**Staff celebrate as Bromley care home receives ‘Good’ CQC rating**

**(21 *June 2023, London*) A Learning Disability service at 118 Widmore Road, Bromley, has achieved an overall ‘Good’ rating after its first Care Quality Commission (CQC) inspection since national charity, Ambient Support, acquired the service in April 2021.**

The CQC inspection of the service, which provides short breaks and respite service for up to 10 people with a learning disability, was undertaken on 10 May 2023. It received an overall ‘Good’ rating and was found to be ‘Good’ in all five areas of the service under question – safe, effective, caring, responsive and well-led.

**Samantha Downer, Regional Manager for London & South-East at Ambient Support, says:**

“Prior to Ambient taking over the service it had been rated inadequate by CQC. With a tremendous amount of hard work and resilience, the Ambient team has transformed Widmore Road working through the challenges and completely turning it around.

“This new CQC report shows that people can send their loved-ones to Widmore Road and feel totally confident that they are being expertly and safely looked after, receiving high-quality person-centred care and being shown the utmost respect.”

**Sara Barton, Scheme Manager at Widmore Road, says:**

“We are absolutely delighted with our Good CQC rating. As a team we have worked hard to achieve a high-quality service by implementing new processes, offering new and different activities, recruiting staff who up-hold the upstanding Ambient values, and who have a passion in supporting people to be as independent as possible to enable them to achieve a good quality of life.

“We will continue to work closely with the local authority, relatives and carers to develop partnerships to enable Widmore Road to continue to flourish.”

CQC follows guidance of, ‘Right support, right care, right culture’ to make assessments and judgements about services supporting people with a learning disability and autistic people.

**Samantha continues:**

“Sara Barton, closely supported by Locality Managers Carolyn Haider and Emma Bugby, has worked tirelessly to improve the support for the people using Widmore Road. Undertaking and fixing many maintenance and compliance issues as well as recruiting through the current staffing crisis, yet always remaining positive and professional.

“The Good rating from CQC is evidence of her commitment and passion and I know that Sara and her team will continue to work hard to enhance the lives of the people staying at Widmore Road.”

Widmore Road provides a range of services for people with a learning disability, including complex needs and are aged 18 plus living in the Bromley area.

For more details on Ambient services at Widmore Road click [HERE](https://www.ambient.org.uk/services/bromley-short-breaks-respite/) and see the virtual tour of the service [HERE](https://youtu.be/P5K4BmGWybo).

**~~ENDS~~**

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**Notes to Editors:**

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

* Ambient Support is one of the Top 20 generic Not-For-Profit Health & Social Care Providers in the UK
* They deliver services that meet the needs of some of the most vulnerable adults in society
* Operating in 110+ 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
* **Ambient is certified as a Great Place to Work** following an in-depth survey of staff in October 2022. Survey findings showed that**84%** said they felt they made a difference and were proud of what they accomplished. Whilst almost **90%** said they are treated fairly, regardless of age, race, or sexual orientation. Similarly, **83%** of employees said that when they joined Ambient, they were made to feel welcome
* Ambient’s 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
* Latest results from Ambient Support’s 2022- People We Support Satisfaction Survey show:  
  **82% believe that Ambient supports them to live their life in the way they want to and 85% say we have helped make their lives better since support them.**​ **A total of 82% of people would tell others that they like Ambient**
* Ambient currently supports around 950+ people across the UK in a number of care settings
* Ambient can also help young adults who are transitioning from Children’s to Adult Learning Disability Services
* **89% of CQC registered locations rated Good or Outstanding**
* Ambient Support partners with EasyFundraising which allows people to turn their everyday online shopping purchases into donation funds for the charity, without costing extra money. Find out more [HERE](https://www.ambient.org.uk/ambient-on-easyfundraising/) and visit Ambient’s EasyFundraising link [HERE](https://www.easyfundraising.org.uk/causes/ambient-support/?utm_campaign=raise-more&utm_medium=clipboard&utm_content=rm-cpl)