**East London Care Home rated Outstanding after latest CQC inspection**

*(14th September 2020. London)* A service in Horse Leaze, Beckton, that provides specialist respite accommodation for people with learning disabilities has achieved an Outstanding Overall rating, following an inspection by the Care Quality Commission (CQC) in February 2020.

Horse Leaze is now in the top 3% of UK Residential Care Homes[[1]](#footnote-1) and they are the only Learning Disability service in the Borough of Newham that is rated as Outstanding.[[2]](#footnote-2)

Operated by national charity, [Ambient Support](http://www.ambient.org.uk) – a leading UK care provider - the service has moved from a rating of Good overall in an inspection in August 2017, to Outstanding Overall.

The service was described in the report as ***“exceptionally well led”*** that ***“went the extra mile to provide the best possible care for people living at the service and staff were proud of the support they were able to provide.”*** And that it was ***“operated in a way that promoted outstanding care through effective quality monitoring.”***

When it came to people's experience of using the service, the report stated that they ***“Provide outstanding outcomes for people using the service and to help them to have a better quality of life”*** and that the service ***“supported people to live healthier lives”.***

The service, located at 5 Horse Leaze offers a range of care and support options, including residential stays, day care or support and care at home. Support is provided on a one-to-one basis and is based on an individual's needs.

Residential stays can range from a day or up to a week with specialist themed breaks available. Drop-in services are also available, to provide a break for the person being supported and their care workers.

Team Manager, Mohan Kotta has been working with Ambient Support and its predecessors since 2005 and is delighted with the news:

***“I am incredibly proud of the team who work passionately and with a commitment to deliver the highest level and quality of care. It is because of the whole team that we have achieved this rating.”***

Mohan said that the service missed an Outstanding rating in the 2017 inspection by a “whisker” and since then, he put in place new systems to ensure the team capture quantifiable data to evidence their effectiveness and high levels of quality care.

Colin Ansell, Corporate Director of Adults and Health, London Borough of Newham said:

***“The Council wishes to offer their congratulations to the customers, staff and management of Horse Leaze in this great achievement and we look forward to working with Ambient in the development of the unit in the future”***

Tom Harrison, Director of Operations and Business Development added:

***“This is a success that is truly deserved, and we are delighted for all at Horse Leaze who work hard to ensure that the people they support can live as full a life as possible. This is the first Outstanding rating achieved in a Learning Disability service, and we will draw inspiration from the excellent work being undertaken by Mohan and his team as we strive for Outstanding across our entire service portfolio.”***

Mohan concludes:

***“We have a great sense of satisfaction that our service has been recognised for the fantastic support we give to people.”***

A full report of the inspection has been published by the CQC and can be viewed online at [www.cqc.org.uk](http://www.cqc.org.uk)

Ambient Support (formerly known as Heritage Care and Community Options) is a registered UK charity with over 25 years’ experience in providing care and support services for older people, people with a mental health need and people with a learning disability. Ambient believe that everyone is unique, and they should be able to lead valued lives in their communities, treated with dignity and respect no matter their age, health condition or disability. To find out more visit

www.ambient.org.uk

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**About Ambient Support:** [www.ambient.org.uk](http://www.ambient.org.uk)

* One of the Top 20 generic Not-For-Profit Health & Social Care Providers in the UK Ambient Support (formerly known as Heritage Care and Community Options) is a registered UK charity with over 25 years’ experience
* They deliver services that meet the needs of some of the most vulnerable adults in our society. Operating in over 130 locations, they provide over 30 thousand hours of care to people on a weekly basis to support a range of needs due to the ageing process, learning disability or mental illness
* Their wide range of quality specialist services are delivered by dedicated, professional, and passionate staff and their success is built on supporting people to live a full and meaningful life.
* Ambient currently employs around 1,400 people across the UK in a number of settings
* Ambient can also help young adults who are transitioning from Children’s to Adult Learning Disability Services
* The Charity has an above industry average with 88% Registered Services rated as GOOD by CQC.

1. Source: CQC The state of health care and adult social care in England 2018/19 [↑](#footnote-ref-1)
2. Source: CQC Care Directory with ratings 01 September 2020 [↑](#footnote-ref-2)