Docket #1397 Date Filed: 08/14/2026

OFFICE OF THE LONG-TERM CARE OMBUDSMAN

ESTABLISHED WITHIN THE NORTH CAROLINA DIVISION OF AGING

July 12, 2026

Eleventh 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

AUG 14 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 eleventh 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 5/13/2026 and 7/11/2026, 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. Staffing remained relatively stable at most facilities, and no widespread concerns were identified regarding resident health, safety, welfare, or rights.

At Valley View Care and Rehabilitation, a new interim administrator assumed leadership while the permanent administrator completed training. Wilora Lake Healthcare Center also reported a new social worker who has been responsive to resident concerns, and several facilities continued to report improvements associated with recently appointed administrators and nursing leadership.

Most facilities reported no new complaints during this reporting period. Residents generally expressed satisfaction with their care, indicated they were comfortable reporting concerns to facility management, and ombudsmen found staffing, food supplies, and facility conditions to be adequate. Emerald Ridge residents continued to identify food quality as an area for improvement but acknowledged noticeable improvements compared to previous visits. Arden Ridge Health and Rehabilitation (formerly Biltmore Haven Nursing and Rehabilitation also previously known as The Oaks at Sweeten Creek) reported improved communication between administration and residents, while Westwood Nursing and Rehabilitation continued to demonstrate improvements in staffing stability, resident satisfaction, and overall quality of care under its current leadership. At Willowbrook Rehabilitation and Care, a dietary concern raised by a family member had been resolved prior to ombudsman involvement, and residents continued to report satisfaction with care and facility services.

Regional ombudsmen continued to monitor several isolated concerns. Forest Oaks residents reported delays in call bell response and perceived staff responsiveness; however, ombudsmen observed no overall decline in quality of care. At Hibriten Mountain Nursing and

Rehabilitation, three complaint investigations remain open involving concerns related to timely personal care, dietary services, staffing shortages, and delayed response to resident needs. Residents continued to report missed showers, delayed incontinence care, concerns regarding meal options and snack availability, and slow response to call lights. During this reporting period, the facility welcomed a new administrator and director of nursing who have begun implementing operational improvements. While these concerns remain under active Ombudsman investigation, the regional ombudsman reported that resident care appeared comparable to the previous reporting period and did not identify evidence of an overall decline in care.

Other facilities, including Clay County Care Center, Cardinal Health Care, Crown Haven, Highfield Nursing and Rehabilitation, Oak Grove Health Care, Walnut Cove Health and Rehabilitation Center, Wellington Rehabilitation and Health Center, Valley View Care and Rehabilitation, Wilora Lake Healthcare Center, and Kannapolis Health and Rehabilitation, reported no significant concerns affecting resident care or quality of life. Ombudsmen observed stable facility operations, adequate supplies, and resident satisfaction throughout the reporting period.

Regional ombudsmen will continue conducting routine visits and complaint investigations to ensure residents continue receiving quality care and that the bankruptcy proceedings do not adversely affect resident health, safety, welfare, or rights.

Ombudsman Conclusion: Residents, family members, and facility staff generally continue to report satisfaction with the quality of care provided throughout the facilities included in this report. Although isolated concerns continue to be monitored at some facilities, including Hibriten Mountain Nursing and Rehabilitation, regional ombudsmen have not identified evidence of a systemic decline in resident care attributable to the ongoing bankruptcy proceedings. Ownership and leadership transitions occurring during this reporting period have not adversely affected resident care based on Ombudsman observations. The North Carolina Long-Term Care Ombudsman Program will continue monitoring these facilities and advocating on behalf of residents throughout the duration of the bankruptcy proceedings.

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 Eleventh Report.

This 12th day of July 2026.

Respectfully submitted on behalf of Victor Orija,

Renee Kea

Renee Kea

State Long-Term Care Ombudsman

Patient Care Ombudsman

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Atlanta, GA

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