



Chingford Heights & Lodge

A supported living home in
Chingford, London

E4 6LE





Experience you can trust, support you can rely on

We support adults with learning disabilities and autistic people, including those with complex needs and challenging behaviour, in residential care and supported living homes across London, the South and East of England

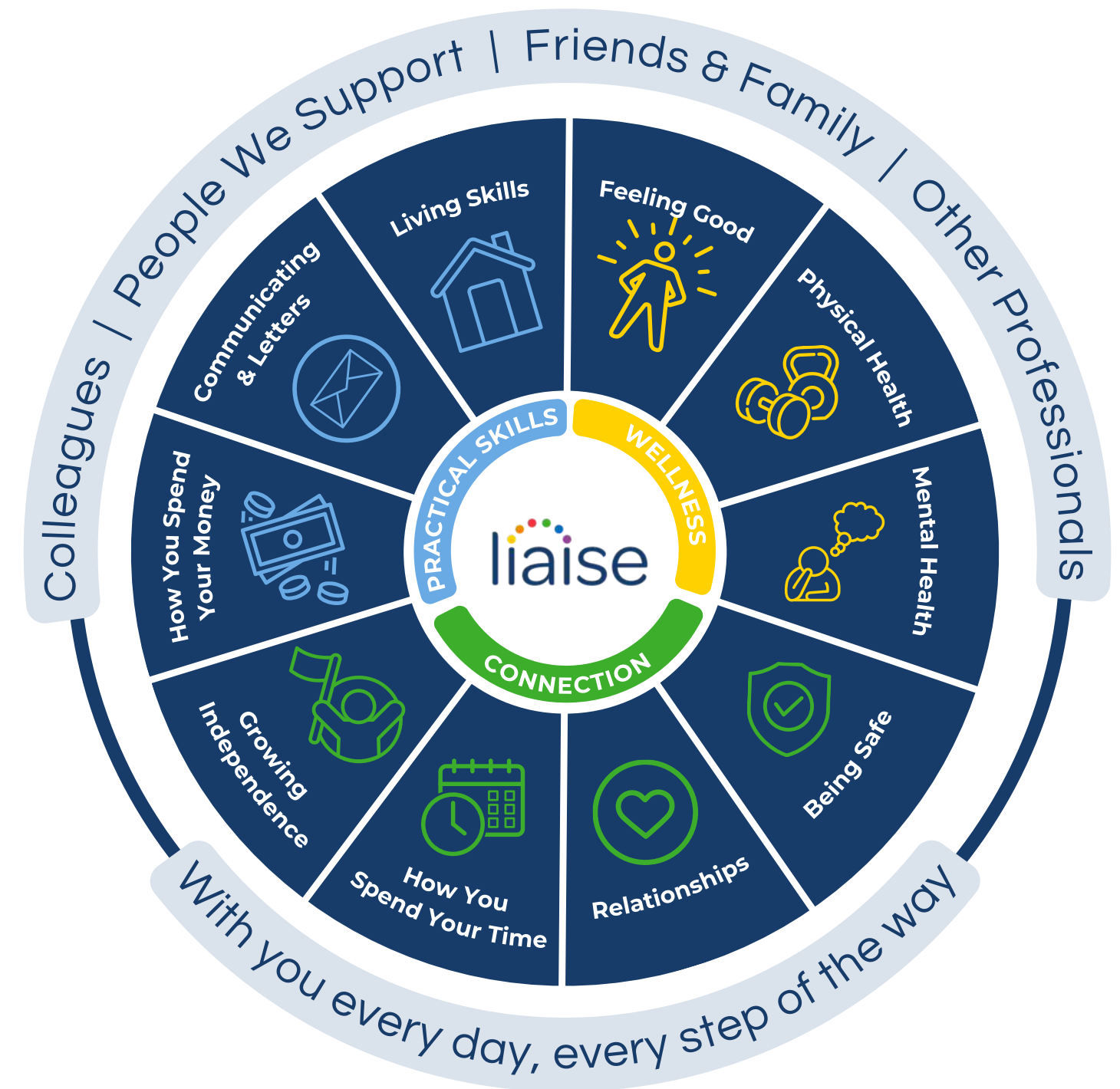


Improving Lives

Built on the principles of Positive Behaviour Support (PBS) and Proact-SCIPr-UK training, our approach prioritises respect for individual needs, promotes independence, and ensures safety and well-being.

