



Crossbrook Court & Cottage

A residential care home in
Cheshunt, Hertfordshire

EN8 8LU



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

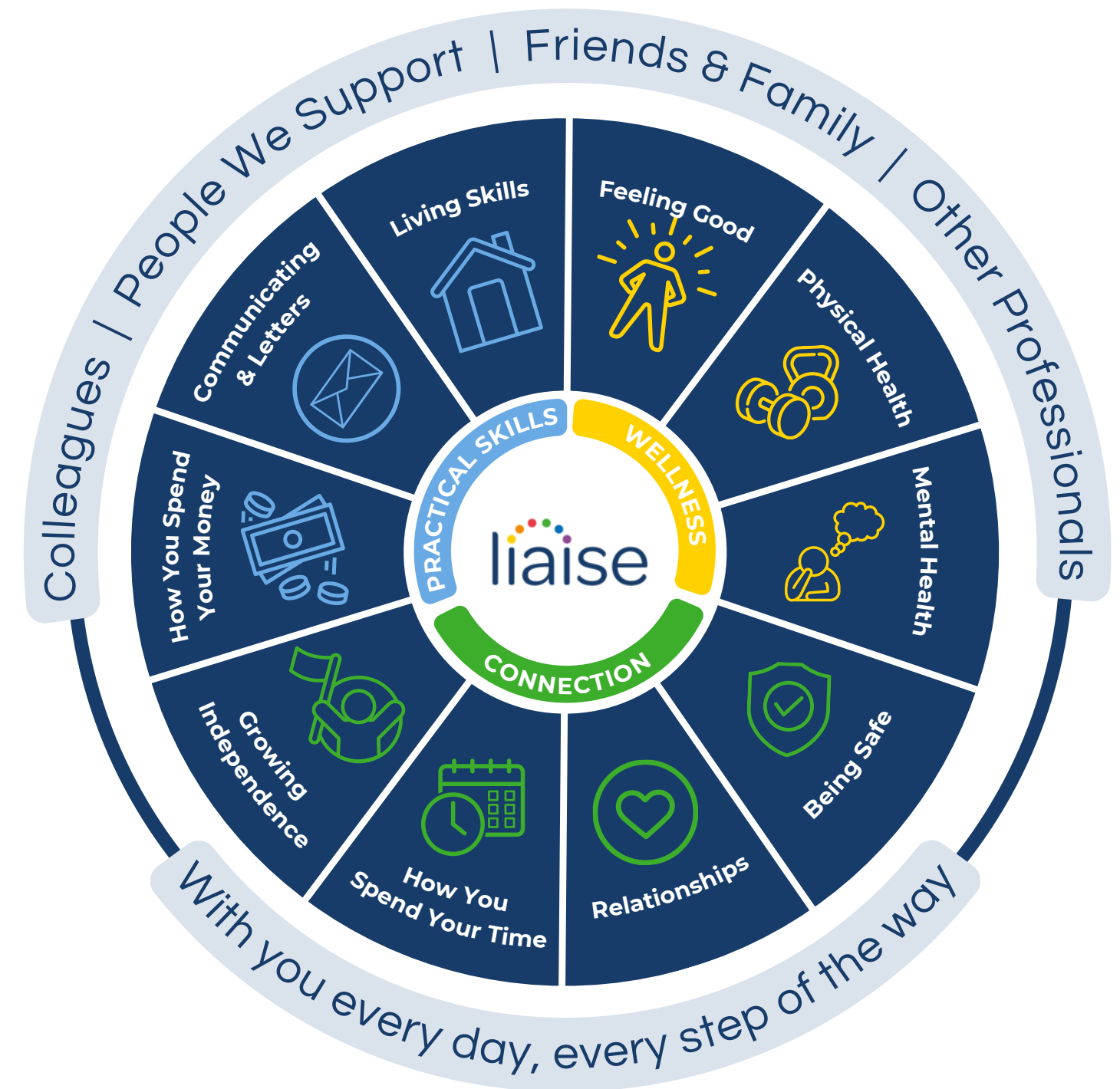


Improving Lives

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

Crossbrook Court and Cottage is an ideal home for supported individuals, offering a peaceful and serene environment with compassionate care and personalised support. Our dedicated team ensures comfort and wellbeing in tranquil suburban surroundings. Located in Cheshunt, a town in Hertfordshire just outside London, Crossbrook provides a quiet atmosphere with easy access to nearby nature spaces, local towns, and Enfield, where shopping and entertainment venues await. Transport links into London are also conveniently available, offering the perfect balance of peace and accessibility.

