

White Oak Manor - Charlotte

Report ID: CCN 345238
Generated: 2026-07-23T13:42:36.907Z

§ 1 Facility Identity

Facility	White Oak Manor - Charlotte
CCN	345238
Location	4009 Craig Avenue, Charlotte, NC, 28211
Ownership type	For profit - Corporation
Certified beds	180

§ 2 CMS Federal Record

Civil money penalties on file	\$85,743
Deficiency citations — current cycle	10 (100% vs prior 24 months (5))
Deficiency citations — prior 24 months	5
Immediate Jeopardy — current cycle	2
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	\$85,743
NC state average	\$38,899 (this facility is 2.2× the NC average)
National average	\$31,239 (this facility is 2.7× 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 10 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
F684	Provide appropriate treatment and care according to orders, resident's preferences and goals.	J • Immediate Jeopardy	Complaint
F689	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	J • Immediate Jeopardy	Standard survey
F812	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.	E	Standard survey
F684	Provide appropriate treatment and care according to orders, resident's preferences and goals.	D	Complaint
F925	Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.	D	Complaint
F711	Ensure the resident's doctor reviews the resident's care, writes, signs and dates progress notes and orders, at each required visit.	D	Complaint
F756	Ensure a licensed pharmacist perform a monthly drug regimen review, including the medical chart, following irregularity reporting guidelines in developed policies and procedures.	D	Complaint
F880	Provide and implement an infection prevention and control program.	D	Standard survey
F550	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.	D	Complaint
F677	Provide care and assistance to perform activities of daily living for any resident who is unable.	D	Complaint

§ 5 Ownership & Chain Context

Ownership record	Chain: WHITE OAK MANAGEMENT (11 facilities)
Ownership chain	WHITE OAK MANAGEMENT (11 facilities)
Penalties vs chain average	\$85,743 vs \$30,878 (2.8× the chain average)
Current deficiencies vs chain average	10 vs 4.2 (2.4× the chain average)

§ 6 CMS Care Compare Star Ratings

Overall	2 / 5 (state avg 2.9 · US avg 3)
Health inspection	1 / 5 (state avg 2.9 · US avg 2.8)
Staffing	3 / 5 (state avg 2.7 · 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/345238
Snapshot SHA-256	8e8e898954166e5d5df66a6db366e19f9dd56564edeca6fb67a63f60b4d72730
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 345238.
3. Cite this snapshot as “CMS Care Compare, as of Jun 2026” — integrity hash 8e8e89895416.
4. Deficiency F-tags cited above are searchable in CMS QCOR (qcor.cms.gov).

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.

CareSentinel operates as an independent legal-advertising service, not a law firm, and does not recommend, endorse, or vouch for any attorney (ABA Model Rule 5.4). This document restates the public federal record only; it is not legal advice and forms no attorney-client relationship. Inspection findings are point-in-time CMS survey results, not a determination that any specific resident was harmed.