



Enhanced and complex care



Our commitment

At Voyage Care, our purpose is to support individuals to live fulfilling lives! Our enhanced and complex care services are specially designed for **individuals with a learning disability** and/or **autistic people who also have additional needs such** as mental health challenges, complex behaviours, or forensic histories.

We align our support with 'Homes Not Hospitals' (Transforming Care) principles, offering **flexible, preventative support** that keeps people safe and well in their communities. Our focus is on preventing unnecessary hospital admissions and supporting smooth transitions from secure or inpatient settings - **helping individuals live as independently as possible** with dignity and purpose.

128+

people supported
to move to a long
term home!



Early intervention & prevention

Early intervention is key to **preventing hospital admissions** and supporting people **before challenges escalate**. We offer proactive support at critical points, whether someone is at risk of admission or transitioning back to community living.

Crisis accommodation:

Intensive support for those at risk of hospital admission, helping to stabilise situations quickly and effectively.

Support in the community:

Focused on individuals preparing to leave hospital or secure settings, offering skill development, community connections, and housing adaptations for a smooth return home.

Preventative approach:

Emphasising flexibility and timely responses to reduce reliance on inpatient care.



62+

people supported
with crisis
accommodation
since 2018!



Person-centred, collaborative care

We believe **the best care is developed collaboratively**. Our person-centred care plans put the **individual's wishes** and needs at the heart of everything, **co-produced with them, their families and professionals** to ensure effectiveness.

Individualised care plans: Created with input from the people we support, their families, and professionals to reflect personal goals and circumstances.



20+

services created for
people leaving long
term hospital stays or
at risk of admission.

Behavioural specialist input: Our Behaviour Support Practitioners design and guide Positive Behaviour Support (PBS) strategies.

Trauma-informed practices: Our teams are trained to understand and support people with a history of trauma, ensuring empathy and safety.

Positive risk management: We take a collaborative approach to risk formulation and agree strategies that promote progression and least restrictive practice.



Specialist forensic support

We understand the complexities faced by people at risk of criminal justice involvement, **combining safety with rehabilitation** to support **positive life changes**.

Dynamic risk management:
Proactive assessments and communication enable informed choices, reducing re-offending and re-admission risks.

Rehabilitation focus:
Vocational training, life skills development, emotional resilience building, and therapeutic interventions.

Multi-agency collaboration:
Partnerships with criminal justice agencies, including MAPPA, ensure coordinated and effective risk management.

Expert teams:
Our teams receive an enhanced learning and development programme, including courses around Positive Behaviour Support, safety intervention, trauma-informed practice and more.



Rebecca discovers her dream home!

Rebecca is autistic, has epilepsy, a learning disability, and diabetes. Since moving into one of our specialist enhanced and complex care supported living homes, Rebecca has **embarked on an incredible journey**.

When we met her, she presented behaviours of distress, struggled with communication and faced barriers expressing herself. Using a **person-centred approach**, our team have supported Rebecca to do the things she loves, such as art, singing, dancing and exercising in the garden.

In just a few short months, Rebecca is **beaming with confidence** and feels at home with us. She's improved her self-awareness and communicates her thoughts and emotions more easily.

We've helped Rebecca **embrace some independent living skills** again, something she stopped doing at her previous placement. Rebecca has also **ventured back out into her local community for the first time in two and a half years!**



Success Stories!



Safe, supportive & homely living environments

Our accommodation solutions are designed with both safety and comfort in mind, using **trauma-informed design principles** and **sensory adaptations** to meet diverse needs.



Sensory adaptations:

Comfortable, calm ambience supporting relaxation, self-soothing, stress management and coping through **lighting, sound mitigation and access to nature**.



Safety features:

Adaptations including anti-ligature fittings, tamper-proof fixtures, and other features where appropriate to **promote wellbeing** without compromising a homely atmosphere.



Partnership approach:

Close collaboration with housing providers and our internal Property Development Team to ensure homes are **safe, adapted, and welcoming**.



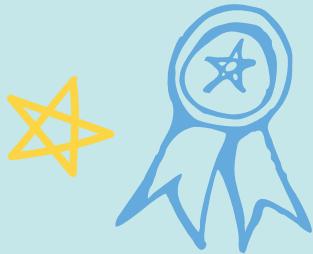
Flexible housing models:

- **Bespoke single-person settings** with one-to-one or two-to-one support.
- **Core and cluster** supported living promoting community inclusion.
- **Crisis accommodation** and transitional residential care.



120+
people
supported!

Our offering at a glance!



1. Inputs

- Trained teams (PBS, trauma-informed)
- Clinical & behavioural expertise
- Partnerships with NHS and housing
- Assistive technology & sensory design

2. Services

- Crisis accommodation
- Transitional residential care
- Supported living
- Bespoke, single person settings

3. Outcomes

- Stabilised crisis situations
- Reduced hospital or inpatient admissions
- Skills development
- Safer homely environments
- Stronger relationships

4. Impact

- Greater independence & dignity
- Least restrictive practice
- Improved wellbeing
- Community inclusion
- Reduced system costs

Nathan grows his confidence!



Nathan has experienced complex mental health difficulties and **needs extra support** following brain surgery, which affected his daily life and management of social situations.

After a history of long-stay hospital admissions, Nathan moved into one of our enhanced and complex care apartments, where he receives **personalised support** to help him manage his emotions, navigate social interactions, and **express his thoughts** and feelings.

Since moving into our supported living home, our team has worked with Nathan to create an **activity planner** focused around his passions and interests. In just a short time, **he's feeling content and comfortable** in his surroundings, developed strong relationships with his support team, and gained greater confidence in expressing his feelings. Looking ahead, Nathan is excited to **become more independent** and take part in additional community activities!



Scan Me!

Want to read more of our amazing success stories?
[Visit our website!](#)



About Voyage Care

Voyage Care is a sector-leading provider of specialist care and support to **3,500+ people** with a learning disability, autism, brain injuries and other complex needs.

We support people to live fulfilling lives through tailored, **person-centred care** in a range of settings. This can be out and about in the community, in your own home or in one of our residential care homes.



Get in touch

Contact our **friendly enquiry team** to discuss how we can support you or a loved one.



Scan Me! 

Want to **learn more** about our enhanced and complex care support? **Visit our website!**



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