Docket #1346 Date Filed: 04/24/2026

OFFICE OF THE LONG-TERM CARE OMBUDSMAN

ESTABLISHED WITHIN THE NORTH CAROLINA DIVISION OF AGING

April 21, 2026

Ninth 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
APR 24 2026
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 ninth 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

2455507260424000000000002

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 11/13/2025 and 4/1/2026, regional ombudsmen conducted visits to multiple facilities. At each facility, regional ombudsmen spoke with administrators, nurses, social workers, direct care staff, and residents, as available. In most facilities, there was no evidence of staffing shortages, and staffing levels were reported as stable, with some facilities continuing routine recruitment efforts.

Overall, resident satisfaction remained high, with most residents reporting no concerns regarding their care and expressing comfort in raising issues with facility management. Ombudsmen consistently observed that food, supplies, and medication security were adequate, and facility environments were generally clean and well-maintained.

Kannapolis Health and Rehabilitation (previously known as Transitional Health Services of Kannapolis) reported ownership changes and Wilora Lake experienced recent turnover in both the administrator and social worker positions. At Kannapolis Health and Rehabilitation, observations included concerns regarding staff engagement with residents, and the facility received a state finding of substandard quality of care on March 24, 2026. At Forest Oaks, residents reported slow call bell response times and concerns regarding staff responsiveness, including reports that staff occasionally disengaged before addressing resident needs. At Biltmore Haven Nursing and Rehabilitation (previously known as The Oaks at Sweeten Creek), residents described care as adequate but noted that additional staffing would improve timeliness of showers and overall care delivery. Some residents also expressed mixed views regarding administrative responsiveness, and activities programming appeared reduced due to staffing constraints.

Other visits with residents did not indicate any issues that adversely impacted quality of care. Staffing remains adequate overall. During their visits, ombudsmen toured the facilities to observe the environment, meet with residents, staff, and families (when available), and make general observations. Ombudsman observations and meetings with residents and family members continued to reflect general satisfaction with care and facility conditions. Patient daily census in relation to patient capacity was not identified as a concern.

Other facilities, including Crown Haven (previously known as Hunter Woods Nursing and Rehabilitation Center), Clay County Health and Rehabilitation (previously known as Clay County Care Center), Highfield Nursing and Rehabilitation (previously known as Cary Health and Rehab Center), Wellington Rehabilitation and Health Center, Valley View Care and Rehab,

Walnut Cove Health and Rehabilitation Center, Westwood Nursing and Rehabilitation, and Oak Grove Health Care, reported no complaints and stable, satisfactory care conditions.

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: Many residents (patients), families, and staff reported satisfaction with the quality of care provided. While isolated concerns were identified at certain facilities, there is no indication of a systemic decline in care across the facilities. At this time, residents and families have not expressed concerns that bankruptcy is adversely impacting the quality of care provided.

If any questions, I can be reached at 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 Ninth Report.

This 21st day of April 2026.

Respectfully submitted on behalf of Victor Orija,

Renee Kea

State Long-Term Care Ombudsman

Patient Care Ombudsman

Case 24-55507-pmb Doc 1346 Filed 04/24/26 Entered 04/24/26 15:37:40 Desc Main
Document Page 4 of 4

TRK# 8146 7268 5650

STANDARD OVERNIGHT

NSR

30303

GA-US

ATL

XG QFEA

4391191 23Apr2026 GSBA/0646 58GJ4/42C3/59F2

CLEARED DATE

APR 24

4314 FRI 04/24 07:54

CR

526,529,537,538,539

999-0

ETP:1

XX.PD.0N

ATLANTA,GA 30303

00021

00052

FedEx Airbill

FedEx Tracking Number 8146 7268 5650

Form ID No. 0215

Recipient's Copy

1 From

Date

Sender's Name [redacted] Phone [redacted]

Company [redacted]

Address [redacted]

Dept./Floor/Suite/Room

City [redacted] State [redacted] ZIP [redacted]

2 Your Internal Billing Reference

3 To

Recipient's Name The Clerk of Bankruptcy Phone

Company

Address Northern District of GA

We cannot deliver to P.O. boxes or P.O. ZIP codes.

Dept./Floor/Suite/Room

Address 75 Ted Turner Drive (SW) Ste 1340

Use this line for the HOLD location address or for continuation of your shipping address.

City Atlanta State GA ZIP 30303

Hold Weekday — FedEx location address REQUIRED. NOT available for FedEx First Overnight.

Hold Saturday — FedEx location address REQUIRED. Available ONLY for FedEx Priority Overnight and FedEx 2Day to select locations.

0135394587

8146 7268 5650

4 Express Package Service * To most locations.

Packages up to 150 lbs. For packages over 150 lbs., use the FedEx Express Freight US Airbill.

Next Business Day

- FedEx First Overnight — Earliest next business morning delivery to select locations. Friday shipments will be delivered on Monday unless Saturday Delivery is selected.
- FedEx Priority Overnight — Next business morning.* Friday shipments will be delivered on Monday unless Saturday Delivery is selected.
- FedEx Standard Overnight — Next business afternoon.* Saturday Delivery NOT available.

2 or 3 Business Days

- FedEx 2Day A.M. — Second business morning.* Saturday Delivery NOT available.
- FedEx 2Day — Second business afternoon.* Thursday shipments will be delivered on Monday unless Saturday Delivery is selected.
- FedEx Express Saver — Third business day.* Saturday Delivery NOT available.

5 Packaging * Declared value limit $500.

FedEx Envelope* FedEx Pak* FedEx Box FedEx Tube Other

6 Special Handling and Delivery Signature Options Fees may apply. See the FedEx Service Guide.

Saturday Delivery — NOT available for FedEx Standard Overnight, FedEx 2Day A.M., or FedEx Express Saver.

No Signature Required — Package may be left without obtaining a signature for delivery.

Direct Signature — Someone at recipient's address may sign for delivery.

Indirect Signature — If no one is available at recipient's address, someone at a neighboring address may sign for delivery. For residential deliveries only.

Does this shipment contain dangerous goods?

One box must be checked.

No Yes — As per attached Shipper's Declaration. Yes — Shipper's Declaration not required. Dry Ice — Dry Ice, 9, UN 1845 ____ x ____ kg

Restrictions apply for dangerous goods — see the current FedEx Service Guide. Cargo Aircraft Only

7 Payment *Bill to:*

Enter FedEx Acct. No. or Credit Card No. below. Obtain recip. Acct. No.

Sender Acct. No. in Section 1 will be billed. Recipient Third Party Credit Card Cash/Check

Total Packages [redacted] Total Weight [redacted] Credit Card Auth.

lbs.

†Our liability is limited to US$100 unless you declare a higher value. See the current FedEx Service Guide for details.

611

Rev. Date 5/15 • Part #163134 • ©1994–2015 FedEx • PRINTED IN U.S.A. SRM

fedex.com 1.800.GoFedEx 1.800.463.3339

fedex.com 1.800.GoFedEx 1.800.463.3339

CLEARED DATE

APR 24