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*Patient Care Ombudsman*

**IN THE UNITED STATES BANKRUPTCY COURT  
FOR THE NORTHERN DISTRICT OF TEXAS  
FORT WORTH DIVISION**

**IN RE:**

**INSPIRED HEALTHCARE CAPITAL  
HOLDINGS, LLC, *et al.*<sup>1</sup>**

**Debtors.**

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**Case No. 26-90004-MXM-11**

**(Jointly Administered)**

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**PATIENT CARE OMBUDSMAN INITIAL REPORT  
Mariella Teravista at Round Rock – Round Rock, TX**

In response to this Court’s March 5, 2026, *Order Directing Appointment of One or More Patient Care Ombudsmen Under 11 U.S.C. § 333 and Fed. R. Bankr. P. 2007.2* (the “PCO Order”) [Docket No. 250], the United States Trustee’s Office filed *its Notice of Appointment of Susan Goodman Patient Care Ombudsman Under 11 U.S.C. § 333* (the “Appointment Notice”) at Docket No. 442. The Appointment Notice directed Susan N. Goodman to serve as the ombudsman for seven of Debtors’ locations across four states (MA, WI, OR, and TX). PCO’s qualifications to serve in these jointly administered cases were provided with the Appointment Notice and are incorporated by reference as though fully set forth herein.

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<sup>1</sup> The last four digits of Inspired Healthcare Capital Holdings, LLC’s federal tax identification number are 6696. There are 161 Debtors in these chapter 11 cases, which are being jointly administered for procedural purposes only. A complete list of the Debtors and the last four digits of their federal tax identification numbers are not provided herein. A complete list of such information may be obtained on the website of the Debtors’ proposed claims and noticing agent at <https://dm.epiq11.com/InspiredHealthcare>. The Debtors’ mailing address is 7033 East Greenway Parkway, Suite 250, Scottsdale, AZ 85254.

Debtors counsel quickly engaged to provide PCO with an operational leadership contact at each location. Thereafter, PCO introduced herself to the locations and scheduled site visits. PCO comes now and provides this initial report regarding her efforts at Mariella at Round Rock<sup>2</sup> (“Round Rock” or “Teravista”) located in the I-35 Corridor North of Austin, Texas.

Round Rock’s one-story building, constructed in 2016, has fifty-two (52) assisted living (“AL”) units<sup>3</sup> and twenty-four (24) secure memory units (“Memory”). As described in PCO’s other facility reports, PCO’s appointment communication indicated that the focus of PCO’s monitoring was on Memory residents.

At the time of PCO’s site visit, Memory was at 100% occupancy with a wait list. AL was at roughly at 65 - 70% occupancy<sup>4</sup>, with a wait list for two-bedroom offerings. The sales director and management team were actively engaged in occupancy marketing efforts, including significant additional personal time investments toward refreshing common area décor, painting, lighting, and flooring, to improve the location’s “curb appeal” in what was described as a highly competitive AL market.

Memory had a total of three team members, two care assistants and one medication aid. Memory also had a service line director who had been in place roughly three months. Leisure Care was credited with adding an activities team member for Memory. Round Rock’s staffing level was consistent with their staffing matrix and the staffing noted at the sister facilities. Building-wide, some dependence on third-party agency staffing agency support was reported with efforts continuing to reduce/eliminate agency staffing usage.

Clinical leadership was provided by a Licensed Vocational Nurse (“LVN”) who came to Round Rock in December 2025. Medication delegation requires a Registered Nurse (“RN”). The

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<sup>2</sup> The legal case name for this location is *Inspired Senior Living of Round Rock MT, LLC*, as detailed in individual case number 26-90106 in these jointly administered cases.

<sup>3</sup> The AL units included twelve (12) two-bedroom units; twelve (12) studio units; and twenty-eight (28) one-bedroom units.

<sup>4</sup> PCO notes that the AL licensed capacity amount is higher than the number of rental units. As a practical matter, occupancy percentages provided herein are related to the number of occupied AL units.

