

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

September 13, 2025

Seventh 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 - 2 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 seventh 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 7/13/25 and 9/12/25, 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. There was no evidence of staffing shortage. As a follow-up from the last (sixth) 60-day report, 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 that care has improved. The regional ombudsman discovered during a visit to Kannapolis Health and Rehabilitation (previously known as Transitional Health Services of Kannapolis) that the facility is still working to sign contracts with an insurance company and at this time, rehabilitation numbers are lower due to the pending contract apart from the existing contracts with Medicare, Medicaid, and private pay.

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 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 Seventh Report.

This 13th day of September 2025.

Respectfully submitted on behalf of Victor Orija,

A handwritten signature in black ink, appearing to read "Renee Kea". The signature is fluid and cursive, with the first name "Renee" and last name "Kea" clearly distinguishable.

Renee Kea

Interim State Long-Term Care Ombudsman

Patient Care Ombudsman

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