

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

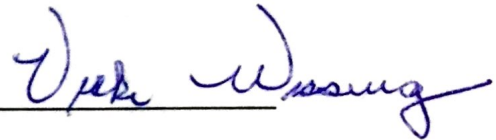
DEBTOR

CHAPTER 11

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

Date: January 29, 2018

Respectfully submitted,

By: 

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Since the last 60 day report which was submitted December 1, 2017 the patient care ombudsman has interviewed a sample of clients and/or their caregivers receiving service from Serenity Homecare (West Monroe, Alexandria, Opelousas, and Marksville offices), Central Louisiana Home Healthcare (CLHH), and Hospice Care of Avoyelles Parish (HCOA). One employee from Serenity Homecare was also interviewed.

During the past 60 days the ombudsman has interviewed a total of 36 clients or their caregivers in their homes. Of this total, 22 were initial visits and 14 were followup visits. Eight clients were recipients of Serenity Home Health care from the West Monroe office, nine from the Opelousas office, eight from the Marksville office, and five from the Alexandria office. Five clients or their caregivers of HCOA were interviewed. One family member of a client receiving services from CLHH was interviewed.

All Serenity Homecare clients or their caregivers reported receiving nursing services with six of those reporting they were also currently receiving physical therapy services. Six reported currently receiving home health aide assistance as well as nursing visits. One client reported receiving physical therapy and speech therapy which has been discontinued.

Almost all Serenity Homecare, CLHH and HCOA clients or their caregivers reported being satisfied from services provided by the agency. However, family of a client who is no longer receiving services from HCOA, reported dissatisfaction with nursing care, citing examples of what the family perceived to be inattention to family concerns about the client's condition. Two clients of the Marksville branch of Serenity Homecare reported that although they are satisfied with care provided, they are concerned about a lack of nursing consistency. Followup Interviews found no reduction in the quality of services provided since the patient ombudsman's initial interview.

The Patient Care Ombudsman attempted a followup interview with two clients reporting dissatisfaction on an initial interview with the ombudsman, one receiving care from the Opelousas branch and one receiving care from the West Monroe branch of Serenity Homecare. The first client was not home on the day the ombudsman attempted the followup interview and the second client did not answer the door or a telephone call.

The Patient Care Ombudsman went to Canterbury House to assess follow-up on a maintenance problem, a malfunctioning elevator noted November 21, 2017. On the subsequent visit the elevator was found to have been repaired and was functional.

One employe was interviewed, an LPN from the Opelousas branch of Serenity Homecare. This employe expressed satisfaction with the employer and knew of the bankruptcy proceedings as this was indicated on the paycheck received. This employe reported being paid on time by the agency and was provided the support needed to carry out assigned duties.

In summary, clients or their caregivers and one employe expressed satisfaction with services and support provided by Serenity Homecare, Hospice of Avoyelles Parish, and Central Louisiana Home Healthcare. Antigua Investments dba Canterbury House has followed up and repaired a malfunctioning elevator. Two clients receiving care from the Marksville branch of Serenity Homecare have expressed concern about nursing consistency but remain satisfied with the level of care provided by the agency. 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 Homecare, Hospice Care of Avoyelles Parish, Central Louisiana Home Healthcare, and Antigua Investments dba Canterbury House.