RN for medication delegation is provided through a third-party contract that remained in place post-petition.

Round Rock is one of three Texas locations assisted by Leisure Care through a consulting arrangement that has been described in more detail in sister facility reports. In summary, prior to what was described as Leisure Care's urgent engagement in mid-2025, Round Rock was included in Debtors' Volante portfolio.<sup>5</sup> Consistent with PCO's reporting at sister locations, the engagement of Leisure Care was received positively by staff and residents and has been credited for stabilizing operations. Not surprisingly, staff expressed disappointment that the planned move to full management by Leisure Care did not occur as previously planned in the fourth quarter of 2025.

Clinical leadership at Teravista reported having the same pharmacy vendor as the Grapevine location, with similar safety challenges from vendor prescription processing errors. Leadership reported that residents choosing to utilize a local retail pharmacy vendor instead of the contracted building pharmacy vendor were also subject to challenges when the contracted pharmacy did not properly classify these customers, leading to problems with erroneous prescription processing and insurance billing. In short, moving to a replacement pharmacy vendor appears to be grounded in residents' best interests and safety, and has been the recommendation of the operational teams for some period. At report filing, Leisure Care provided an alternate pharmacy vendor contract to the Debtors which has not yet been finalized.

PCO toured the building, observed resident/staff interactions, interacted with residents, and met with staff occupying various positions. Housekeeping duties were reported as being covered by two team members for the building. Round Rock had functioning laundry equipment inclusive of residential Memory and AL machines and commercial laundry equipment. Care staff were responsible for laundry duties.

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<sup>5</sup> PCO recognizes there may be multiple, individual entities that make up Debtors' previous management organization that is collectively discussed by building operators as "Volante." Accordingly, PCO's use of the management company term is intended to include all specific entities that correlate to the three Mariella locations in Texas.

PCO found public areas of the facility to be clean, without noxious odors. Because some of the residential halls had been updated with new paint, flooring, and lighting and some halls were not yet completed, PCO could appreciate the dramatic improvement from the décor updates. Memory reported directly addressing limited floor repairs internally for areas where the laminate flooring lifted.

Continued vendor support, inclusive of the kitchen and maintenance departments, was confirmed.<sup>6</sup> Registered Dietician engagement and menu support was confirmed by Leisure Care. Handyman services were reported as available if needed for areas beyond what was addressed by in-house maintenance staff.

PCO did not observe resident care quality decline as contemplated under 11 U.S.C. § 333(b), seemingly because of the buffer provided by the third-party consulting company's engagement. PCO is concerned that a replacement pharmacy vendor need which was highlighted by clinical leadership as a resident risk has not yet been addressed. As such, PCO will remain actively engaged in monitoring this topic at this and the Grapevine location.

As reported relative to other locations visited, any sale transition that would potentially involve a transition in the consulting company's leadership should be carefully planned and executed to avoid resident departures or care impacts. So long as the consulting company and current site leadership remains in place, PCO is comfortable maintaining sixty (60) days between site visits and reporting to the court.

Additionally, PCO will continue appearing as a sole professional without ombudsman counsel, reserving the right to seek counsel's employment should resident issues arise that require additional advocacy efforts requiring bankruptcy-specific expertise that is beyond PCO's health care operations/compliance expertise.

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<sup>6</sup> After PCO's site visit, the kitchen reported a failure of the cooler utilized to keep sandwich preparation items cooled to required temperatures. Because the replacement of this item exceeds the \$2,500.00 threshold for operational expenditures, replacement requires Debtors capital expenditure ("capex") approval. PCO will remain engaged monitoring replacement of this item.

DATED: June 8, 2026.

By: Susan N. Goodman  
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### **CERTIFICATE OF SERVICE**

I hereby certify that on June 8, 2026, a true and correct copy of the foregoing report was filed electronically, and notice was served via the court's CM/ECF system on all parties entering an appearance and requesting notice in this case.

By: Susan N. Goodman