

# CONSENSUS IS HERE TO SUPPORT YOU

If you have a learning disability,  
autism and complex needs

EASY READ VERSION



**FIND OUT MORE ABOUT  
OUR HOMES AND SERVICES**

consensus ●●●

Supporting opportunity, choice and success

# About Consensus

consensus●●●

Consensus is a company. We support adults who have learning disabilities, autism and complex needs.



They are not able to live on their own without help and support.



We have over 90 homes that are in England, Scotland and Wales.



Some people may also have physical disabilities and they may use a wheelchair.



Some people may get anxious and behave in a challenging way.



Everyone has different needs. We will give you the support that is right for you.



We ensure that you feel safe and protected.

# What our homes are like



You may live in a home with other people with similar needs.



Or you may share a flat or live in a flat on your own.



A team of people will support you in the way you want them to.



You will have your own bedroom. You can decorate your room how you want it.



Pictures of our homes are on our website. Type in **www.consensusupport.com** in the search bar.



Find a home or service

Click on this symbol on our site. You can then see photos of our homes and find out more about them.

# Finding a home that is right for you



Professional people will agree the best place for you to live and the support you need.



Before you move into one of our homes, you will be able to visit it first.



You can meet the people that work there and the other people who live there.



We want to make sure that you will get on with the people who live there.



We will help you find a home that is close to your friends and family.

# How we can support you



We will help you settle in to the home. You can tell us any worries or questions you have.



We can support you to do everyday tasks like cleaning, washing and going shopping.



You can tell us what hobbies and interests you would like to do.



We can help you become more independent and confident.



We will help you to make new friends and enjoy social activities.



We can help you to plan and cook your meals.



We can help you to manage your money.

# How we can support you



We can support you to go to college and learn new skills.



We can help you to go on holiday.



We can support you to get a job.



We can help you use public transport.



You can tell us if you want to stop doing an activity.



Your friends and family can visit you at any time.



We can provide extra equipment you might need. This could be a wheelchair ramp or hoist.

# Your support plan



Your support plan is a written document that is all about you.



The team who support you will talk to you about your plan.



It will list what is important to you and the things you want to achieve.



We will make sure it does not include things you don't like.



Your family can help us put your plan together if you want them to.



We will meet with you often to see if you are still happy with your plan.



We can change your plan at any time.

# How we communicate with you



We will find out the best way to communicate with you.



We will make sure that any information we give you is in a way you can understand.



You may prefer us to use pictures, easy words or signing.



Or we may use technology to communicate with you.



We use Makaton.



# About the people who will support you



The people who work for us are well trained and experienced.



They have to pass a special check called a DBS. This tells us they are OK to work for us.



You will have a key worker who supports you. You can help decide who you want this to be.



Each home has a Manager who is in charge of the home.



The Manager and your key worker will help you make choices and decisions.



They will treat you with respect and dignity.

# Making a complaint



There are a team of people who visit our homes. They make sure people living there are safe and happy.



If you are not happy about something you need to tell your key worker or the Manager.



You can ask for information on how to make a complaint in an easy read format.



We will always make sure that we listen to what you have to say.

# Keeping healthy and well



We will help you take any medication you need to.



We can help you to keep fit and active.



We can help you to eat healthy foods.



We will go to Doctors appointments with you and the Dentist. We will help you understand what they tell you.

# If you would like to speak to someone about our homes and how we can support you please call 0808 223 5320

Our Team may ask you a few questions about yourself and your needs. They may also ask you what town you currently live in.

This will help them to talk to you about the home which may be best for you.

They can also help you to understand the next steps.



## consensus ●●●

Supporting opportunity, choice and success

Bradbury House, 830 The Crescent  
Colchester Business Park  
Colchester, Essex CO4 9YQ

T: **0808 223 5320**  
E: **enquiries@consensusupport.com**  
W: **www.consensusupport.com**

 @ConsensusLD  [www.facebook.com/ConsensusLD](https://www.facebook.com/ConsensusLD) (search for Consensus Support Services)

Consensus Support Services Ltd. Registered in England No 04081379  
Registered Office Bradbury House 830 The Crescent Colchester Business Park Colchester Essex CO4 9YQ  
Trading as Consensus - part of Myriad Healthcare Holdings Limited. Registered in England No 09892549

September 2020

MKT038