

Highlands, The

Report ID: CCN 225315
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§ 1 Facility Identity

Facility	Highlands, The
CCN	225315
Location	335 NICHOLS ROAD, FITCHBURG, MA, 01420
Ownership type	For profit - Limited Liability company
Certified beds	168

§ 2 CMS Federal Record

Civil money penalties on file	\$0
Deficiency citations — current cycle	7 (up from 0 in the prior 24 months)
Deficiency citations — prior 24 months	0
Immediate Jeopardy — current cycle	0
Actual-harm (G+) citations — current cycle	0
Special Focus Facility status	Not listed
Abuse icon	No

§ 3 Federal Penalties in Context

This facility — penalties on file	\$0
MA state average	\$36,630 (this facility is 0.0× the MA average)
National average	\$31,239 (this facility is 0.0× the national average)

Averages are CMS-published per-facility fine amounts for the same snapshot. Figures and multiples are stated as published; no inference is drawn here.

§ 4 Current-Cycle Deficiencies

The current survey cycle records the following 7 federal deficiency citations (CMS F-tags). Scope/severity is CMS's own A–L grade; "Immediate Jeopardy" is CMS's most serious classification.

F-TAG	FINDING (CMS)	SCOPE/SEV.	SOURCE
F804	Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.	E	Standard survey
F880	Provide and implement an infection prevention and control program.	E	Standard survey
F656	Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	D	Standard survey
F676	Ensure residents do not lose the ability to perform activities of daily living unless there is a medical reason.	D	Standard survey
F690	Provide appropriate care for residents who are continent or incontinent of bowel/bladder, appropriate catheter care, and appropriate care to prevent urinary tract infections.	D	Standard survey
F773	Provide or obtain laboratory tests/services when ordered and promptly tell the ordering practitioner of the results.	D	Standard survey
F842	Safeguard resident-identifiable information and/or maintain medical records on each resident that are in accordance with accepted professional standards.	D	Standard survey

§ 5 Ownership & Chain Context

Ownership record	Chain: LIFE CARE CENTERS OF AMERICA (194 facilities); Owner on file: BONILLA, CARLOS-ANDRES (individual)
Ownership chain	LIFE CARE CENTERS OF AMERICA (194 facilities)
Penalties vs chain average	\$0 vs \$18,667 (0.0× the chain average)
Current deficiencies vs chain average	7 vs 8.6 (0.8× the chain average)

§ 6 CMS Care Compare Star Ratings

Overall	4 / 5 (state avg 3 · US avg 3)
Health inspection	3 / 5 (state avg 2.9 · US avg 2.8)
Staffing	3 / 5 (state avg 3 · US avg 2.9)
Quality measures (QM)	5 / 5 (state avg 3.3 · US avg 3.7)

§ 7 Record Provenance

CMS data as of	Jun 2026
Independent verification	https://www.medicare.gov/care-compare/details/nursing-home/225315
Snapshot SHA-256	c885d9bb3ac023b54e288174c75bcadefc1674abcc158d8ebf8b3522e3ad0e35
Methodology & version	v1.0 — https://www.caregiverhelpnow.com/methodology

§ 8 For Your Attorney

1. The full survey file (Form 2567) for each inspection cited above is available from the state survey agency or by FOIA request.
 2. Quarterly staffing data: CMS Payroll-Based Journal (PBJ) public use files, CCN 225315.
 3. Cite this snapshot as “CMS Care Compare, as of Jun 2026” — integrity hash c885d9bb3ac0.
 4. Deficiency F-tags cited above are searchable in CMS QCOR (qcor.cms.gov).
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This snapshot is a frozen record of CMS Care Compare data as of Jun 2026. Independently verifiable at the URL above. Generated by CareSentinel under Nodal Logics LLC. Compiled under CareSentinel methodology v1.0, documented at <https://www.caregiverhelpnow.com/methodology>; the Snapshot SHA-256 above pins this record to that methodology version.

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