



consensus...

PROVIDING TAILORED SUPPORT AND SETTINGS

For people with learning disabilities, autism,
complex needs and Prader-Willi Syndrome



**LEARN ABOUT OUR
SUPPORT OPTIONS**

consensus...

Supporting opportunity, choice and success

“At Consensus we have an outstanding track record in working together with individuals, families and commissioners to deliver support services that are appropriate, cost effective and enable the people we support to do amazing things.”

Eddie Morgan, Managing Director

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Supporting opportunity, choice and success

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Welcome



Who we are

We are an accredited, nationally recognised learning disability service provider with over 90 services across England, Scotland and Wales. We support over 650 adults and young people.

What we do

We provide tailored support in residential and supported living services, as well as through community support and our two centre-based opportunities.

Our commitment to delivering the highest standards of support is nationally recognised and validated by the many awards we receive. Our colleagues are among the most dedicated in the sector, trusted to deliver the best in personalised, tailored support in bespoke settings.

How to make a referral

Our experienced and friendly referrals team can recommend the most appropriate service to commissioners who have a specific local need and family members enquiring on behalf of a loved one.

T: 0808 223 5320 E: enquiries@consensusupport.com

Who we support

The people we support have learning disabilities, autism and complex needs, including Prader-Willi Syndrome. They may also have other physical and cognitive needs, including dual diagnosis, sensory-perceptual issues, behaviours which others might find challenging, early on-set dementia and visual and hearing impairment.

The support and the settings we offer go hand in hand in our approach. Whatever challenges the people we support are faced with, we help them to live a meaningful, fulfilling life, using person centred planning to ensure they play a key part in decisions about how they want to live their life.

PROVIDING PERSON CENTRED SUPPORT IN THE RIGHT SETTING



We take the time to understand the needs of every individual we support. We learn about what's important to them, the goals they want to achieve and how they want to live their life.

We work closely with the individuals we support and their family members, as well as other care professionals to ensure we meet the individual's specific and long term needs with commitment and dedication.

So whether a person's needs require support in a residential service or supported living accommodation or extra support within the local community, we provide the support they need in the setting that's right for them.

While we always aim to offer the service closest to the individual's family and friends, we will recommend the service that's best able to support them and where they'll fit in well with the people already living there. We then create a person centred plan which sets out the support they need, the goals that are important to them and how we will work together to achieve them.



"My support worker helps me to get out and about to visit the places I want to go."

Individual we support

Residential services with and without nursing



Each of our residential services is unique and accommodates people in smaller settings designed to feel like their home. Our services are all carefully adapted and have access to local shops, services and community resources so that individuals can make the most of the opportunities on their doorstep. Often they are modified to meet individuals' specific needs.

Supported living services



Our supported living services support people to develop more independent living skills and this may include people who are ready to move on from a residential service. We offer single and shared self-contained accommodation enabling individuals to experience more control over their lives. However everyone we support receives a tailored support package to meet their needs which could include help with daily living skills or participating fully in their local community.

Community Support



Our community support is all about helping maintain a good quality of life. Individuals may be living with their parents, in their own home or in a supported living setting and need help with different aspects of their life. We also have two centre-based opportunities supporting people to develop skills and build new friendships in a safe, supportive setting.



Dedicated support for diverse needs



We support people with wide-ranging and complex needs.

We support people with learning disabilities, autism and complex needs who may also have a range of additional needs. These can include dual diagnosis, sensory-perceptual issues, visual and hearing impairment, early on-set dementia and epilepsy. Some people may also express behaviours with others might find challenging and others may have mobility issues or physical disabilities and use a wheelchair.

We also support people with complex needs whose behaviours require specialist risk management approaches. We provide fully-tailored, community-based accommodation, helping them to develop their independence and self-esteem and address their specific behaviours in a setting where the risks are comprehensively understood, shared and managed.

Service for children and young adults (12-25)

Our homely service in Suffolk supports children and young adults with learning disabilities, autism and complex needs. Here they receive the stability and security they need to develop their skills as they move towards adulthood.



Prader-Willi Syndrome (PWS) services

Consensus Gretton support people with the rare genetic condition PWS. Our specialist support helps the cognitive, behavioural and emotional challenges, insatiable appetite and obesity issues associated with PWS.

