

OFFICE OF THE LONG-TERM CARE OMBUDSMAN  
ESTABLISHED WITHIN THE NORTH CAROLINA DIVISION OF AGING

July 13, 2025

Sixth 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 07 2025

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 sixth 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 5/13/25 and 7/12/25, regional ombudsmen conducted visits to the sixteen (16) facilities. At each facility, regional ombudsmen spoke with administrators, nurses, social workers, direct care staff, and residents. The following facilities revealed name changes including Clay County Care Center (now known as Clay County Health and Rehabilitation), Hunter Woods Nursing and Rehabilitation Center (now known as Crown Haven Health and Rehabilitation), Cary Health and Rehab Center (now known as Highfield Nursing and Rehabilitation), Gateway Rehabilitation and Healthcare (now known as Hibriten Mountain Nursing and Rehabilitation), Transitional Health Services of Kannapolis (now known as Kannapolis Health and Rehabilitation), and The Oaks at Sweeten Creek (now known as Biltmore Haven Nursing and Rehabilitation). As a follow up from the last (fifth) 60-Day Patient Care Ombudsman Report, Cardinal Healthcare and Rehabilitation, Wilora Lake Healthcare Center, Valley View Care and Rehabilitation Center, and Wellington Rehabilitation and Healthcare are still listed under the same name with no changes that we are aware of to date.

There was no evidence of staffing shortage although visits to Hibriten Mountain Nursing and Rehabilitation (previously known as Gateway Rehabilitation and Healthcare), Wellington Rehabilitation and Healthcare, and Biltmore Haven Nursing and Rehabilitation (previously known as The Oaks at Sweeten Creek) revealed concerns. A visit to Hibriten Mountain Nursing and Rehabilitation (Gateway Rehabilitation and Healthcare) recently bought out by Avaris revealed concerns of cold meals, flies present with urine smells, and non-functional air conditioning in the kitchen which was said to be in the process of getting fixed. During a visit to Wellington Rehabilitation and Healthcare, it was discovered that the facility was experiencing a water leak in addition to call bells not making noise to alert staff of need. However, the regional ombudsman learned from the administrator that the system is older and that they are considered a new system. Currently, staff rely on seeing lights outside of the door in addition to providing bells to residents per request. The regional ombudsman also learned that food service is a concern for residents of the Biltmore Haven Nursing and Rehabilitation (The Oaks at Sweeten Creek) as it relates to being unpleasing and there not being enough. Administrative staff were made aware of these concerns.

Other visits with residents did not indicate any issues that adversely impacted quality of care. Staffing remains adequate. During their visit, ombudsmen toured the facilities so they could observe the environment, meet and greet residents, staff, families (if available), review Survey Reports, and make general observations. Ombudsman observations and meetings with residents and family members revealed satisfaction with care and cleanliness. Patient daily census in relation to patient capacity was not an issue.

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:** All the patients, families, and staff were satisfied with the quality of care provided. They did not express any concerns that the bankruptcy was adversely impacting the quality of care provided to the residents in the 16 facilities.

If any questions, I can be reached at [renee.kea@dhhs.nc.gov](mailto: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 Sixth Report.

This 13<sup>th</sup> day of July 2025.

Respectfully submitted on behalf of Victor Orija,



Renee Kea

Interim State Long-Term Care Ombudsman

Patient Care Ombudsman

Extremely Urgent

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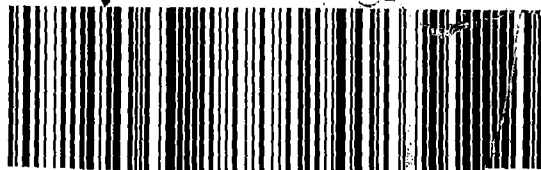
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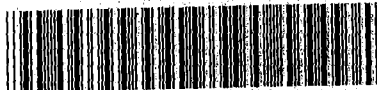
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