

TOWN & COUNTRY

Report ID: CCN 555141
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§ 1 Facility Identity

Facility	TOWN & COUNTRY
CCN	555141
Location	555 EAST MEMORY LANE, SANTA ANA, CA, 92706
Ownership type	Non profit - Corporation
Certified beds	96

§ 2 CMS Federal Record

Civil money penalties on file	\$0
Deficiency citations — current cycle	26 (53% vs prior 24 months (17))
Deficiency citations — prior 24 months	17
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
CA state average	\$26,375 (this facility is 0.0× the CA 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 26 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
F812	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.	E	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.	E	Standard survey
F655	Create and put into place a plan for meeting the resident's most immediate needs within 48 hours of being admitted	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
F684	Provide appropriate treatment and care according to orders, resident's preferences and goals.	D	Complaint
F605	Prevent the use of unnecessary psychotropic medications or use medications that may restrain a resident's ability to function.	D	Standard survey
F609	Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.	D	Standard survey
F610	Respond appropriately to all alleged violations.	D	Standard survey
F684	Provide appropriate treatment and care according to orders, resident's preferences and goals.	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
F694	Provide for the safe, appropriate administration of IV fluids for a resident when needed.	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 licensed pharmacist.	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
F805	Ensure each resident receives and the facility provides food prepared in a form designed to meet individual needs.	D	Standard survey
F806	Ensure each resident receives and the facility provides food that accommodates resident allergies, intolerances, and preferences, as well as appealing options.	D	Standard survey
F813	Have a policy regarding use and storage of foods brought to residents by family and other visitors.	D	Standard survey
F880	Provide and implement an infection prevention and control program.	D	Standard survey
F908	Keep all essential equipment working safely.	D	Standard survey
F919	Make sure that a working call system is available in each resident's bathroom and bathing area.	D	Standard survey
F842	Safeguard resident-identifiable information and/or maintain medical records on each resident that are in accordance with accepted professional standards.	B	Complaint
F561	Honor the resident's right to and the facility must promote and facilitate resident self-determination through support of resident choice.	B	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.	B	Standard survey

F657	Develop the complete care plan within 7 days of the comprehensive assessment; and prepared, reviewed, and revised by a team of health professionals.	B	Standard survey
F804	Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.	B	Standard survey

§ 5 Ownership & Chain Context

Ownership record	Chain: THE CHRISTIAN AND MISSIONARY ALLIANCE (2 facilities); Owner on file: TOWN AND COUNTRY MANOR CHRISTIAN & MISSIONARY ALLIANCE (organization)
Ownership chain	THE CHRISTIAN AND MISSIONARY ALLIANCE (2 facilities)
Penalties vs chain average	\$0 vs \$16,070 (0.0× the chain average)
Current deficiencies vs chain average	26 vs 14.5 (1.8× the chain average)

§ 6 CMS Care Compare Star Ratings

Overall	5 / 5 (state avg 3.2 · US avg 3)
Health inspection	3 / 5 (state avg 2.8 · US avg 2.8)
Staffing	5 / 5 (state avg 3.1 · US avg 2.9)
Quality measures (QM)	5 / 5 (state avg 4.2 · US avg 3.7)

§ 7 Record Provenance

CMS data as of	Jun 2026
Independent verification	https://www.medicare.gov/care-compare/details/nursing-home/555141
Snapshot SHA-256	7e07b80c89da05f6bea71a78758b30a5c77b6f9418ca994379c8659abc7a0332
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 555141.
3. Cite this snapshot as “CMS Care Compare, as of Jun 2026” — integrity hash 7e07b80c89da.
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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