

**UNITED STATES BANKRUPTCY COURT
WESTERN DISTRICT OF LOUISIANA
ALEXANDRIA DIVISION**

IN RE:

CASE NO. 17-80881

SERENITY HOMECARE, LLC, ET AL¹

CHAPTER 11

Debtors

JOINTLY ADMINISTERED

FIRST REPORT OF THE PATIENT CARE OMBUDSMAN

COMES NOW Henry G. Hobbs, Jr., Acting United States Trustee for Region 5 (hereinafter "UST"), by and through undersigned counsel, pursuant to § 333(b) of the Bankruptcy Code, and hereby submits the first report of the Patient Care Ombudsman appointed in these cases. The Patient Care Ombudsman's report is attached as Attachment A.

Respectfully submitted,

HENRY G. HOBBS, JR.
Acting United States Trustee
Region 5, Judicial Districts
of Louisiana and Mississippi

By: /s/ Richard H. Drew
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¹ Antigua Investments, LLC, Case No. 17-80882; Central Louisiana Home Healthcare, LLC, Case No. 17-80883; Cupples Holdings, LLC, Case No. 17-80884; Hospice Care of Avoyelles Parish, LLC, Case No. 17-80885; Quality Home Health I, LLC, Case No. 17-80886; and Quality Home Health, Inc., Case No. 17-80887.

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing FIRST REPORT OF PATIENT CARE OMBUDSMAN was sent by First Class United States Mail, postage prepaid, or CM/ECF transmission to the persons and entities on the attached mailing matrix.

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Date: December 5, 2017

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UNITED STATE BANKRUPTCY COURT
WESTERN DISTRICT OF LOUISIANA
ALEXANDRIA DIVISION

In RE:

SERENITY HOMECARE, LLC., CASE NO. 17-80881, ANTIGUA INVESTMENTS, LLC, CASE NO.17-80882;
CENTRAL LOUISIANA HOME HEALTHCARE, LLC, CASE NO. 17-80885; QUALITY HOME HEALTH I, LLC, CASE
NO. 17-80886; AND QUALITY HOME HEALTH, INC., CASE NO. 17-80887

DEBTOR

CHAPTER 11

60 DAY REPORT OF THE HEALTH CARE OMBUDSMAN APPOINTED BY THE UNITED STATES TRUSTEE

Date: December 1, 2017

Respectfully submitted,

By: Vicki Wissing MSN, RN

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Beginning October 19, 2017 the patient care ombudsman has interviewed a sample of clients and/or their caregivers receiving service from Serenity Home Care (West Monroe, Alexandria, Opelousas, and Marksville offices), Hospice Care of Avoyelles Parish (HCOA), and Antigua Investments dba Canterbury House. A small sample of employees from Serenity Home Care and Canterbury House have also been interviewed.

During the past 60 days the ombudsman has interviewed a total of 52 clients or their caregivers in their homes including residents of the assisted living facility, Canterbury House. Fifteen clients were recipients of Serenity Home Health care from the West Monroe office, eight from the Opelousas office, six from the Marksville office, and six from the Alexandria office. Five clients or their caregivers of HCOA were interviewed. Twelve residents of Canterbury House were interviewed. Additionally, followup visits were made to four Serenity West Monroe office clients and one resident of Canterbury House.

All Serenity Home Care clients or their caregivers reported receiving nursing services with seven of those reporting they also received home health aide assistance. Ten reported receiving (or had received) Physical or Occupational therapy, and one client reported receiving speech therapy.

Serenity Home Health and HCOA clients or their caregivers overwhelmingly reported that all staff from the agencies were professional, citing staff calling the home before visiting, "showing up on time", being thorough, and exhibiting an unhurried demeanor.

Three clients expressed dissatisfaction with services. Two of the clients of the West Monroe office reported concern about not having a consistent nurse visiting the home. One of these clients stated that this problem has been addressed in the past month by the "new director" of the West Monroe office. One person receiving care from the Opelousas office reported a nurse that was not her usual nurse was rude on a home visit made the weekend prior to the ombudsman assessment. This client stated she had reported this incident to the Opelousas office. The ombudsman plans to revisit this client to assess satisfaction with the response by the home health agency. Two clients or caregivers reported (one Serenity Alexandria office and one with HCOA) transferring services to another agency. The family member of the Alexandria office client stated care was transferred due to concern about possible interruption of home care services due to Serenity Home Care's bankruptcy proceedings. The family member of the former HCOA client stated care was changed to a different hospice due to concern about inconsistent staffing and that supplies used to care for the client's care seemed to be in increasingly short supply.

One client from Serenity West Monroe office noted on the initial interview with the ombudsman that services had stopped, but was never informed by the home care staff of her discharge. The client stated the purpose of the home care services was to teach how to self administer insulin administration and that this goal had been met. However, this client remained on the client list submitted to the ombudsman November 20, 2017. A followup visit was made to this client on November 27, 2017 to assess if services had been restarted. The client stated no agency staff has visited or contacted her since prior to our first encounter.

Residents of Canterbury House also overwhelmingly reported satisfaction with services provided by the assisted living facility including hygiene assistance, housekeeping, transportation, and laundry. Several

residents noted improved services and facility cleanliness "with the change of directors about a month ago." Although residents in general were pleased with the food service, quality of food was a concern of a couple of residents, which they attributed to a change in staffing in the kitchen. On the initial assessment, the ombudsman noted wet carpet and foul odor in one hallway. The administrative assistant at Canterbury House attributed the wet carpet due to a leak from the kitchen plumbing. The second visits to the facility noted the carpet was dry and the foul odor was gone. However, on the second visit to the facility the elevator serving residents and staff to the second and third floors was noted to be malfunctioning. The administrator stated the repair was scheduled for later that same day. A follow-up visit will be made by the ombudsman to assess the elevator repair.

Followup Interviews noted no reduction in the quality of services provided since the patient ombudsman's initial interview. Followup visits were made to Serenity West Monroe clients five weeks after the initial interview. The followup to the resident of Canterbury House was three weeks after the initial interview.

Employees interviewed included two Serenity Home Care nurses. Canterbury House employees interviewed included an LPN, a resident assistant (RA), an administrative assistant, a maintenance worker, a housekeeper, and the administrator. All employees expressed satisfaction with the employer and knew of the bankruptcy proceedings as this was indicated on the paycheck they received. All employees reported being paid on time by the facility. With the exception of the RA all employees believed they were provided with the support needed to carry out their duties. The RA expressed concern about daytime staffing since only one RA is scheduled to work the day shift, but two RAs work the night shift. The administrator and the LPN stated that the LPN was to assist the RA during the dayshift when the ombudsman questioned daytime staffing with a single RA.

In summary, overwhelmingly the clients and employees express satisfaction with services and support received by Serenity Home Care, Hospice of Avoyelles Parish and Antigua Investments dba Canterbury House. No reduction in quality of care has been detected with the followup assessments. The ombudsman plans to continue initial interviews as well as followup interviews with clients or caregivers to assess for change in the quality of services provided by Serenity Home Care, Hospice of Avoyelles Parish and Antigua Investments dba Canterbury House.