We go beyond standard care by equipping all team members with specialist PBS training, guided by the expertise of PBS Practitioners, Speech and Language Therapists, and Occupational Therapists. This collaborative approach enables us to deliver high-quality, tailored support that drives meaningful outcomes for the people we support.

Our innovative Outcomes Pathway Model (right) helps us design bespoke care strategies based on each person's unique hopes, goals, and aspirations.



Co-production

We're proud to have an established Influencers Group, made up of supported individuals from our homes. This group plays a pivotal role in shaping our plans, ensuring they are genuinely aligned with the needs and aspirations of all those living in a Liaise home.

By listening to people with lived experience, we bring an enriched, authentic perspective to everything we do. From policy and practice reviews to designing new homes, their voices directly influence our approach to key working, goal setting, and designing services.

Our commitment to co-production means creating meaningful partnerships that empower individuals, drives inclusion, and deliver homes truly tailored to those we support. Together with our Influencers, we're making Liaise the best possible place to live - a place where everyone's voice shapes the future.



Overview

Chingford is a dual complex with our Chingford Heights and Chingford Lodge home. It offers the perfect balance of independence and community in our supported living apartments. Enjoy the privacy of your own front door alongside welcoming shared spaces that encourage connection.

Located in the heart of Chingford, North East London, our home is nestled in a peaceful residential neighbourhood with local amenities and excellent transport links to central London. Epping Forest and other nature spaces are nearby, providing a beautiful blend of urban convenience and natural beauty.

We can adapt and bespoke the room to fit the specific needs of individuals, such as paint colours or robust furniture, to make it the perfect home.



Chingford Heights, Flat 3, Room 3

The vacant Room 3 of Flat 3 at Chingford Heights is located on the first-floor which can be accessible by stairs or by lift. The large room is semi-furnished with a double-bed, wardrobe and a dresser.

The room is a part of a shared flat with two other rooms, one which is occupied. The shared flats shares all communal areas; kitchen, lounge and a bathroom with shower.



Meet the team



Suzanne, Regional General Manager for London and the South East Region

Suzanne offers 18 years of social care experience, including leadership roles at Active Care Group. Dedicated to achieving exceptional outcomes for individuals, Suzanne leads by example, transforming care and fostering supportive environments for both those we support and her colleagues.



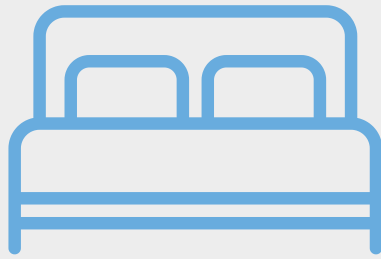
Helen, Operations Manager for the London Region

Since 2007, Helen has been committed to the social care sector, leading services to achieve positive outcomes. She focuses on building high-performing teams with a strong culture, believing these foundations are key to delivering exceptional care for those we support.



Alex, Chingford Lodge and Height's Registered Home Manager

With over 10 years of experience in social care, Alex has supported individuals with a wide range of physical and learning disabilities. Inspired by his brother's journey, he is passionate about promoting independence and enhancing quality of life. With a background in rugby, he values teamwork and empowerment, ensuring his team works together to achieve the best outcomes.



