

**Easy Read Version**



**Supporting Choice, Equality and Independence**

# How We Support You

If you have

learning disability or autism needs



# About Us:



We are a company in Medway– Bringing sunlight – We are here to make you happy.



We support you if you have learning disabilities or autism.



Some people may have challenging behavior due to anxiety.



Some people may have mobility issues and use a wheelchair.



We support you to live in your own home so you don't need to live in the hospital.



We make sure your home feels safe.



You have your own tenancy agreement and you can choose to live where you like.



We help you to live an independent life.



We support you so that you do not develop crisis. That means no admission to hospital.



We support you with your needs which are unique to you.



We ensure you feel safe and protected.



# Living In The Homes:



You have a choice to live where you like.



You will have a tenancy agreement that allows you to make a choice anytime.



You may choose to live on your own in a flat.



Or you may share a flat or house with others.



You will have your own bedroom and you can decorate as you like.



We provide adaptations and equipments like wheelchair ramp or hoist.

# Helping You To Find A Home:



Your health and social care team and you will agree the best place for you to live and the type of support you need.



The home is close to your family and friends or as you wish



You will be able to visit the home before you choose.



You will meet other people who live there and people that work there.



We want to make sure you get along with them.

# Your Support Plan:



We will help you to settle in the home and answer all your questions.



You will have a key worker who supports you. You can choose your key worker.



We will write down everything you need and how to achieve them.



The support plan is all about you.



It will list everything important to you and what you want to achieve.



It will not make you do things you don't like to do.



put the plan together if



You can tell us anytime if you want to stop any activity.



We will meet you often to see if you want to change any part of the plan.

# How We Support You At The Home:



to become more  
ndent.



We can support you to do your daily tasks  
like washing and dressing.



to plan and cook your



to manage your



with your hobbies,





meet up with family and  
our family can visit you.



to do your shopping.



to go outdoors for fresh



We can support you to use public transport.



We can support you to go to college.



to learn a new skill.



We can support you to get a job.



We can support you to go on holiday.



We can support you to visit the hospital or your GP.



We can support you when professionals visit you at the home.

# How We Communicate With You:



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



We will not use jargons.



We will make sure you are able to understand any information we give you.



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



We use signs or Makaton if you prefer.



We may communicate using technology such as computer.





# Our Team:



Our teams have good training and experience to help support you



They have to pass a DBS- special check to show they are fine to work with you.



You will have a key worker and you can choose who you want.



Your home has a manager who makes sure everything is good in the home.



The manager and key worker will help you choose and make decisions.



They will treat you equal to others, with respect and dignity.

# Your Health:



We will support you whenever you become unwell.



ort you to take your



ort you to visit the doctor. We  
to understand what they say.



you to eat healthy foods.



help you to keep active and fit.

# How To Complain



You can tell your key worker or manager if you are not happy about something.



They will always listen to you and try to solve the problem.



We have a visiting team who ensure you are happy and safe in the home.



We will give you an easy read document of how to complain if you are not happy.

# Contact Us:



If you would like to speak with someone about how we can support you, call us on 07399310472



They will help you to understand the next steps.



You can email us -  
[admin@luminalivingcare.co.uk](mailto:admin@luminalivingcare.co.uk)



You can check our website -  
<https://luminalivingcare.co.uk/>



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LIVING CARE

**Supporting Choice, Equality and Independence**