WORKING TOGETHER TO STRIVE FOR EXCELLENCE



Everyone at Consensus, from our leadership team through to the managers of our services and their support teams put the individuals we support at the heart of what we do.

All our colleagues work closely with the people we support, their families and care professionals to ensure we're offering the right services in the right way and to the highest standards.

Committed to quality and improvement

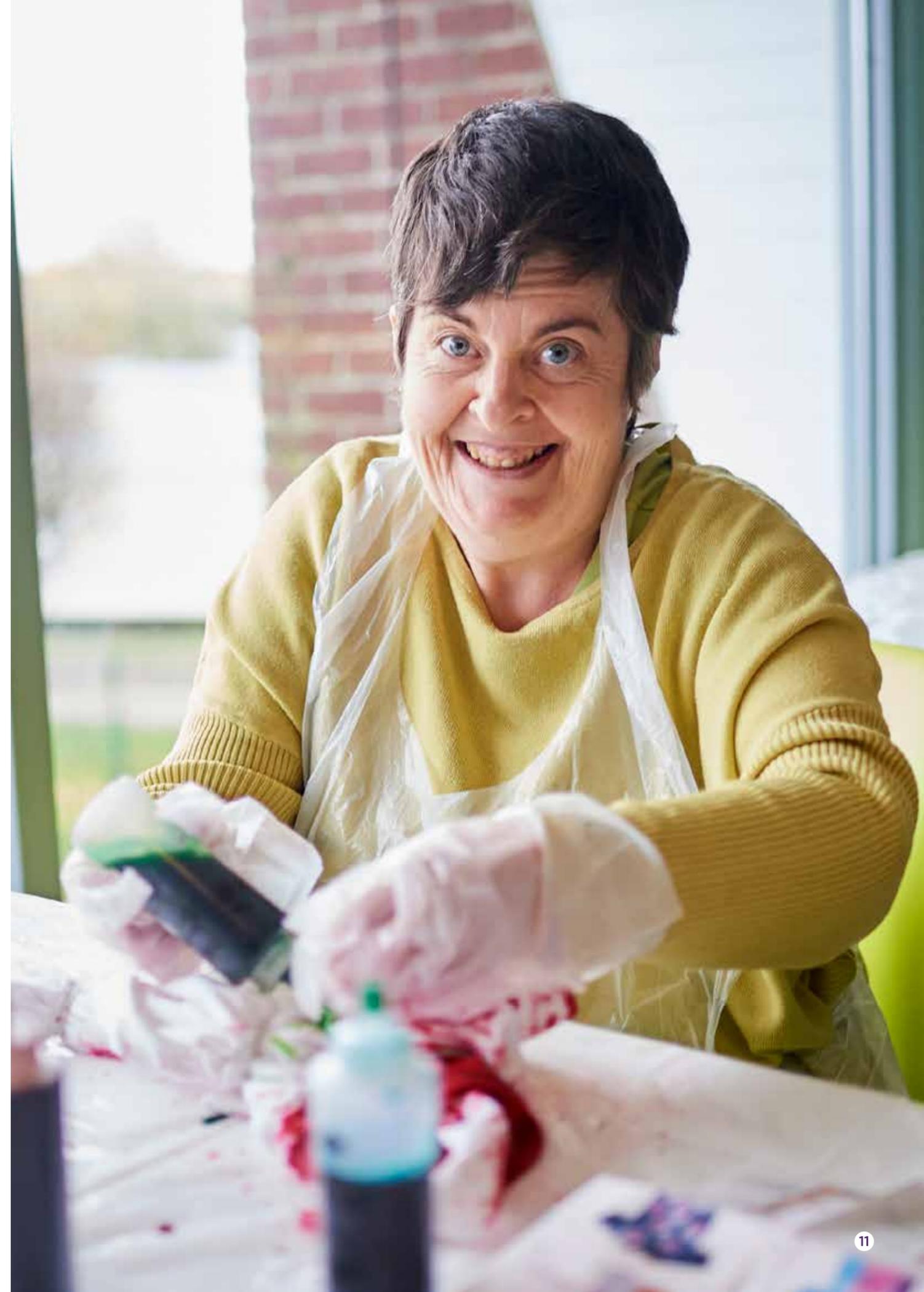
Each of us at Consensus is absolutely committed to protecting the individuals we support as well as delivering the very best services. Robust monitoring, quality and governance procedures underpin everything we do.

