resident rooms were clean and shining, and residents were appropriately dressed and well-groomed. Staff were observed actively engaged in resident care, and housekeeping staff were working diligently.

It was noted that the facility is currently without a permanent Administrator, with Scott Smith serving in the role on an interim basis. One resident expressed a concern about not receiving their clothes from the laundry in a timely manner; this issue was addressed directly with Mr. Smith. No other complaints were reported during the visit. The Mississippi Department of Health has completed its annual survey, and the ombudsman will continue to collaborate with residents and monitor any ongoing concerns. Overall, residents appear satisfied with the care they are receiving.

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

The quality of care remains satisfactory, as reported by the local long-term care ombudsman assigned to Starkville Manor Health Care and Rehabilitation Center. The facility is in full compliance with its corrective action plan, and no new concerns or complaints have been reported. Care Plan meetings continue to be effective in addressing any issues that arise.

The new administration and ownership are actively working to enhance the facility's appearance and reputation. Recent improvements include fresh hallway paint, renovations to shower and whirlpool rooms (with Hall A completed and Hall B in progress), and the addition of new picnic tables in the backyard to improve outdoor spaces for residents.

Although overall complaints have diminished, one recent incident involved the loss of a resident's hearing aids, which was not initially communicated to the family. The facility has since resolved the issue by replacing the hearing aids at its own expense.

Like many long-term care facilities, Starkville Manor continues to face staffing challenges, particularly in hiring and retaining quality care staff for night shifts. However, the ombudsman has noted improved staffing stability over the past three months, with consistent personnel on duty.

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

Middleton Oaks Health and Rehabilitation, formerly known as Winona Manor Healthcare and Rehabilitation, has recently undergone a change in ownership and is now operated by Avardis. Despite the rebranding, the level of care has remained consistent, with no major improvements

noted at this time. The local long-term care ombudsman has made several visits to monitor the facility and ensure that resident care standards are being upheld.

Residents' needs and preferences continue to be met, and there are adequate supplies available throughout the facility. A temporary issue with the ice machine was noted, but it was resolved and fully operational by the visit on August 27, 2025. Staffing has shown signs of improvement, particularly with the hiring of Cecily Alexander as the new Director of Nursing (DON) and the addition of a new Assistant Director of Nursing (ADON) in August. These leadership changes appear to be contributing to gradual improvements in care and operations.

At present, the facility is operating smoothly, and no significant complaints or concerns have been reported. The local long-term care ombudsman will continue to monitor the facility to ensure residents are receiving appropriate and consistent care.

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


In conclusion, Grand Trace Health and Rehabilitation, formerly Glenburney Health Care and Rehabilitation Center, has undergone a transition in ownership and leadership, now operating under Grand Trace, LLC. While recent changes—such as the appointment of Administrator Angelica Higgins and a new Director of Nursing—are encouraging, the facility continues to face notable challenges.

Positive strides have been made in cleanliness, responsiveness to concerns, and administrative engagement. However, persistent issues remain, including concerns about the quality of care, ongoing

facility maintenance needs, and complaints from family members. Although some allegations are under investigation by state surveyors, no immediate hazards were observed during recent visits.

The local long-term care ombudsman will continue to monitor the facility closely, collaborate with leadership, and support the implementation of a corrective action plan to ensure meaningful and sustained improvements in both resident care and the overall living environment.

Respectfully,

A handwritten signature in black ink, appearing to read 'Shelby Walker', is written over a horizontal line.

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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CLEARED DATE

U.S. Marshal Service
ATLANTA, GA 30303

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

SEP - 9 2025

By: _____
Deputy Clerk

ORIGIN ID: JANA (601) 359-4800
BRENDA PENNOCK
DHS/ECONOMIC ASSISTANCE
750 N STATE ST FL 8

JACKSON, MS 39202
UNITED STATES US

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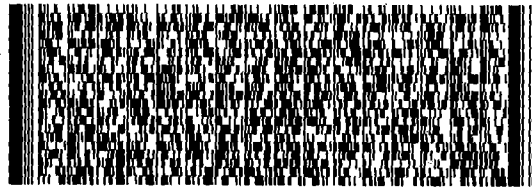
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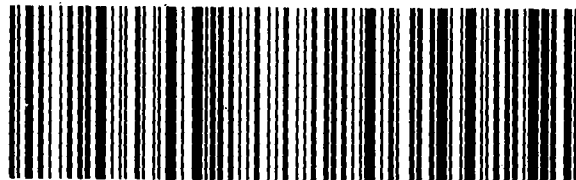
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