

ASHLAND NURSING AND REHABILITATION

Report ID: CCN 495362

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§ 1 Facility Identity

Facility	ASHLAND NURSING AND REHABILITATION
CCN	495362
Location	906 THOMPSON STREET, ASHLAND, VA, 23005
Ownership type	For profit - Corporation
Certified beds	190

§ 2 CMS Federal Record

Civil money penalties on file	\$8,140
Deficiency citations — current cycle	113 (up from 0 in the prior 24 months)
Deficiency citations — prior 24 months	0
Immediate Jeopardy — current cycle	2
Actual-harm (G+) citations — current cycle	0
Special Focus Facility status	SFF candidate
Abuse icon	Yes — CMS abuse icon currently listed

§ 3 Federal Penalties in Context

This facility — penalties on file	\$8,140
VA state average	\$20,882 (this facility is 0.4× the VA average)
National average	\$31,239 (this facility is 0.3× 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 113 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
F838	Conduct and document a facility-wide assessment to determine what resources are necessary to care for residents competently during both day-to-day operations (including nights and weekends) and emergencies.	F	Complaint
F565	Honor the resident's right to organize and participate in resident/family groups in the facility.	F	Complaint
F680	Ensure the activities program is directed by a qualified professional.	F	Complaint
F838	Conduct and document a facility-wide assessment to determine what resources are necessary to care for residents competently during both day-to-day operations (including nights and weekends) and emergencies.	F	Complaint
F840	Employ or obtain outside professional resources to provide services in the nursing home when the facility does not employ a qualified professional to furnish a required service.	F	Complaint
F868	Have the Quality Assessment and Assurance group have the required members and meet at least quarterly	F	Complaint
F880	Provide and implement an infection prevention and control program.	F	Complaint
F680	Ensure the activities program is directed by a qualified professional.	F	Standard survey
F584	Honor the resident's right to a safe, clean, comfortable and homelike environment, including but	E	Complaint

not limited to receiving treatment and supports for daily living safely.

F600	Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.	E	Complaint
F607	Develop and implement policies and procedures to prevent abuse, neglect, and theft.	E	Complaint
F610	Respond appropriately to all alleged violations.	E	Complaint
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
F657	Develop the complete care plan within 7 days of the comprehensive assessment; and prepared, reviewed, and revised by a team of health professionals.	E	Complaint
F677	Provide care and assistance to perform activities of daily living for any resident who is unable.	E	Complaint
F679	Provide activities to meet all resident's needs.	E	Complaint
F689	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	E	Complaint
F802	Provide sufficient support personnel to safely and effectively carry out the functions of the food and nutrition service.	E	Complaint
F804	Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.	E	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.	E	Complaint
F610	Respond appropriately to all alleged violations.	E	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.	E	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.	E	Standard survey
F695	Provide safe and appropriate respiratory care for a resident when needed.	E	Standard survey
F697	Provide safe, appropriate pain management for a resident who requires such services.	E	Standard survey
F727	Have a registered nurse on duty 8 hours a day; and select a registered nurse to be the director of nurses on a full time basis.	E	Standard survey
F730	Observe each nurse aide's job performance and give regular training.	E	Standard survey
F843	Have an agreement with at least one or more hospitals certified by Medicare or Medicaid to make sure residents can be moved quickly to the hospital when they need medical care.	E	Standard survey
F940	Develop, implement, and/or maintain an effective training program for all new and existing staff members.	E	Standard survey
F943	Give their staff education on dementia care, and what abuse, neglect, and exploitation are; and how to report abuse, neglect, and exploitation.	E	Standard survey
F947	Ensure nurse aides have the skills they need to care for residents, and give nurse aides education in dementia care and abuse prevention.	E	Standard survey
F550	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.	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.	E	Complaint
F655	Create and put into place a plan for meeting the resident's most immediate needs within 48 hours of being admitted	E	Complaint

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
F657	Develop the complete care plan within 7 days of the comprehensive assessment; and prepared, reviewed, and revised by a team of health professionals.	E	Complaint
F658	Ensure services provided by the nursing facility meet professional standards of quality.	E	Complaint
F677	Provide care and assistance to perform activities of daily living for any resident who is unable.	E	Complaint
F679	Provide activities to meet all resident's needs.	E	Complaint
F686	Provide appropriate pressure ulcer care and prevent new ulcers from developing.	E	Complaint
F689	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	E	Complaint
F725	Provide enough nursing staff every day to meet the needs of every resident; and have a licensed nurse in charge on each shift.	E	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.	E	Complaint
F758	Implement gradual dose reductions(GDR) and non-pharmacological interventions, unless contraindicated, prior to initiating or instead of continuing psychotropic medication; and PRN orders for psychotropic medications are only used when the medication is necessary and PRN use is limited.	E	Complaint
F804	Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.	E	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.	E	Complaint
F812	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve	E	Complaint

food in accordance with professional standards.

