Docket #1372 Date Filed: 06/04/2026

OFFICE OF THE LONG-TERM CARE OMBUDSMAN

ESTABLISHED WITHIN THE NORTH CAROLINA DIVISION OF AGING

May 12, 2026

Tenth 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
JUN 04 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

2455507260605000000000001

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 4/2/2026 and 5/12/2026, regional ombudsmen conducted visits to multiple facilities. During these visits, regional ombudsmen met with administrators, nurses, social workers, direct care staff, residents, and family members, as available. Ombudsmen also toured the facilities to observe the environment, resident interactions, staffing conditions, and overall quality of care.

Overall, many facilities continued to report stable operations and general resident satisfaction. Residents in several facilities indicated they were comfortable raising concerns with facility leadership, and ombudsmen generally observed facilities to be clean and adequately maintained, with food, supplies, and medication security appearing sufficient.

However, several facilities presented ongoing or emerging concerns related to staffing, responsiveness, and quality of care.

During visits to Kannapolis Health and Rehabilitation (previously known as Transitional Health Services of Kannapolis), residents reported concerns regarding staff responsiveness and engagement. At Forrest Oakes Healthcare Center, residents continued to report concerns regarding staff responsiveness. At Biltmore Haven Nursing and Rehabilitation (previously known as The Oaks at Sweeten Creek), residents generally described care as adequate; however, several residents indicated that showers could improve if additional staff were available. At Crown Haven (previously known as Hunter Woods Nursing and Rehabilitation Center), ombudsmen noted that the social worker provides resident discharge letters to the ombudsman on a monthly basis.

At Hibriten Mountain Nursing and Rehabilitation (previously known as Gateway Rehabilitation and Healthcare), ombudsmen identified more significant concerns related to staffing and resident care. Residents reported delays in being changed and concerns regarding call buttons not being answered in a timely manner. Ombudsmen noted widespread dissatisfaction among both residents and staff regarding insufficient staffing levels. Residents also expressed concerns regarding dietary services, including lack of alternate meal options, reduced snack availability, and an overall decline in food quality. Dietary services at the facility are subcontracted, and the facility recently hired a new dietary manager.

The interim administrator reported actively working to address staffing concerns and recently transitioned staff to 12-hour shifts after previous scheduling practices reportedly resulted in insufficient staff coverage. The administrator also reported the facility is currently short five CNAs and indicated that shortages are being managed internally because the facility does not

utilize agency staffing. The administrator appeared responsive to concerns; however, concerns were raised regarding lack of support and consistency among nursing leadership in implementing operational changes. Examples included approval of multiple CNA vacations during the same period, contributing to staffing challenges.

Additionally, one resident informed the ombudsman that she was being treated presumptively for scabies. During a visit to Emerald Ridge, a staff meeting was in progress. The Ombudsman spoke with the new Social Worker, who had been employed there for two days, as well as staff members in the business office. No new issues had arisen, and no new complaints were reported. However, food continues to be an ongoing concern; the new Dietary Director has been in the position for approximately six months. Residents stated that while the food is still not great, they have noticed some improvement.

Other facilities, including 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 significant complaints or concerns impacting quality of care. Residents in these facilities generally expressed satisfaction with care and facility conditions, and ombudsmen did not identify concerns regarding census levels in relation to facility capacity.

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 Tenth Report.

This 12th day of May 2026.

Respectfully submitted on behalf of Victor Orija,

Renee Kea

State Long-Term Care Ombudsman

Patient Care Ombudsman

Case 24-55507-pmb Doc 1372 Filed 06/04/26 Entered 06/05/26 08:31:48 Desc Main
Document Page 4 of 4

Customer: This service area is provided for your internal use and convenience. Service must be marked on airbill.

FedEx Service:

999-0
PRIORITY OVERNIGHT
431A THU 06/04 07:52
756 FED TURNER DR SW
ATL GA 30303
ETP 1
XXPD 0 N

00027
00052

FedEx Express Package US Airbill

FedEx Tracking Number 8146 7268 5710

Form ID No. 0215

1 From
Date
Sender's Name
Phone
Company
Address
Dept./Floor/Suite/Room
City
State
ZIP

2 Your Internal Billing Reference

3 To
Recipient's Name
Phone
Company
Address
We cannot deliver to P.O. boxes or P.O. ZIP codes.
Dept./Floor/Suite/Room

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

Hold Saturday
FedEx location address REQUIRED. NOT available for FedEx Priority Overnight or FedEx 2Day.

4 Express Package Service * To most locations.

Pack for pack FedEx

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.
Yes
No
Shipper's Declaration required.
Dry Ice — Dry Ice, 9, UN 1845 ____ x ____ kg
Cargo Aircraft Only
See the FedEx Service Guide.

Acct. No. or Credit Card No. below.
Obtain recip. Acct. No.
Third Party | Credit Card | Cash/Check
Credit Card Auth.
611
Value. See the current FedEx Service Guide for details.
PRINTED IN U.S.A. SRM

fedex.com 1.800.GoFedEx 1.800.463.3339

FedEx
TRK# 0215 8146 7268 5710
XP QFEA
THU - 04 JUN AA
PRIORITY OVERNIGHT
30303
GA-US
ATL

6039575 03Jun2026 GSBA 58KG3/C6A5/484B

Received in U.S. Bankruptcy Court
Northern District of Georgia
Vania S. Allen, Clerk
JUN 04 2026
By: _____ Deputy Clerk

100% Recycled Paperboard®
MINIMUM 35% POST CONSUMER CONTENT