

# Vision Day Support Service User Guide Easy Read

Fun

Friendship

Respect

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**This guide is to tell  
you about**

**Vision Day Support**

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**If you have any  
questions, you can  
talk to:**

- Your support workers
- Danielle or Tracie
- Any of the Vision Day  
Support team

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# About Vision Day Support

- We provide support to people with learning disabilities & autism
- We can help you to live independently in our award winning supported living services
- We will support you to live the life you choose
- It is important to us that you have the best support possible
- We provide a day service based on fun & friendship

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# We can help you with:

Medication



Finances



Hospital & doctors visits



Daily living



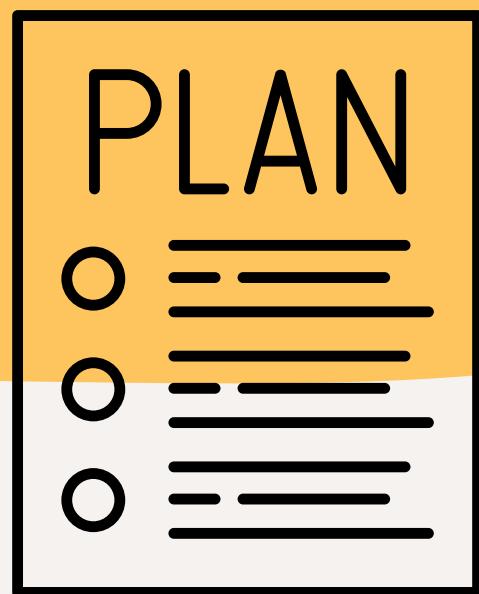
Making friends



Trying new things

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You will have a support plan. We will work with you and your loved ones to put these together



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# Your support plan will show:

- **What you like to do**
- **What goals you have**
- **Your care needs**
- **How to support you if you are upset or overwhelmed**
- **How YOU want to be supported**

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# We promote:

**Independence**

**Inclusion**

**Choice**

**Community**

**Respect**

**Friendship**

**Dignity**

**Fun**

**Empowerment**

**Skill development**

**Diversity**

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# Day Service

**We are open Monday - Friday  
9am-3.15pm**

**We are choice based and do many  
different activities  
each day**

**We encourage friendship and fun!**

**We include activity costs within our  
daily rate**

**We pick you up and take you home!**

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# Supported living

- **YOU choose who you live with**
- **YOU choose where you live**
- **YOU choose how you are supported**
- **YOU choose who supports you**
- **YOU are in control of your support**



# Keeping you safe

**We will make sure you know what to do if you are unhappy with something**

**You will have risk assessments to ensure you can take part in any activity you choose, in a safe way**



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# Your privacy

**The information we keep about you will be private**

**We will only share things with other people when they need to know. This may be to keep you safe or get you the help you need**



# Complaints

**If you wish to make a complaint, there are easy read versions of our policies in all of our services.**

**Or you can speak to Danielle or Tracie**

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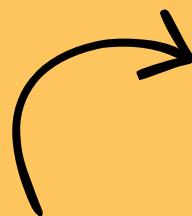
# Our management team



**Danielle Coward**  
**Registered Manager**



**Tracie Barratt**  
**Owner**



# Our staff team

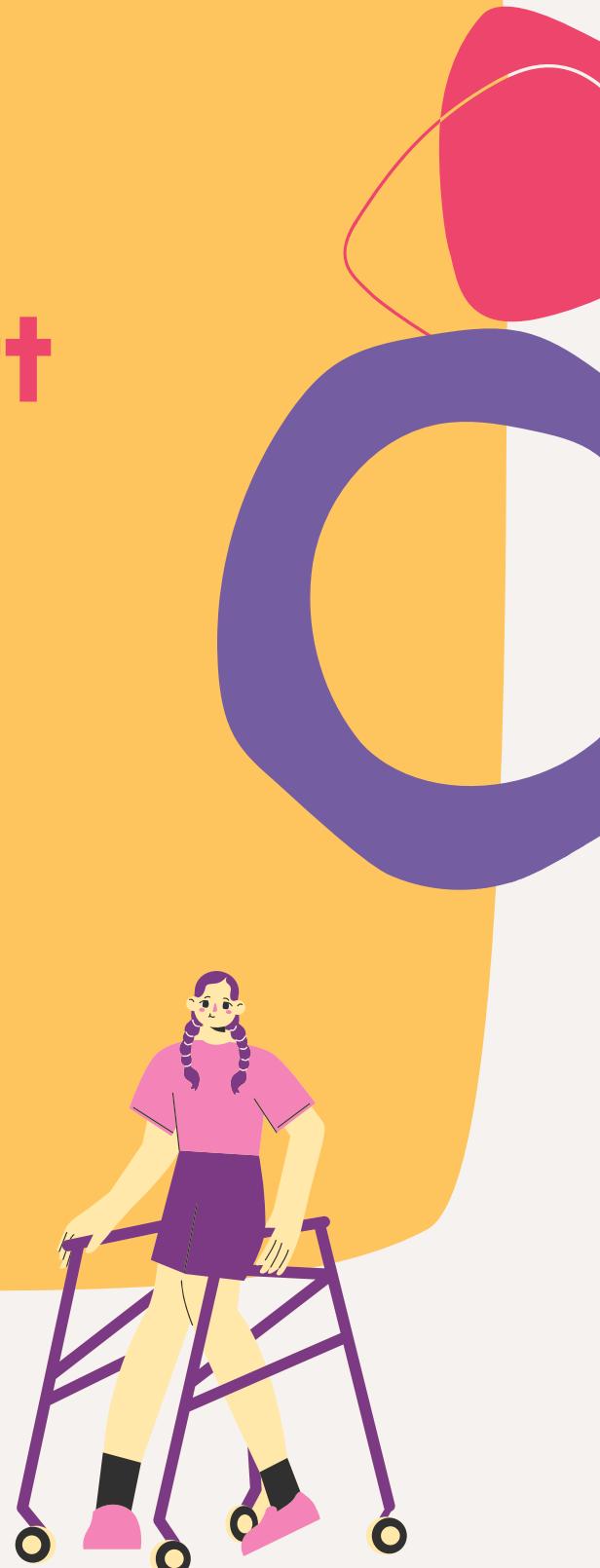
**We have over 20 staff members**

**We have 4 senior support workers**

**We are a disability confident employer**

**All of our staff have training and police checks**

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# Contact us:

## **Head Office**

**Vision Day Support**  
**Carlton House**  
**Gwash Way**  
**Ryhall Road**  
**Stamford**  
**PE9 1XP**

## **Danielle Coward**

**07702292188**  
**[danielle@visiondaysupport.com](mailto:danielle@visiondaysupport.com)**

## **Tracie Barratt**

**07837008720**  
**[tracie@visiondaysupport.com](mailto:tracie@visiondaysupport.com)**

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