



July 1, 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

JUL - 3 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

Glenburney Health Care and Rehabilitation Center has recently undergone a change in ownership and has been rebranded. It is now owned by Grand Trace, LLC and has been renamed Grand Trace Health and Rehabilitation.

The local long-term care ombudsman assigned to Glenburney Health and Rehabilitation has reported ongoing concerns regarding the quality of care provided to residents. Although some improvements are underway, several issues persist. These include the need for essential facility repairs and enhanced housekeeping practices. Specific problems identified include broken blinds, wall damage such as holes and scrapes, unclean floors, a persistent unpleasant odor, and cluttered hallways with boxes of supplies.

The new administration is putting in great effort to implement changes. However, despite these changes, the facility continues to struggle with maintaining cleanliness and organization. The

ombudsman will continue to monitor progress and collaborate with residents and 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 oversee Hilltop Manor Health and Rehabilitation Center reports that they continue to provide consistent, quality care since the last visit. The facility was clean, free of unpleasant odors, and maintained a calm, pleasant atmosphere. There were complaints concerning food and the facility being understaffed.

Residents were appropriately dressed, well-groomed, and appeared satisfied with their care.

c. Courtyard Rehabilitation and Healthcare - McComb HealthCare, LLC

The local long-term care ombudsman assigned to monitor Courtyard Rehabilitation and Healthcare facility reported ongoing improvements in the quality of care provided to residents. During a recent visit, the ombudsman observed a significant improvement in cleanliness, with the facility now maintained to a higher standard than in previous assessments. Residents were appropriately dressed and well-groomed. No complaints were reported. Overall, the facility continues to make positive strides, operating smoothly and providing adequate care to its residents without any significant concerns or issues.

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

The local long-term care ombudsman assigned to Oaks Rehabilitation and Healthcare Center reported that the overall quality of care for residents remains consistent. The facility was clean, free of unpleasant odors, and residents were appropriately dressed and well-groomed. The facility floors were clean in the hallways and in the resident's rooms. No complaints were reported by residents during the visit. The MS Department of Health has conducted their annual survey. The ombudsman will continue to collaborate with residents and monitor the progress of these concerns moving forward.

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

The local long-term care ombudsman assigned to Starkville Manor Health Care and Rehabilitation Center reported that the quality of care for residents remains satisfactory. The facility is in full compliance with its corrective action plan, and no further concerns or complaints have been reported to the ombudsman.

New administration is currently working to approve the overall appearance of the facility. These include fresh paint in the hallways, renovations to showers and whirlpools, and new picnic tables in the back yard. Their efforts suggest a strong commitment to enhancing all areas of nursing home

care, as well as improving the facility's overall reputation. Complaints and concerns have diminished in the past several months, and Care Plan meetings are generally effective in addressing any remaining issues. Starkville Manor, like many other nursing home facilities, continues to face challenges in hiring and retaining quality care staff, particularly for night shifts. However, the ombudsman has noted the stability of the nursing staff over the past three months, with consistent personnel on duty.

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

Winona Manor Healthcare and Rehabilitation has recently undergone a change in ownership and has been rebranded. The center is now owned by Avaradis and has been renamed Middleton Oaks Health and Rehabilitation.

The local long-term care ombudsman assigned to oversee Winona Manor Health Care and Rehabilitation Center reported that several visits have been completed to monitor the facility's condition and ensure resident care standards are being upheld. The local long-term care ombudsman reported that the quality of care remains satisfactory. All residents are receiving appropriate care, and their needs and preferences have been consistently met during this period. that the quality of care for residents remains satisfactory. The ombudsman noted staffing issues are being addressed. Incentives are being offered to staff for attendance. The ombudsman noted that all residents are receiving appropriate care and there are no issues regarding the availability of supplies for residents. At this time, no problems or complaints have been identified with the facility.

IV. PATIENT CARE OMBUDSMAN

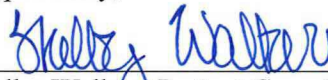
On or about October 2024, Lisa M. Smith, the acting State Long-Term Care Ombudsman of Mississippi resigned from office. As of December 1, 2024, Shelby Walker, is now the State Long-Term Care Ombudsman of Mississippi. Moving forward, all information regarding these proceedings, which concern the interest 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, while some improvements have been made at Glenburney Health Care and Rehabilitation Center, ongoing concerns regarding the quality of care and facility maintenance remain. The identified issues, including necessary repairs, housekeeping practices, and cleanliness, continue to affect the residents' environment and overall care experience. The facility is now under new ownership and has changed names. The facility is now Grand Trace Health and Rehabilitation. Although the recent leadership changes with the hiring of a new administrator and director of nursing are promising, further efforts are required to address these persistent problems. The Patient Care Ombudsman will continue to monitor the situation closely, collaborate with residents and facility leadership, and ensure that corrective actions are effectively implemented to improve the quality of care and living conditions for all residents.

Respectfully,



Shelby Walker, *Patient Care Ombudsman*
State Long-Term Care Ombudsman
Mississippi Department of Human
Services, Office of the State Long-Term
Care Ombudsman

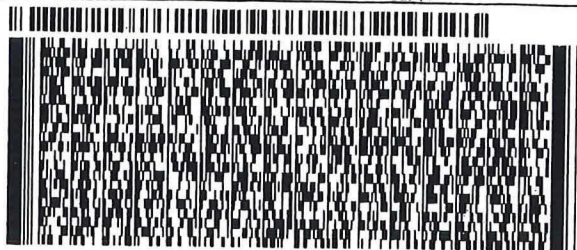
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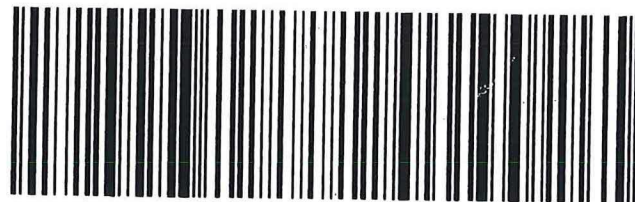


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