Every new colleague undergoes a thorough background check, while existing team members receive ongoing training to keep their skills current. Our services are regularly inspected by internal teams and external regulators, and we're proud that all three national regulators rate our services consistently highly. Gaining regular feedback from the people we support and their families is a must too. This gives us a vital 'reality check' and we work quickly to make necessary changes.



"I really love coming to work. It is making a difference to people's lives that matters most."

Support Worker



Expert support and guidance



We provide specialist intervention wherever and whenever it is needed.

Our experts in autism, positive behaviour intervention and Prader-Willi Syndrome work with individuals in any of our services who require complex and specialist interventions. They are involved in initial assessments at the start of the person's journey with us, recommending strategies to manage behaviour that may be considered challenging. They also support teams within the services with specialist training to enhance their skills and knowledge and how best to implement support strategies on a practical level.

Dr Margaret Wilson
Autism Specialist



Myles Kelly
Prader-Willi Syndrome
Liaison Officer



Supporting our colleagues and the people we support

Our dynamic team build up strong, supportive relationships with the managers of our services and their support teams, as well as the individuals they work with.



We believe that complex behaviour does not need to limit people's lives.

Thanks to the skills and interventions of the positive behaviour intervention team we have been able to reduce the number of placement breakdowns while enabling some people with very complex challenges to move from residential support to a more independent supported living setting.

The team brings together social care and healthcare professionals with decades of experience in supporting people whose anxieties are sometimes expressed through behaviours that other people find challenging. They always see the person first, the behaviour second and focus on the individual's needs and challenges. Their qualifications and experience enable them to foster positive outcomes for everyone involved – from the individuals themselves, to their key workers and the service they're supported by.

How the team can help

The team work closely with service managers, key workers and the individuals we support. They will recommend strategies to reduce unwanted behaviour and develop plans to support a person to improve their quality of life and achieve the goals that are important to them.

The team provides advice, mentoring, training and practical support across a range of areas, including:

- positive behaviour intervention support
- autistic spectrum conditions
- self-injurious behaviours
- communication strategies
- intensive interaction
- person-centred active support



SUPPORTING OPPORTUNITY CHOICE AND SUCCESS



We are proud to offer opportunities that support people to live a life of their choosing and to achieve success. Every individual we support will have their own view of what success means for them.

We help individuals to explore ideas of what they want to achieve now and in the future and how they want to live their life. We involve them fully in building their person centred plan which sets out their goals and how we can provide opportunities to help them achieve their goals.

These will be different for everyone. For some people learning how to manage their money might be really important. For others it may be using public transport more confidently, learning to cook meals, finding work, attending college or learning how to sustain a healthy lifestyle. We encourage the people we support to fulfil their potential at their own pace and in their own time. In our homely and supportive residential and supported living services they can safely learn how to gain confidence in their daily living skills and to start to take control of as many aspects of their life that they feel comfortable with.

Our services are situated in or close to towns, enabling the people we support to take advantage of social and community activities nearby which match their interests. Here they can meet new people and extend their social networks and this can help build confidence and self-esteem.



“We believe that with the right support individuals can live an active, engaged, meaningful life within their local community.”

**Bernie Middlehurst
Head of Referrals**



HELPING FAMILIES FIND POSITIVE WAYS FORWARD



We understand the vital part families and carers play in planning support for someone close to them and wanting what's best for them.

We pride ourselves on delivering a trusted, safe and caring approach where families are fully involved in decision-making and in helping their loved one to live a fulfilling life.

We appreciate that no two families' experiences and needs are quite the same and the many emotions they can feel when faced with needing to find the right support - particularly if it's a new experience. At Consensus we've worked with many families facing similar challenges over the years, and we've helped them and their loved ones to find successful, positive and fulfilling ways forward.

Each of our services are unique and accommodate people in smaller settings designed to feel like their home. Our services are almost all in carefully adapted houses in residential areas close to shops, services and community resources so that individuals can make the most of the opportunities on their doorstep.



"They always make me feel welcome and I always find my daughter happy and well cared for."

