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DIVISION OF AGING AND ADULT SERVICES

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IN RE:	CASE NUMBER
Rain Tree Health Care of Winston Salem, LLC.	17-50375

REPORT OF PATIENT CARE OMBUDSMAN

I, Victor Orija, State Long Term Care Ombudsman and the duly appointed Patient Care Ombudsman for Rain Tree Health Care of Winston Salem, LLC, files this first Patient Care Ombudsman report pursuant to 11 U. S.C. § 333(b) (2).

I. Introduction

The North Carolina State Long Term Care Ombudsman Program is located in the Department of Health and Human Services, Division of Aging and Adult Services, Raleigh, NC. The statewide Long Term Care Ombudsman Program consists of my Office and 36 Regional Long Term Care Ombudsmen who are employees of 16 Area Agencies on Aging across the state.

The Regional Ombudsman who is assisting me by visiting the adult care home listed as Case Number 17-50375 is located in Kernersville, NC This Regional Ombudsman is serving as my representative in carrying out the duties of the State Patient Care Ombudsman as required in § 333 (b) of the U. S. Bankruptcy Code. For any complaint related to the violation of residents' rights, the regional ombudsman will visit to conduct an investigation, and will apprise me of operational changes that may negatively impact the welfare and safety of residents. On April 25, 2017, the regional ombudsman and I visited Rain Tree in Winston Salem.

II. Summary of Visits

Summary:

Victor Orija, State Long-Term Care Ombudsman and the regional ombudsman made an unannounced visit to Rain Tree at 1pm on Tuesday 4/25/17. We conducted a walkthrough of the facility to ensure the welfare and safety of the residents.

Resident census was 57. Capacity was 60.Two office staff (office manager, and the activity director) of Rain Tree were present in the building. The cook, medication technician, and two other staff members were present. We walked through the dining area and pantry to ensure adequacy of food supply. Cook informed us that the food / supply truck was due the next day (Wednesday).

The Adult Care Home Specialist (ACHS) from Forsyth County was present during our visit.. She was reviewing the staffing list against state mandated qualification requirements to ensure that each staff has acquired mandated training such as CPR, Control Substance, Medication Training, Health Care Registry etc. We did not ask for the outcome of her review.

During the last visit in March 2017, staff informed us that the facility did not have any washing detergent for laundry. At that time, we observed a mound of clothes piled up in the laundry room waiting to be laundered. During the visit on April 25, 2017, the washing machine was activated and we noticed that they had two bottles of laundry detergent (full and half-full)..

At 1:30pm, the activity director was joined by some residents who wanted to participate in the activity. Activity was held in the dining area. It was an activity similar to puzzle. We spoke with several residents and specifically asked 4 residents about life at Rain Tree. Opinions were divided about meals. Two gave favorable oipinions. Two did not. One resident informed us that the grab bar by his bed was broken. He uses the bar to pull himself out of bed. I brought it to the attention of the office manager. Replacement was on hand and to be fixed.

The ombudsmen concluded the visit at about 2pm.

III. Conclusion

Unlike the visit in March when gas supply was briefly interrupted by Piedmont Natural Gas Company for about 90 mintes for billing, but later reconnected during our visit, and lunch for residents was delayed, there was no such event at this time. There will be another unannounced visit early in June 2017.

Date: May 9th, 2017

Respectfully submitted,

Victor Orija
State Long-Term Care Ombudsman

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