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Ambea's Quality Report for first quarter 2017

Since 2013, Ambea presents quarterly Quality Reports. The purpose is to continuously present relevant quality parameters, handling of deviations and external scrutiny. In the Quality Report for the first quarter 2017, among other things, the question is raised about the value of customer and user surveys in the social care sector.

"Customer and user surveys are crucial for developing health and social care. Not only the survey and the questions asked, but also that the results can be compared to other similar operations all over Sweden. Then we learn from and get inspired by each other, regardless of if we are private or public providers. Therefore we hope that The National Board of Health and Welfare (Socialstyrelsen), in cooperation with The Swedish Association of Local Authorities and Regions (SKL) and The Association of Private Care Providers (Vårdföretagarna) continue to develop Open comparison in elderly care, the LSS-legislation (the Swedish Act Concerning Support and Service for Persons with Certain Functional Impairments) as well as for the Individual and Family care area", says Lena Freiholtz, Ambea's Quality and Sustainability Director.

Highlights in the Quality Report for the first quarter:

- » Vardaga's elderly care services and Nytida's LSS operations have been quality declared according to the Association of Private Care Providers' concept.
- » The projects concerning language and work training, education and employment of newly arrived people continue, now in cooperation with the employment service.
- » Nytida presents a new educational framework, which was rolled out during the spring.
- » Vardaga introduces MedView to improve the structure for medication of the elderly and increased quality of life for the residents.
- » The number of reported deviations increased from 8,027 to 10,122, a clear indication of satisfactory implementation of new operations in the use of the management system.
- » Of a total of 10,122 deviations, a degree of seriousness of 3 accounted for 0.88 per cent and a degree of seriousness of 4 accounted for 0.12 per cent.
- » Three reports according to Lex Sarah, of which, two in Nytida and one in Vardaga.
- » One Lex Maria report, in Vardaga.

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Ambea is present within care services and has around 14,000 employees. Ambea offers services within disabled care, individual and family care and elderly care, with a focus on residential care and own management. We strive to be the quality leaders in all we do – and our vision is to make the world better, one person at a time. As of December 31, 2016, Ambea had approximately 6,200 beds and 1,300 school-/daily activity-placements in around 460 units across Sweden and Norway. Total sales and adjusted EBITA for the 2016 financial year amounted to SEK 5,409 million and SEK 456 million. The company was founded in 1996 and its head office is located in Solna, Sweden. Ambea is listed on Nasdaq Stockholm. www.ambea.com