Private bedroom



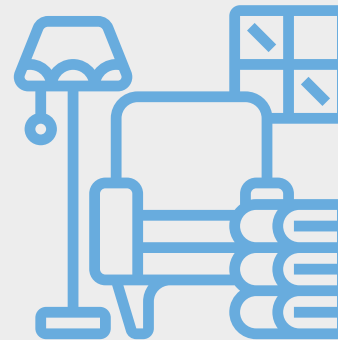
En-suite bathroom



Supported living home



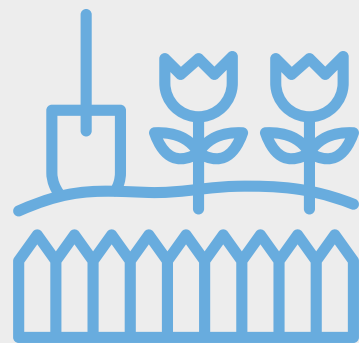
Shared flats



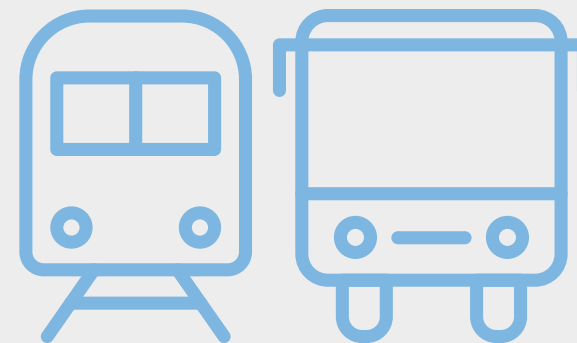
Shared lounge



Shared kitchen



Large garden



Public transport links



Suburban location



Staff on-site 24/7 &
Registered home manager on-site



Positive Behaviour
Support (PBS)



Person-centred care



Proact-SCIPr training



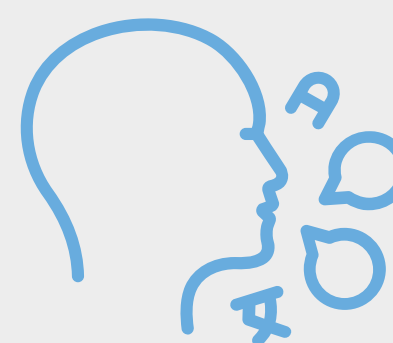
Outcomes-based support &
Personal skill development



Near a SEND College
and Day Centre



Regional support network



Speech and language
therapy



Registered social
landlord

Working Together: Environment, Social and Governance

With Liaise as your partner, you can confidently meet ESG obligations while together we make a tangible difference in the lives of those we support.

- Environmental Responsibility
 - Energy-efficient homes, with heat pump technology and natural light tunnels.
 - Commitment to sustainable procurement and operations.
 - Promoting green practices across our homes and communities.
- Social Impact
 - Measurement of outcomes and goals, to demonstrate impact.
 - Active co-production group to ensure equity and representation.
 - Quality of life improved via high-quality care, skill development, and community engagement.
- Governance Leadership
 - Transparent ESG aligned reporting.
 - Rigorous safeguarding, compliance, and ethical practices.
 - Stakeholder engagement at all levels to ensure accountability and continuous improvement.

Outcomes Based Success



Fred's arrival at Chingford

When Fred moved to Chingford, he faced significant challenges. Coming from a more restrictive hospital setting, he was used to not doing much with his time. With support from the team, he's thriving - attending the gym, swimming regularly, and has started college.

Alex from the home shared, "Everybody is so happy to see where Fred is now. He is calmer and happier since he moved in and is now thriving in the community. We all worked hard and now he has the biggest smile on his face"

Compliments

“ I want to thank the team for how they’ve been supporting an individual and how much they’ve improved since moving in.

Social Care Professional, October 2024

“ Thank you for the catch-up, and it was good to see the supported individual being very happy and exploring his surroundings so freely

Social Care Professional, July 2024

“ I want to pass on my thanks to all the staff for supporting an individual with their birthday and making it a special day. Thank you for all your care and understanding.

Family Member, May 2024

“ Pass on my compliments to a team member. His incident reports are of an exceptionally high quality and standard, and from his reports and observations I have completed, he is extremely good at following PBS strategies put in place for the people he supports.

