**PRESS STATEMENT – 24 August 2024**

**Statement from Mark Milton, CEO, Ambient Support**

*“We reported ourselves to the CQC and Norfolk County Council safeguarding team concerning issues we identified at several of our learning disability supported living services in Norfolk in January 2024. CQC inspectors subsequently visited these local services and confirmed serious failings in the care and support provided.*

*Immediately following our self-reporting, Ambient’s quality team began work with our operational services to restructure local management and to implement an urgent action plan that addresses all the issues raised. This is being done in close partnership with the local authority, the CQC and other stakeholders to keep them fully appraised of the actions being taken.*

*We are very sorry and fully acknowledge that, in this instance, Ambient has not lived up to our charities values and our commitment to provide a high-quality service. The safety and wellbeing of the people we support continue to be our number one priority and we are doing all that is needed, and more, to rectify the issues highlighted in the CQC’s report.”*

This statement is issued by **Ambient Support**

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