Docket #1410 Date Filed: 10/19/2026

OFFICE OF THE LONG-TERM CARE OMBUDSMAN

ESTABLISHED WITHIN THE NORTH CAROLINA DIVISION OF AGING

September 12, 2026

Twelfth 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

OCT 19 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 twelfth 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 7/12/2026 and 9/11/2026, 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.

Concerns remain at Hibriten Mountain Nursing and Rehabilitation (previously known as Gateway Rehabilitation and Healthcare) regarding staffing, untimely personal care, dietary quality and snack availability. Facility leadership was reported to be responsive. Emerald Ridge Rehabilitation and Care Center continues to receive negative feedback regarding food quality despite otherwise stable operations. Forrest Oakes Healthcare residents reported slow call-bell response and concerns about staff responsiveness. At Arden Ridge Health and Rehabilitation (previously known as The Oaks at Sweeten Creek), residents and families expressed concerns related to repeated ownership/name changes and some residents reported feeling that concerns do not lead to improvement, although shifts were covered and no decline in care was identified. At Wellington Rehabilitation and Healthcare, one family member raised concerns regarding care and communication. Kannapolis Health and Rehabilitation (previously known as Transitional Health Services of Kannapolis) was generally stable, although responsiveness of administration or staff was described as slow or delayed.

Forrest Oakes Healthcare have documented ownership/name changes, while Westwood Health and Rehabilitation Center, Emerald Ridge Rehabilitation and Care Center, and other facilities have experienced administrator, social work, nursing, or management transitions. Based on the information received, these transitions have not resulted in a demonstrated systemic deterioration in resident health, safety, welfare, or rights.

Ombudsman Conclusion: 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 found staffing, food supplies, and facility conditions to be adequate. Regional ombudsmen have not identified evidence of a systemic decline in resident care attributable to the ongoing bankruptcy proceedings. The North Carolina Long-Term Care Ombudsman Program will continue monitoring these facilities by conducting routine visits and advocating on behalf of residents to ensure residents continue receiving quality care throughout the duration of the bankruptcy proceedings and that the bankruptcy proceedings do not adversely affect resident health, safety, welfare, or rights.

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 Twelfth Report.

This 12th day of September 2026.

Respectfully submitted on behalf of Victor Orija,

Renee Kea

State Long-Term Care Ombudsman

Patient Care Ombudsman

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Division of Aging
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The Clerk of the Court of Bankruptcy Court
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