

Normandy Terrace Nursing & Rehabilitation Center

Report ID: CCN 675823
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§ 1 Facility Identity

Facility	Normandy Terrace Nursing & Rehabilitation Center
CCN	675823
Location	841 Rice Rd, San Antonio, TX, 78220
Ownership type	For profit - Limited Liability company
Certified beds	320

§ 2 CMS Federal Record

Civil money penalties on file	\$296,055
Deficiency citations — current cycle	25 (525% vs prior 24 months (4))
Deficiency citations — prior 24 months	4
Immediate Jeopardy — current cycle	1
Actual-harm (G+) citations — current cycle	0
Special Focus Facility status	Not listed
Abuse icon	Yes — CMS abuse icon currently listed

§ 3 Federal Penalties in Context

This facility — penalties on file	\$296,055
TX state average	\$49,788 (this facility is 5.9× the TX average)
National average	\$31,239 (this facility is 9.5× 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 25 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
F689	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	J • Immediate Jeopardy	Complaint
F558	Reasonably accommodate the needs and preferences of each resident.	E	Complaint
F880	Provide and implement an infection prevention and control program.	E	Complaint
F552	Ensure that residents are fully informed and understand their health status, care and treatments.	E	Complaint
F880	Provide and implement an infection prevention and control program.	E	Complaint
F552	Ensure that residents are fully informed and understand their health status, care and treatments.	D	Complaint
F695	Provide safe and appropriate respiratory care for a resident when needed.	D	Complaint
F689	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	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
F842	Safeguard resident-identifiable information and/or maintain medical records on each resident that are in accordance with accepted professional standards.	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
F584	Honor the resident's right to a safe, clean, comfortable and homelike environment, including but	D	Complaint

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

F602	Protect each resident from the wrongful use of the resident's belongings or money.	D	Complaint
F627	Ensure the transfer/discharge meets the resident's needs/preferences and that the resident is prepared for a safe transfer/discharge.	D	Complaint
F583	Keep residents' personal and medical records private and confidential.	D	Complaint
F609	Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.	D	Complaint
F557	Honor the resident's right to be treated with respect and dignity and to retain and use personal possessions.	D	Complaint
F583	Keep residents' personal and medical records private and confidential.	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
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.	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
F813	Have a policy regarding use and storage of foods brought to residents by family and other visitors.	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
F732	Post nurse staffing information every day.	C	Complaint
F814	Dispose of garbage and refuse properly.	C	Complaint

§ 5 Ownership & Chain Context

Ownership record	Chain: CREATIVE SOLUTIONS IN HEALTHCARE (149 facilities); Owner on file: BOWERS, SEAN (individual)
Ownership chain	CREATIVE SOLUTIONS IN HEALTHCARE (149 facilities)
Penalties vs chain average	\$296,055 vs \$60,790 (4.9× the chain average)
Current deficiencies vs chain average	25 vs 9.8 (2.5× 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)	3 / 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/675823
Snapshot SHA-256	8793518664a4816a8a3135b2572cbeb7c1a860a0ac6e68827a1b0b84058618b4
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 675823.
3. Cite this snapshot as “CMS Care Compare, as of Jun 2026” — integrity hash 8793518664a4.
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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