

CANTERBURY REHABILITATION AND HEALTHCARE CENTER

Report ID: CCN 495272

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§ 1 Facility Identity

Facility	CANTERBURY REHABILITATION AND HEALTHCARE CENTER
CCN	495272
Location	1776 CAMBRIDGE DRIVE, RICHMOND, VA, 23238
Ownership type	For profit - Corporation
Certified beds	183

§ 2 CMS Federal Record

Civil money penalties on file	\$92,980
Deficiency citations — current cycle	35 (13% vs prior 24 months (31))
Deficiency citations — prior 24 months	31
Immediate Jeopardy — current cycle	2
Actual-harm (G+) citations — current cycle	1
Special Focus Facility status	Not listed
Abuse icon	Yes — CMS abuse icon currently listed

§ 3 Federal Penalties in Context

This facility — penalties on file	\$92,980
VA state average	\$20,882 (this facility is 4.5× the VA average)
National average	\$31,239 (this facility is 3.0× 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 35 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.	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	Complaint
F686	Provide appropriate pressure ulcer care and prevent new ulcers from developing.	G	Complaint
F730	Observe each nurse aide's job performance and give regular training.	E	Complaint
F684	Provide appropriate treatment and care according to orders, resident's preferences and goals.	E	Complaint
F812	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.	E	Standard survey
F842	Safeguard resident-identifiable information and/or maintain medical records on each resident that are in accordance with accepted professional standards.	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.	E	Complaint
F684	Provide appropriate treatment and care according to orders, resident's preferences and goals.	E	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.	E	Complaint
F695	Provide safe and appropriate respiratory care for a resident when needed.	E	Complaint
F684	Provide appropriate treatment and care according to orders, resident's preferences and goals.	D	Complaint
F558	Reasonably accommodate the needs and preferences of each resident.	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
F641	Ensure each resident receives an accurate assessment.	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
F677	Provide care and assistance to perform activities of daily living for any resident who is unable.	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
F941	Develop, implement, and/or maintain an effective training program that includes effective communications for direct care staff members.	D	Complaint
F944	Conduct mandatory training, for all staff, on the facility's Quality Assurance and Performance Improvement Program.	D	Complaint
F946	Provide training in compliance and ethics.	D	Complaint
F949	Provide behavior health training consistent with the requirements and as determined by a facility assessment.	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
F658	Ensure services provided by the nursing facility meet professional standards of quality.	D	Complaint
F655	Create and put into place a plan for meeting the resident's most immediate needs within 48 hours of being admitted	D	Complaint
F550	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.	D	Standard survey

F583	Keep residents' personal and medical records private and confidential.	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
F761	Ensure drugs and biologicals used in the facility are labeled in accordance with currently accepted professional principles; and all drugs and biologicals must be stored in locked compartments, separately locked, compartments for controlled drugs.	D	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.	D	Complaint
F677	Provide care and assistance to perform activities of daily living for any resident who is unable.	D	Complaint
F691	Provide appropriate colostomy, urostomy, or ileostomy care/services for a resident who requires such services.	D	Complaint
F698	Provide safe, appropriate dialysis care/services for a resident who requires such services.	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

§ 5 Ownership & Chain Context

Ownership record	Chain: MARQUIS HEALTH SERVICES (88 facilities); Owner on file: QUINTO DELTA LLC (organization)
Ownership chain	MARQUIS HEALTH SERVICES (88 facilities)
Penalties vs chain average	\$92,980 vs \$30,602 (3.0× the chain average)
Current deficiencies vs chain average	35 vs 10.9 (3.2× 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)	4 / 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/495272
Snapshot SHA-256	fea22337889852203eb68073f3b418e68ee165b5b22124202c6fdf9b19dbb598
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 495272.
 3. Cite this snapshot as “CMS Care Compare, as of Jun 2026” — integrity hash fea223378898.
 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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