

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br><b>MHL092-994</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING _____ | (X3) DATE SURVEY COMPLETED<br><br><b>R</b><br><b>10/15/2025</b> |
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| NAME OF PROVIDER OR SUPPLIER<br><br><b>SKYWELL HEALTH INC</b> | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>1033 HAZELMIST DRIVE</b><br><b>WAKE FOREST, NC 27587</b> |
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|--------------------|---|---------------|---|--------------------|
| V 000              | <p><b>INITIAL COMMENTS</b></p> <p>An annual, complaint and follow up survey was completed on 10/15/25. The complaint was unsubstantiated (intake #NC00233708). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p> <p>This facility is licensed for 3 and has a current census of 3. The survey sample consisted of audits of 2 current clients and 1 former client.</p>  | V 000         |   |                    |
| V 296              | <p>27G .1704 Residential Tx. Child/Adol - Min. Staffing</p> <p>10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS</p> <p>(a) A qualified professional shall be available by telephone or page. A direct care staff shall be able to reach the facility within 30 minutes at all times.</p> <p>(b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows:</p> <p>(1) two direct care staff shall be present for one, two, three or four children or adolescents;</p> <p>(2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and</p> <p>(3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents.</p> <p>(c) The minimum number of direct care staff during child or adolescent sleep hours is as follows:</p> <p>(1) two direct care staff shall be present and one shall be awake for one through four</p> | V 296         |   |                    |

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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| V 296              | <p>Continued From page 1</p> <p>children or adolescents;</p> <p>(2) two direct care staff shall be present and both shall be awake for five through eight children or adolescents; and</p> <p>(3) three direct care staff shall be present of which two shall be awake and the third may be asleep for nine, ten, eleven or twelve children or adolescents.</p> <p>(d) In addition to the minimum number of direct care staff set forth in Paragraphs (a)-(c) of this Rule, more direct care staff shall be required in the facility based on the child or adolescent's individual needs as specified in the treatment plan.</p> <p>(e) Each facility shall be responsible for ensuring supervision of children or adolescents when they are away from the facility in accordance with the child or adolescent's individual strengths and needs as specified in the treatment plan.</p> <p>This Rule is not met as evidenced by:<br/>Based on observation, record review, and interview, the facility failed to ensure the minimum number of direct care staff were present. The findings are:</p> <p>Observation and interview with the Owner/Licensee on 10/13/25 at approximately 10:50am revealed:</p> <ul style="list-style-type: none"> <li>- The Director/Owner was at the facility</li> <li>- Client #1 was at school</li> <li>- Client #2 was at work</li> </ul> | V 296         |   |                    |

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| V 296              | <p>Continued From page 2</p> <ul style="list-style-type: none"> <li>- Client #3 was upstairs in his room</li> <li>- Staff #1 had taken a client from the sister facility to an appointment</li> <li>- Staff #1 arrived to the facility at approximately 11:15am</li> </ul> <p>Review on 10/13/25 of Client #2's record revealed:</p> <ul style="list-style-type: none"> <li>- Admitted: 7/11/25</li> <li>- Age: 17 years old</li> <li>- Diagnoses: Attention Deficit Hyperactivity Disorder (ADHD), Disruptive Mood Dysregulation Disorder</li> </ul> <p>Review on 10/13/25 of Client #3's record revealed:</p> <ul style="list-style-type: none"> <li>- Admitted: 7/7/25</li> <li>- Age: 17 years old</li> <li>- Diagnoses: ADHD, Unspecified Reaction to Trauma and Stressor Related Disorder, Cannabis Use Disorder, Alcohol Use Disorder</li> </ul> <p>Interview on 10/13/25 Client #2 reported:</p> <ul style="list-style-type: none"> <li>- He had a full-time job</li> <li>- Staff took him to work every day</li> <li>- There was "usually" one staff who took him to work</li> <li>- Two staff would "usually" pick him up from work, but there would "sometimes" only be one staff</li> </ul> <p>Interview on 10/13/25 Staff #1/Licensee's Husband reported:</p> <ul style="list-style-type: none"> <li>- There were always two staff with the clients</li> <li>- He was not sure how many staff escorted Client #2 to work because he did not take him to work</li> <li>- "Sometimes only one staff will bring him (Client #2) home (to the facility), like today like we are with you all (Division of Health Service</li> </ul> | V 296         |   |                    |

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| V 296              | <p>Continued From page 3</p> <p>Regulation surveyors)"</p> <p>Interview on 10/13/25 Staff #2 reported:</p> <ul style="list-style-type: none"> <li>- He would bring Client #2 to work in the morning</li> <li>- Two staff took Client #2 to his job</li> </ul> <p>Interviews on 10/13/25 and 10/15/25 the Director/Owner reported:</p> <ul style="list-style-type: none"> <li>- There are two staff at the facility at all times</li> <li>- Client #2 would sometimes be escorted to work by one staff due to the other staff needing to be at the bus stop with another client</li> <li>- "The clients are on different schedules"</li> <li>- There would be some mornings where only one staff was in the facility if other staff were somewhere with another client</li> <li>- "If they (the facility) were able to, there would be two staff bringing Client #2 to work," but that did not happen sometimes</li> <li>- She would ensure that the facility had the appropriate amount of staff at all times moving forward</li> </ul> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p> | V 296         |   |                    |