

Norfolk Health Care Center

Report ID: CCN 495210
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§ 1 Facility Identity

Facility	Norfolk Health Care Center
CCN	495210
Location	901 EAST PRINCESS ANNE ROAD, NORFOLK, VA, 23504
Ownership type	For profit - Corporation
Certified beds	180

§ 2 CMS Federal Record

Civil money penalties on file	\$157,300
Deficiency citations — current cycle	25 (2400% vs prior 24 months (1))
Deficiency citations — prior 24 months	1
Immediate Jeopardy — current cycle	1
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	\$157,300
VA state average	\$20,882 (this facility is 7.5× the VA average)
National average	\$31,239 (this facility is 5.0× 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 25 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
F725	Provide enough nursing staff every day to meet the needs of every resident; and have a licensed nurse in charge on each shift.	J • Immediate Jeopardy	Complaint
F925	Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.	F	Standard survey
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.	E	Complaint
F807	Ensure each resident receives and the facility provides drinks consistent with resident needs and preferences and sufficient to maintain resident hydration.	E	Complaint
F641	Ensure each resident receives an accurate assessment.	E	Standard survey
F677	Provide care and assistance to perform activities of daily living for any resident who is unable.	E	Standard survey
F760	Ensure that residents are free from significant medication errors.	E	Standard survey
F607	Develop and implement policies and procedures to prevent abuse, neglect, and theft.	D	Complaint
F726	Ensure that nurses and nurse aides have the appropriate competencies to care for every resident in a way that maximizes each resident's well being.	D	Complaint
F628	Provide the required documentation or notification related to the resident's needs, appeal rights, or bed-hold policies.	D	Complaint
F807	Ensure each resident receives and the facility provides drinks consistent with resident needs and preferences and sufficient to maintain resident hydration.	D	Complaint
F880	Provide and implement an infection prevention and control program.	D	Complaint
F921	Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the	D	Complaint

public.

F628	Provide the required documentation or notification related to the resident's needs, appeal rights, or bed-hold policies.	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
F880	Provide and implement an infection prevention and control program.	D	Complaint
F921	Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.	D	Complaint
F574	The resident has the right to receive notices in a format and a language he or she understands.	D	Standard survey
F578	Honor the resident's right to request, refuse, and/or discontinue treatment, to participate in or refuse to participate in experimental research, and to formulate an advance directive.	D	Standard survey
F622	Not transfer or discharge a resident without an adequate reason; and must provide documentation and convey specific information when a resident is transferred or discharged.	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
F625	Notify the resident or the resident's representative in writing how long the nursing home will hold the resident's bed in cases of transfer to a hospital or therapeutic leave.	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
F658	Ensure services provided by the nursing facility meet professional standards of quality.	D	Standard survey
F690	Provide appropriate care for residents who are continent or incontinent of bowel/bladder,	D	Standard survey

appropriate catheter care, and appropriate care to prevent urinary tract infections.

§ 5 Ownership & Chain Context

Ownership record	Chain: LIFEWORKS REHAB (66 facilities); Owner on file: NORFOLK HOLDINGS I LLC (organization)
Ownership chain	LIFEWORKS REHAB (66 facilities)
Penalties vs chain average	\$157,300 vs \$73,733 (2.1× the chain average)
Current deficiencies vs chain average	25 vs 18.5 (1.4× 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)	2 / 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/495210
Snapshot SHA-256	d25848ce3bf9e865abffb0fc22f5da24b6bea36a0b67bdf225b1551abbe38ca2
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 495210.
3. Cite this snapshot as “CMS Care Compare, as of Jun 2026” — integrity hash d25848ce3bf9.
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.

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