

Parham Health Care & Rehab Center

Report ID: CCN 495097
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§ 1 Facility Identity

Facility	Parham Health Care & Rehab Center
CCN	495097
Location	2400 E PARHAM ROAD, RICHMOND, VA, 23228
Ownership type	For profit - Limited Liability company
Certified beds	180

§ 2 CMS Federal Record

Civil money penalties on file	\$254,906
Deficiency citations — current cycle	89 (up from 0 in the prior 24 months)
Deficiency citations — prior 24 months	0
Immediate Jeopardy — current cycle	5
Actual-harm (G+) citations — current cycle	3
Special Focus Facility status	SFF candidate
Abuse icon	Yes — CMS abuse icon currently listed

§ 3 Federal Penalties in Context

This facility — penalties on file	\$254,906
VA state average	\$20,882 (this facility is 12.2× the VA average)
National average	\$31,239 (this facility is 8.2× 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 89 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
F600	Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.	K · Immediate Jeopardy	Complaint
F689	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	K · Immediate Jeopardy	Complaint
F689	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	K · Immediate Jeopardy	Complaint
F880	Provide and implement an infection prevention and control program.	K · 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	Complaint
F805	Ensure each resident receives and the facility provides food prepared in a form designed to meet individual needs.	G	Complaint
F805	Ensure each resident receives and the facility provides food prepared in a form designed to meet individual needs.	G	Complaint
F686	Provide appropriate pressure ulcer care and prevent new ulcers from developing.	G	Complaint
F850	Hire a qualified full-time social worker in a facility with more than 120 beds.	F	Complaint
F865	Have a plan that describes the process for conducting QAPI and QAA activities.	F	Complaint
F809	Ensure meals and snacks are served at times in accordance with resident's needs, preferences, and requests. Suitable and nourishing alternative meals and snacks must be provided for residents who want to eat at non-traditional times or outside of scheduled meal times.	F	Standard survey

F921	Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.	F	Standard survey
F925	Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.	F	Standard survey
F584	Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.	F	Complaint
F760	Ensure that residents are free from significant medication errors.	E	Complaint
F583	Keep residents' personal and medical records private and confidential.	E	Complaint
F760	Ensure that residents are free from significant medication errors.	E	Complaint
F880	Provide and implement an infection prevention and control program.	E	Complaint
F921	Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.	E	Complaint
F558	Reasonably accommodate the needs and preferences of each resident.	E	Complaint
F583	Keep residents' personal and medical records private and confidential.	E	Complaint
F584	Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.	E	Complaint
F610	Respond appropriately to all alleged violations.	E	Complaint
F658	Ensure services provided by the nursing facility meet professional standards of quality.	E	Complaint
F760	Ensure that residents are free from significant medication errors.	E	Complaint
F812	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.	E	Complaint

F880	Provide and implement an infection prevention and control program.	E	Complaint
F921	Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.	E	Complaint
F584	Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.	E	Complaint
F921	Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.	E	Complaint
F925	Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.	E	Complaint
F565	Honor the resident's right to organize and participate in resident/family groups in the facility.	E	Standard survey
F580	Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	E	Standard survey
F658	Ensure services provided by the nursing facility meet professional standards of quality.	E	Standard survey
F677	Provide care and assistance to perform activities of daily living for any resident who is unable.	E	Standard survey
F697	Provide safe, appropriate pain management for a resident who requires such services.	E	Standard survey
F698	Provide safe, appropriate dialysis care/services for a resident who requires such services.	E	Standard survey
F742	Provide the appropriate treatment and services to a resident who displays or is diagnosed with mental disorder or psychosocial adjustment difficulty, or who has a history of trauma and/or post-traumatic stress disorder.	E	Standard survey
F760	Ensure that residents are free from significant medication errors.	E	Standard survey
F761	Ensure drugs and biologicals used in the facility are labeled in accordance with currently accepted professional principles; and all drugs and biologicals	E	Standard survey

	must be stored in locked compartments, separately locked, compartments for controlled drugs.		
F908	Keep all essential equipment working safely.	E	Standard survey
F804	Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.	E	Complaint
F580	Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	D	Complaint
F585	Honor the resident's right to voice grievances without discrimination or reprisal and the facility must establish a grievance policy and make prompt efforts to resolve grievances.	D	Complaint
F602	Protect each resident from the wrongful use of the resident's belongings or money.	D	Complaint
F656	Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	D	Complaint
F554	Allow residents to self-administer drugs if determined clinically appropriate.	D	Complaint
F580	Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	D	Complaint
F585	Honor the resident's right to voice grievances without discrimination or reprisal and the facility must establish a grievance policy and make prompt efforts to resolve grievances.	D	Complaint
F602	Protect each resident from the wrongful use of the resident's belongings or money.	D	Complaint
F607	Develop and implement policies and procedures to prevent abuse, neglect, and theft.	D	Complaint
F609	Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.	D	Complaint
F656	Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	D	Complaint