F554	Allow residents to self-administer drugs if determined clinically appropriate.	D	Complaint
F607	Develop and implement policies and procedures to prevent abuse, neglect, and theft.	D	Complaint
F941	Develop, implement, and/or maintain an effective training program that includes effective communications for direct care staff members.	D	Complaint
F942	Ensure that staff members are educated on resident rights and facility responsibilities to properly care for its residents.	D	Complaint
F944	Conduct mandatory training, for all staff, on the facility's Quality Assurance and Performance Improvement Program.	D	Complaint
F949	Provide behavior health training consistent with the requirements and as determined by a facility assessment.	D	Complaint
F553	Allow resident to participate in the development and implementation of his or her person-centered plan of care.	D	Complaint
F557	Honor the resident's right to be treated with respect and dignity and to retain and use personal possessions.	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
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
F609	Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.	D	Complaint
F628	Provide the required documentation or notification related to the resident's needs, appeal rights, or bed-hold policies.	D	Complaint
F687	Provide appropriate foot care.	D	Complaint

F725	Provide enough nursing staff every day to meet the needs of every resident; and have a licensed nurse in charge on each shift.	D	Complaint
F730	Observe each nurse aide's job performance and give regular training.	D	Complaint
F745	Provide medically-related social services to help each resident achieve the highest possible quality of life.	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
F849	Arrange for the provision of hospice services or assist the resident in transferring to a facility that will arrange for the provision of hospice services.	D	Complaint
F941	Develop, implement, and/or maintain an effective training program that includes effective communications for direct care staff members.	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
F947	Ensure nurse aides have the skills they need to care for residents, and give nurse aides education in dementia care and abuse prevention.	D	Complaint
F949	Provide behavior health training consistent with the requirements and as determined by a facility assessment.	D	Complaint
F552	Ensure that residents are fully informed and understand their health status, care and treatments.	D	Standard survey

F558	Reasonably accommodate the needs and preferences of each resident.	D	Standard survey
F559	Honor the resident's right to share a room with spouse or roommate of choice and receive written notice before a change is made.	D	Standard survey
F583	Keep residents' personal and medical records private and confidential.	D	Standard survey
F607	Develop and implement policies and procedures to prevent abuse, neglect, and theft.	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
F675	Honor each resident's preferences, choices, values and beliefs.	D	Standard survey
F676	Ensure residents do not lose the ability to perform activities of daily living unless there is a medical reason.	D	Standard survey
F688	Provide appropriate care for a resident to maintain and/or improve range of motion (ROM), limited ROM and/or mobility, unless a decline is for a medical reason.	D	Standard survey
F698	Provide safe, appropriate dialysis care/services for a resident who requires such services.	D	Standard survey
F699	Provide care or services that was trauma informed and/or culturally competent.	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

F712	Ensure that the resident and his/her doctor meet face-to-face at all required visits.	D	Standard survey
F776	Provide timely, approved x-ray services, or have an agreement with an approved provider to obtain them.	D	Standard survey
F791	Provide or obtain dental services for each resident.	D	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.	D	Standard survey
F805	Ensure each resident receives and the facility provides food prepared in a form designed to meet individual needs.	D	Standard survey
F810	Provide special eating equipment and utensils for residents who need them and appropriate assistance.	D	Standard survey
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	Standard survey
F942	Ensure that staff members are educated on resident rights and facility responsibilities to properly care for its residents.	D	Standard survey
F944	Conduct mandatory training, for all staff, on the facility's Quality Assurance and Performance Improvement Program.	D	Standard survey
F946	Provide training in compliance and ethics.	D	Standard survey
F949	Provide behavior health training consistent with the requirements and as determined by a facility assessment.	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
F600	Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.	D	Complaint

F684	Provide appropriate treatment and care according to orders, resident's preferences and goals.	D	Complaint
F687	Provide appropriate foot care.	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
F740	Ensure each resident must receive and the facility must provide necessary behavioral health care and services.	D	Complaint
F745	Provide medically-related social services to help each resident achieve the highest possible quality of life.	D	Complaint
F760	Ensure that residents are free from significant medication errors.	D	Complaint
F883	Develop and implement policies and procedures for flu and pneumonia vaccinations.	D	Complaint
F887	Educate residents and staff on COVID-19 vaccination, offer the COVID-19 vaccine to eligible residents and staff after education, and properly document each resident and staff member's vaccination status.	D	Complaint
F925	Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.	D	Complaint
F941	Develop, implement, and/or maintain an effective training program that includes effective communications for direct care staff members.	D	Complaint
F732	Post nurse staffing information every day.	C	Complaint

§ 5 Ownership & Chain Context

Ownership record	Chain: AVARDIS HEALTH (38 facilities); Owner on file: ASHLAND PARENTCO LLC (organization)
Ownership chain	AVARDIS HEALTH (38 facilities)
Penalties vs chain average	\$8,140 vs \$42,507 (0.2× the chain average)
Current deficiencies vs chain average	113 vs 14.6 (7.8× 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	2 / 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/495362
Snapshot SHA-256	ff0c4c679f79fd05bb7384ab0e1f04cd3147a5b3c05b817017e1073983adbaae
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 495362.
 3. Cite this snapshot as “CMS Care Compare, as of Jun 2026” — integrity hash ff0c4c679f79.
 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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