Social Care Professional, February 2024

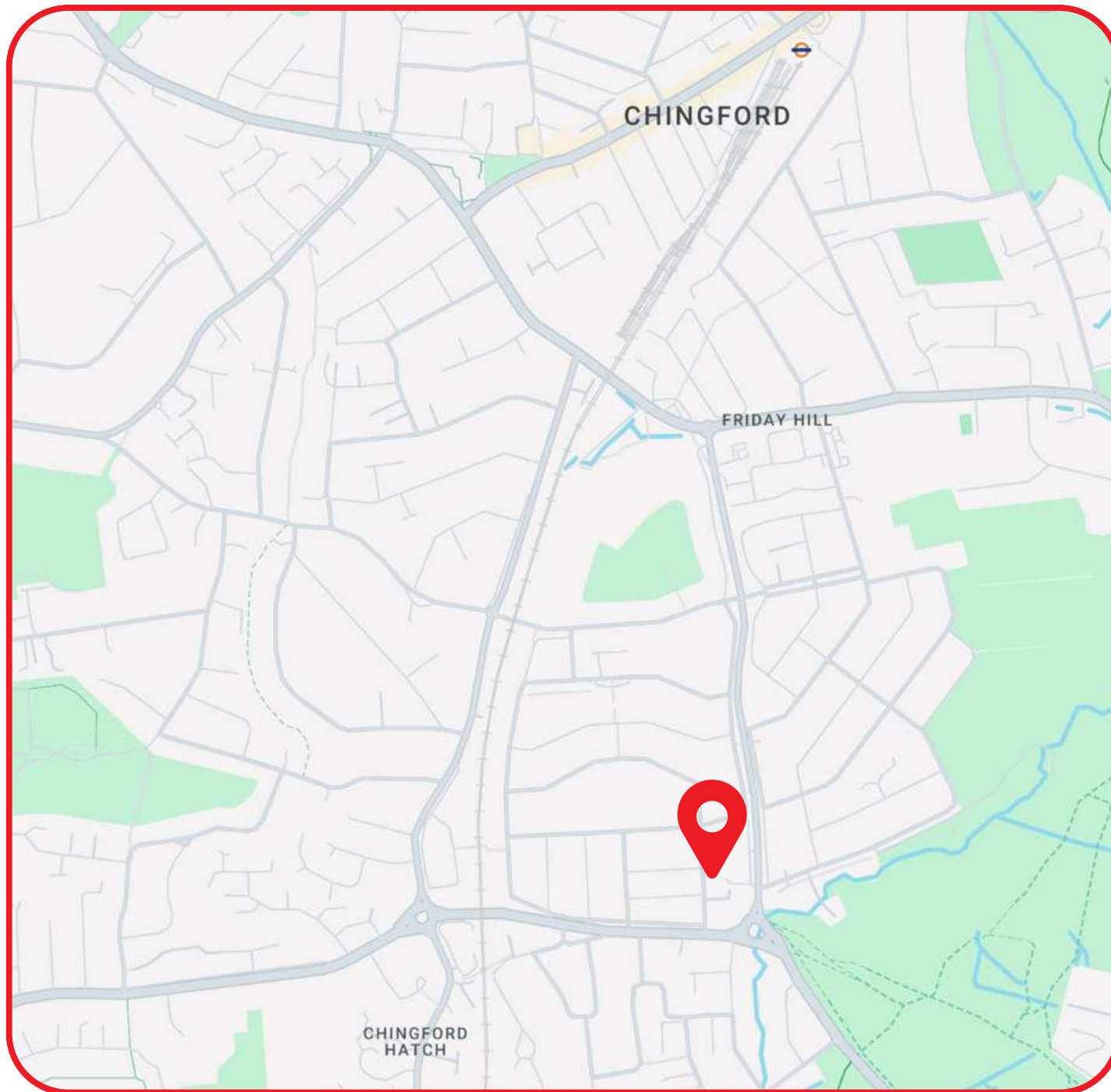
“ Your team are great

Family Member, November 2023

“ I’d like to pass on my compliments to the team for their excellent work during the transition and moving-in process of a supported individual.

Social Care Professional, September 2023

Location



Located in the London suburb of Chingford, Chingford Heights & Lodge is just minutes away from the Epping Forest. Surrounded by ancient woodlands and open green spaces offering peaceful retreat while still being connected to the energy of North London.

Conveniently located with excellent transport links with easy access to the Overground's Weaver line and several bus routes connecting to nearby areas of Enfield, Woodford, and Walthamstow. This connectivity opens up a wide range of leisure and recreational options, shopping and dining to community-led activities.



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