

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
*OFFICE OF THE LONG-TERM CARE OMBUDSMAN*

Jeffrey A. Meyers  
Commissioner

Susan C. Buxton  
Long-Term Care Ombudsman

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August 4, 2017

Chief Bankruptcy Judge Bruce A. Harwood  
U.S. Bankruptcy Court  
District of New Hampshire  
100 Elm Street  
Manchester, NH 03101-1078

Re: Sanctuary Care, LLC and Sanctuary at Rye Operations, LLC

Dear Judge Harwood:

As the patient care ombudsman for Sanctuary Care at Rye, I hereby make the following report of my findings.

During the course of my appointment as the patient care ombudsman I was ordered to review and monitor the quality of patient care. I also was charged with participating in the sale process to protect the residents' interests.

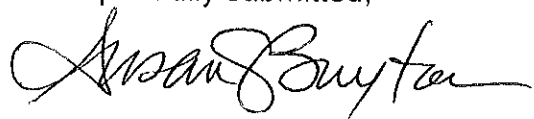
In order to monitor the patient care, I made weekly unannounced tours of the facility and reviewed weekly reports submitted by Alice Katz, Chief Restructuring Officer between May 16, 2017 and August 11, 2017. At each visit to the facility, I conducted a full tour to observe resident care and interactions between the staff and residents and to assess the physical plant including checking store rooms for the availability of adequate supplies. I met with the Administrator, Linda Bresnahan to review patient care issues, current staffing of the facility and any other issues that arose as a result of my tour or the weekly reports submitted by Alice Katz. While I was in the building, I also met individually with staff members and family members of residents. At these meetings I described my role and provided them with my contact information. I asked for their impressions of the facility and whether they had any concerns and requested that they contact me if they had any concerns. Each time I visited I found the facility to be in good order. The residents were well groomed and engaged in meaningful activities. The supplies were plentiful and the meals being served were very palatable. I found the Administrator, Linda Bresnahan, to be very forthcoming in her discussions with me regarding resident care issues, staffing and public relations during the bankruptcy proceedings. She was extremely attentive to not only the big issues but also the details to improve the quality of life for residents and maintain morale with her staff. She has earned the respect of staff and the families of residents.

As a participant in the sale process I reviewed all of the bid documents and was present at the sale auction to evaluate the bids and offer input as to the successful bidder.

I appreciated the opportunity to work with the Court and the staff of this facility to ensure that patient care did not suffer during this process and I look forward to seeing this facility flourish under new ownership.

Please feel free to contact me at 603-271-4704 or [susan.buxton@dhhs.nh.gov](mailto:susan.buxton@dhhs.nh.gov) if you have any further questions.

Respectfully submitted,

A handwritten signature in cursive script that reads "Susan C. Buxton". The signature is written in black ink and is positioned above the typed name.

Susan C. Buxton  
State Long Term Care Ombudsman