F657	Develop the complete care plan within 7 days of the comprehensive assessment; and prepared, reviewed, and revised by a team of health professionals.	D	Complaint
F677	Provide care and assistance to perform activities of daily living for any resident who is unable.	D	Complaint
F684	Provide appropriate treatment and care according to orders, resident's preferences and goals.	D	Complaint
F686	Provide appropriate pressure ulcer care and prevent new ulcers from developing.	D	Complaint
F730	Observe each nurse aide's job performance and give regular training.	D	Complaint
F803	Ensure menus must meet the nutritional needs of residents, be prepared in advance, be followed, be updated, be reviewed by dietician, and meet the needs of the resident.	D	Complaint
F842	Safeguard resident-identifiable information and/or maintain medical records on each resident that are in accordance with accepted professional standards.	D	Complaint
F868	Have the Quality Assessment and Assurance group have the required members and meet at least quarterly	D	Complaint
F919	Make sure that a working call system is available in each resident's bathroom and bathing area.	D	Complaint
F924	Put firmly secured handrails on each side of hallways.	D	Complaint
F926	Have policies on smoking.	D	Complaint
F942	Ensure that staff members are educated on resident rights and facility responsibilities to properly care for its residents.	D	Complaint
F943	Give their staff education on dementia care, and what abuse, neglect, and exploitation are; and how to report abuse, neglect, and exploitation.	D	Complaint
F944	Conduct mandatory training, for all staff, on the facility's Quality Assurance and Performance Improvement Program.	D	Complaint
F945	Include as part of its infection prevention and control program, mandatory training that includes written standards, policies, and procedures for the program.	D	Complaint

F946	Provide training in compliance and ethics.	D	Complaint
F677	Provide care and assistance to perform activities of daily living for any resident who is unable.	D	Complaint
F755	Provide pharmaceutical services to meet the needs of each resident and employ or obtain the services of a licensed pharmacist.	D	Complaint
F558	Reasonably accommodate the needs and preferences of each resident.	D	Standard survey
F561	Honor the resident's right to and the facility must promote and facilitate resident self-determination through support of resident choice.	D	Standard survey
F609	Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.	D	Standard survey
F623	Provide timely notification to the resident, and if applicable to the resident representative and ombudsman, before transfer or discharge, including appeal rights.	D	Standard survey
F645	PASARR screening for Mental disorders or Intellectual Disabilities	D	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
F687	Provide appropriate foot care.	D	Standard survey
F692	Provide enough food/fluids to maintain a resident's health.	D	Standard survey
F695	Provide safe and appropriate respiratory care for a resident when needed.	D	Standard survey
F700	Try different approaches before using a bed rail. If a bed rail is needed, the facility must (1) assess a resident for safety risk; (2) review these risks and benefits with the resident/representative; (3) get informed consent; and (4) Correctly install and maintain the bed rail.	D	Standard survey
F755	Provide pharmaceutical services to meet the needs of each resident and employ or obtain the services of a	D	Standard survey

licensed pharmacist.

F550	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.	D	Complaint
F600	Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.	D	Complaint
F607	Develop and implement policies and procedures to prevent abuse, neglect, and theft.	D	Complaint
F610	Respond appropriately to all alleged violations.	D	Complaint
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	Complaint
F835	Administer the facility in a manner that enables it to use its resources effectively and efficiently.	D	Complaint
F909	Regularly inspect all bed frames, mattresses, and bed rails (if any) for safety; and all bed rails and mattresses must attach safely to the bed frame.	D	Complaint

§ 5 Ownership & Chain Context

Ownership record	Chain: LIFEWORKS REHAB (66 facilities); Owner on file: PARHARM HOLDINGS I LLC (organization)
Ownership chain	LIFEWORKS REHAB (66 facilities)
Penalties vs chain average	\$254,906 vs \$73,733 (3.5× the chain average)
Current deficiencies vs chain average	89 vs 18.5 (4.8× the chain average)

§ 6 CMS Care Compare Star Ratings

Overall	1 / 5 (state avg 3 · US avg 3)
Health inspection	1 / 5 (state avg 2.8 · US avg 2.8)
Staffing	1 / 5 (state avg 2.4 · US avg 2.9)
Quality measures (QM)	3 / 5 (state avg 3.9 · US avg 3.7)

§ 7 Record Provenance

CMS data as of	Jun 2026
Independent verification	https://www.medicare.gov/care-compare/details/nursing-home/495097
Snapshot SHA-256	f0073624730e9a7278a398d86087567e15dce5ad1c08949ace18411153e8fc1a
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 495097.
 3. Cite this snapshot as “CMS Care Compare, as of Jun 2026” — integrity hash f0073624730e.
 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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