

NORVIEW HEIGHTS REHABILITATION AND NURSING

Report ID: CCN 495309
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§ 1 Facility Identity

Facility	NORVIEW HEIGHTS REHABILITATION AND NURSING
CCN	495309
Location	827 NORVIEW AVENUE, NORFOLK, VA, 23509
Ownership type	For profit - Corporation
Certified beds	60

§ 2 CMS Federal Record

Civil money penalties on file	\$0
Deficiency citations — current cycle	11 (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
VA state average	\$20,882 (this facility is 0.0× the VA 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 11 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
F658	Ensure services provided by the nursing facility meet professional standards of quality.	E	Standard survey
F686	Provide appropriate pressure ulcer care and prevent new ulcers from developing.	E	Standard survey
F552	Ensure that residents are fully informed and understand their health status, care and treatments.	D	Standard survey
F582	Give residents notice of Medicaid/Medicare coverage and potential liability for services not covered.	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
F684	Provide appropriate treatment and care according to orders, resident's preferences and goals.	D	Standard survey
F689	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	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
F698	Provide safe, appropriate dialysis care/services for a resident who requires such services.	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
F921	Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.	D	Standard survey

§ 5 Ownership & Chain Context

Ownership record	Chain: EASTERN HEALTHCARE GROUP (18 facilities); Owner on file: VA SNF OPERATIONS HOLDINGS LLC (organization)
Ownership chain	EASTERN HEALTHCARE GROUP (18 facilities)
Penalties vs chain average	\$0 vs \$60,411 (0.0× the chain average)
Current deficiencies vs chain average	11 vs 24.3 (0.5× the chain average)

§ 6 CMS Care Compare Star Ratings

Overall	2 / 5 (state avg 3 · US avg 3)
Health inspection	3 / 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/495309
Snapshot SHA-256	b0da84ed32c2e58cfd83e732d0efebc046dca6b2540a3837d330115917e62015
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 495309.
3. Cite this snapshot as “CMS Care Compare, as of Jun 2026” — integrity hash b0da84ed32c2.
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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