

Whispering Pines Lodge

Report ID: CCN 675386
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§ 1 Facility Identity

Facility	Whispering Pines Lodge
CCN	675386
Location	2131 Alpine Rd, Longview, TX, 75601
Ownership type	For profit - Corporation
Certified beds	116

§ 2 CMS Federal Record

Civil money penalties on file	\$625,057
Deficiency citations — current cycle	26 (30% vs prior 24 months (20))
Deficiency citations — prior 24 months	20
Immediate Jeopardy — current cycle	8
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	\$625,057
TX state average	\$49,788 (this facility is 12.6× the TX average)
National average	\$31,239 (this facility is 20.0× 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
F600	Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.	K · Immediate Jeopardy	Complaint
F689	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	K · Immediate Jeopardy	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.	K · Immediate Jeopardy	Complaint
F678	Provide basic life support, including CPR, prior to the arrival of emergency medical personnel , subject to physician orders and the resident's advance directives.	J · Immediate Jeopardy	Complaint
F580	Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	J · Immediate Jeopardy	Complaint
F693	Ensure that feeding tubes are not used unless there is a medical reason and the resident agrees; and provide appropriate care for a resident with a feeding tube.	J · Immediate Jeopardy	Complaint
F697	Provide safe, appropriate pain management for a resident who requires such services.	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
F675	Honor each resident's preferences, choices, values and beliefs.	E	Complaint
F880	Provide and implement an infection prevention and control program.	E	Complaint
F558	Reasonably accommodate the needs and preferences of each resident.	E	Standard survey
F680	Ensure the activities program is directed by a qualified professional.	E	Standard survey

F839	Employ staff that are licensed, certified, or registered in accordance with state laws.	E	Standard survey
F557	Honor the resident's right to be treated with respect and dignity and to retain and use personal possessions.	D	Complaint
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	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
F550	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.	D	Complaint
F602	Protect each resident from the wrongful use of the resident's belongings or money.	D	Complaint
F610	Respond appropriately to all alleged violations.	D	Complaint
F585	Honor the resident's right to voice grievances without discrimination or reprisal and the facility must establish a grievance policy and make prompt efforts to resolve grievances.	D	Standard survey
F677	Provide care and assistance to perform activities of daily living for any resident who is unable.	D	Standard survey
F679	Provide activities to meet all resident's needs.	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
F880	Provide and implement an infection prevention and control program.	D	Standard survey

F919	Make sure that a working call system is available in each resident's bathroom and bathing area.	D	Standard survey
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§ 5 Ownership & Chain Context

Ownership record	Chain: CREATIVE SOLUTIONS IN HEALTHCARE (149 facilities); Owner on file: HUGGINS, LINDA (individual)
Ownership chain	CREATIVE SOLUTIONS IN HEALTHCARE (149 facilities)
Penalties vs chain average	\$625,057 vs \$60,790 (10.3× the chain average)
Current deficiencies vs chain average	26 vs 9.8 (2.6× the chain average)

§ 6 CMS Care Compare Star Ratings

Overall	1 / 5 (state avg 2.7 · US avg 3)
Health inspection	1 / 5 (state avg 2.8 · US avg 2.8)
Staffing	1 / 5 (state avg 1.8 · US avg 2.9)
Quality measures (QM)	2 / 5 (state avg 3.8 · US avg 3.7)

§ 7 Record Provenance

CMS data as of	Jun 2026
Independent verification	https://www.medicare.gov/care-compare/details/nursing-home/675386
Snapshot SHA-256	a0cf0e5eec36460519a960f9a5cb3786e1c1525bb2e250901205b8cb7b992a75
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 675386.
3. Cite this snapshot as “CMS Care Compare, as of Jun 2026” — integrity hash a0cf0e5eec36.
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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