

**UNITED STATES BANKRUPTCY COURT  
EASTERN DISTRICT OF KENTUCKY  
Pikeville Division**

**In re: Paintsville Investors, LLC**

**Case Number: 18-70219**

**Debtor**

**Chapter 11**

**PATIENT CARE OMBUDSMAN REPORT**  
**October 15, 2018**

**COMES NOW** the duly appointed Patient Care Ombudsman in this case, Sherry Culp, State Long Term Care Ombudsman through the Nursing Home Ombudsman Agency of the Bluegrass, Inc., respectfully files this second Ombudsman Patient Care Ombudsman report pursuant to 11 U.S.C. § 333 (b) (2).

**Ombudsman Monitoring**

For the reporting period August 15 through October 15, 2018, Certified District Long-Term Care Ombudsman, Tara Little, visited the facility on September 13, 2018 and again on September 20, 2018. All visits were unannounced visits at varying times. During this reporting period, ombudsmen personally interacted with 18 residents.

**Staffing**

Most residents interviewed by Ombudsman Little reported an improvement in staffing. Residents reported that while sometimes they have to wait an extended period of time for a call for assistance to be answered they primarily reported calls were answered.

**Supplies**

Little observed the supply room, kitchen, and activities. No problems or concerns were noted. Little noted the facility continues to serve name brand nutritional supplements. No residents expressed concerns about food or incontinence supplies.

### **Administration**

The ombudsman reports no problems communicating with the administrator, Emily Jones-Grey, and other department directors of Mountain Manor. The ombudsman has no concerns about the cooperation of the facility administration at the time of this report.

### **Conclusion**

The administrator, Emily Jones-Gray Ms. Gray provided copies of the resident census and physician list as requested. The facility census on September 13, 2018 was 92 residents (one resident listed was utilizing bed hold) and on September 20, 2018 the census was 94 residents.

The Long-Term Care Ombudsman Program has not observed any significant changes in the facility services or resident satisfaction. The facility staff appears to be responsive to problems or complaints brought to them by the Ombudsman for investigation and resolution.

### **Future Ombudsman Activity**

The Long-Term Care Ombudsman Program will continue to visit the facility, interview residents, identify concerns or complaints on behalf of residents. These visits will include private resident and/or family interviews, physician interviews, resident council meetings, and facility staff interviews as needed, as well as observation of medical, hygiene and nutritional supplies. The Ombudsman will monitor changes to determine if there are any changes that negatively impact the quality of resident care.

This 15th day of October 2018

Respectfully submitted,

A handwritten signature in dark ink, reading "Sherry Culp". The signature is written in a cursive, flowing style.

Sherry Culp  
Kentucky State Long Term Care Ombudsman  
Nursing Home Ombudsman Agency of the Bluegrass, Inc.  
3138 Custer Drive, Suite 110  
Lexington, Kentucky 40517