



December 17, 2017

## **Fourth 60-Day Patient Care Ombudsman Report**

Re: Passage Longwood Manor Operations, LLC  
Case No. 17-30095

As directed by the court, and pursuant to 11 U.S.C. §333, Fed. R. Bankr. P. 2007.2, the following is our fourth 60-day report for the above-captioned case.

### **General Information**

Passage Longwood Manor, offers personal care services in Maytown, Lancaster County, Pennsylvania. They continue to operate under a regular license issued by the PA Department of Human Services. The population they serve is geriatric.

The home has a capacity of 116 beds, of which 74 beds are currently occupied, and includes a secured memory care unit.

The occupancy rate fluctuated slightly during this reporting period, but is consistent with previous periods.

### **Environmental Observations**

As the appointed Patient Care Ombudsman, I continue to monitor this home through regular facility coverage visits conducted by local ombudsmen assigned to the home. During this 60-day time period, local certified ombudsmen, Jamie Schell, William Kelley, Brice Williams, and Ellen Berfond conducted unannounced visits at varying times of day, including weekends.

The local ombudsmen confirm that all sections of the home continue to be clean and odor-free, and temperatures are appropriate throughout.

Each of their reports indicate that services continue without interruption. The reports reflect conversations with multiple facility staff including:

Lori Prevost, Executive Director/Administrator

Melody Hostetter, Activity Manager

Olivia Perry, Director of Nursing

Care aides, custodial staff, and receptionists

Signs with contact information for the Long-Term Care Ombudsman Office and the Department of Human Services, are visibly posted throughout the home.

Judy A. Robbins, U.S. Trustee

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## **Staffing**

Lori Prevost is the new administrator, and Jamie Reynolds is the Assistant Executive Director. The Director of Nursing/Wellness Director, Olivia Perry is also new.

By all indications, care staffing continues to be stable. Residents are aware of the bankruptcy proceedings, and during this reporting period, there were complaints about changes in staffing related to the proceedings, and resident observations that the staff “seemed overworked.”

A direct care staff reported to the local ombudsman that the home has been hiring more medical technicians and laying off nurses. She reported that she was leaving to pursue other employment and that 50% of the staff were new. Her concern was also that not all residents are appropriate for a personal care home setting, and that there have been more incidents of falls recently.

There were no concerns related to payroll relayed to the local ombudsman during this reporting period.

## **Resident Initiated Complaints/Other Concerns**

There were no significant resident concerns reported to the ombudsmen during this reporting period. Total number of resident consultations: 54

On 11/19/2017, a medical technician who wished to remain anonymous, approached local ombudsman Berfond to report a concern with kitchen equipment. She stated that the steamer was not working properly and food was not being kept at proper temperatures and food was being served cold.

She also reported it as a safety hazard because steam was shooting out when the door was opened. Also, warming lights were not working properly. Staff had gone to the administration but nothing was done.

She also reported that the dietary budget had been reduced significantly. Local ombudsman Berfond indicated that she would advance the complaint, and staff indicated she would contact the PA Department of Human Services, the regulatory entity.

At the filing of this report, there are no verified concerns involving supply acquisition, vendors, utilities, or other external support factors.

## **Regulatory Issues/DHS**

None to report. On 11/08/2017 the PA Department of Human Services reissued a regular operating license to the home, valid through February 28, 2019.

Judy A. Robbins, U.S. Trustee

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The State Long-Term Care Ombudsman is confident that the facility staff and interim administrator will continue to work closely with the local ombudsmen.

We trust that the information included in this report is satisfactory to the Court. Weekly site visits will continue. For additional information or should you have any questions, please do not hesitate to contact the PA Ombudsman Office of the Long-Term Care Ombudsman at (717) 783-7096.

Sincerely,

A handwritten signature in black ink that reads "Margaret D Barajas". The signature is written in a cursive, flowing style.

Margaret Barajas  
PA State Long-Term Care Ombudsman