Relative

Building relationships and good communication



Our referrals team work closely with the individual and their family members and carers to understand the person's challenges and needs from the people who know them best. When we've decided together which service will best meet their needs, we'll make any changes necessary from installing hoists to reworking the layout of the accommodation. In short, we do whatever it takes to help the person to feel safe, settled and happy.

Managers of our services have an open and honest approach and take time to get to know family members and carers. They are always welcome to visit the service, enjoy social occasions and join meetings about their loved one's care and support.



Helping a smooth transition



We appreciate that change can be exciting, but also daunting. Before an individual joins us, we will carefully manage their transition with care and empathy, to ensure that everyone involved feels reassured and safe every step of the way. Whether we're working with a young person who is ready to move to adult services from home or a specialist educational setting, or we're supporting an adult who is moving from elsewhere, our team ensures that the transition is a happy and successful one.

One of the first things we do is to assign the person who is making the transition with a key worker. They will coordinate the transition and, in the longer term, provide support to the individual and their family throughout their time with Consensus.

Our referrals team is here to help

Please contact us to talk through our support options and the assessment process or to obtain advice on how to secure funding.

T: **0808 223 5320**

E: **enquiries@consensusupport.com**

ENSURING WE MEET LOCAL COMMISSIONING NEEDS



We partner with commissioners in the long term to support their strategic and local needs.

We pride ourselves on developing long-term relationships with Local Authorities, Clinical Commissioning Groups and Continuing Healthcare teams so we can fully understand how our partners work and what they need. This approach enables them to become familiar with our capability, our services and our local referrals and operational teams.

We understand the local pressures our partners face to find quality, cost effective services which meet individuals' complex needs. Our services are innovative in design and many offer the opportunity for individual accommodation avoiding the larger shared settings that may have been experienced in the past. In this way we offer the flexible and bespoke approach that commissioners, and the individuals we support, now demand. We work collaboratively with stakeholders on each and every referral we receive so we can truly recommend the right service in the right setting.



“The wealth of experience we gain from every person we support and service we develop motivates us to offer creative solutions for complex commissioning needs.”

**Belinda Robinson
Head of Development & Partnerships (East Anglia, London & Surrey)**

Supporting positive change



Historically, we have strived to offer the right models of support in the community for people with complex needs. Even before the Transforming Care Agenda began to be rolled out, we were shaping the accommodation and skills of our teams to suit the precise needs of the individuals we support. Today we're still as committed to enabling individuals to explore their life goals and achieve positive change. That might mean supporting someone who has spent a long time in a hospital setting to move to a residential service, or helping a person to move into a supported living environment.



Supporting new models of care



Our development and partnerships team work at a strategic level with commissioners to identify local needs and answer them with quality, tailored and timely solutions. We review and re-invest in services that no longer meet today's expectations, and continually develop brand new services to meet local demand and specific commissioning needs.

This can mean adapting an existing building to create a bespoke setting – particularly if the Local Authority or Clinical Commissioning Group have identified individuals who fall under the Transforming Care Agenda. We also plan and create new models of care, which has led to us closing an existing service and entirely re-modelling it to create smaller settings offering supported living style options with bespoke support.

Our teams are here to help

Contact our referrals team to discuss a referral.
Contact our development team to talk through bespoke local needs.

T: **0808 223 5320**

E: enquiries@consensusupport.com



How to make a referral

Our experienced and friendly team, headed up by Bernie Middlehurst includes a Referrals & Partnerships Manager for specific geographical regions who can talk through the many support options that Consensus offer.



Bernie Middlehurst
Head of Referrals



Susan Ferrie
Referrals & Partnerships
Manager, East of England
& London



Marta Yohannes
Referrals & Partnerships
Manager, Midlands & North



Corina Tsikina
Referrals & Partnerships
Manager, Wales & South



Katie Beverley
Referrals & Partnerships
Administrator

They will recommend the most appropriate service to commissioners who have a specific local need and family members enquiring on behalf of a loved one.

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W: **www.consensusupport.com**

Easy read brochure

We have an easy read brochure for individuals with a learning disability which explains the support we offer. This can be downloaded from the Contact page on our website or a printed copy can be requested from our head office detailed on the back cover of this brochure.



A GUIDE TO OUR SERVICES ACROSS THE UK

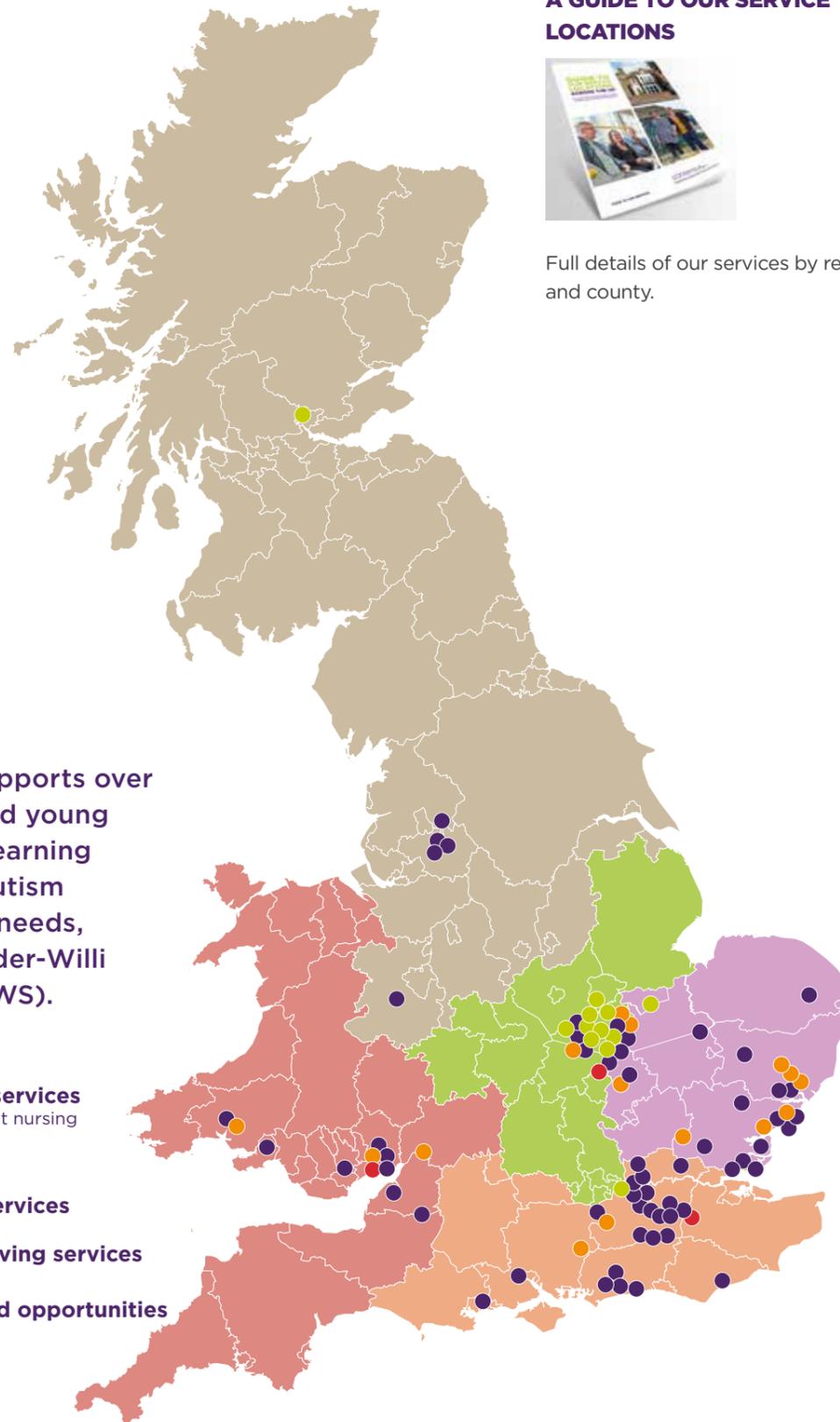
ADDITIONAL MATERIALS

Available to download at www.consensusupport.com/downloadbrochures or to receive printed copies, contact us via the details on the back cover.

A GUIDE TO OUR SERVICE LOCATIONS



Full details of our services by region and county.



Consensus supports over 650 adults and young people with learning disabilities, autism and complex needs, including Prader-Willi Syndrome (PWS).

- Residential services with and without nursing
- Prader-Willi Syndrome services
- Supported living services
- Centre-based opportunities

“We’re delighted that all three national regulators rate our services highly on a consistent basis.”

Peter Snelling, Operations Director

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