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.



Crossbrook Court, Flat 5

This vacant room at Crossbrook is located on the first floor and it's a self-contained flat with a lounge and an en-suite bathroom. Flat 5 will share a communal kitchen with flat 6. The bedroom has an overlooking view of the private car park and the garden. The room is fully furnished and has a private bathroom has a bathtub, toilet and a sink.



Crossbrook Cottage, Room 2

This vacant room at Crossbrook is located on the first floor and is part of a larger flat. The fully furnished bedroom overlooks the outside and includes a small lounge area and a private en-suite bathroom with a bathtub, toilet, and sink,



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.



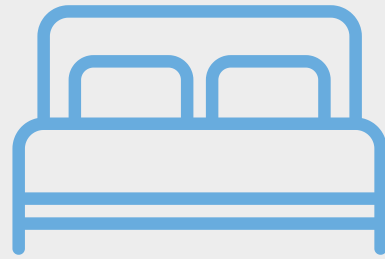
Helen, Operations Manager for the London Region

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.



Renae, Registered Manager at Crossbrook Court and Cottage

Renae joined the company in 2018 as a Support Worker, quickly progressing to Deputy Manager in 2023. A finalist for Frontline Leader at the Great British Care Awards, she is passionate about empowering her team and promoting independence. Committed to delivering high-quality care, Renae strives to enhance the lives of those she supports every day.



Private bedroom



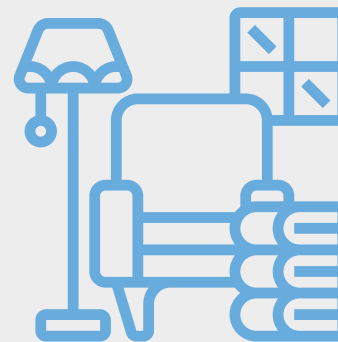
En-suite bathroom



Residential care home



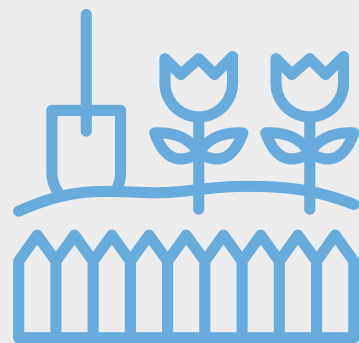
Off-street parking available



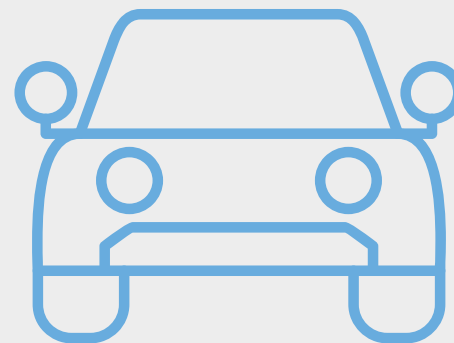
Shared lounge



Shared kitchen



Garden access



Home vehicle access



Suburban location



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



Positive Behaviour
Support (PBS)



Person-centred care



Proact-SCIPr training



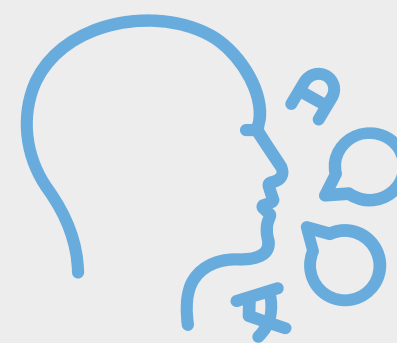
Outcomes-based support &
Personal skill development



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

Autism Awareness Month At Crossbrook

This April, in recognition of Autism Awareness Month, the people we support at Crossbrook Court and Cottage enjoyed a heartwarming Tea and Art Party.

Proudly wearing blue t-shirts in support of autism awareness, the event created a joyful and inclusive space for connection and creative expression.

Events like these underscore our commitment to building supportive environments for the individuals we serve.



Compliments

“ I wanted to take a moment to commend one of your team members for their outstanding participation in the Level 3 First Aid course. It was a pleasure to see their genuine interest and engagement throughout the sessions.

Course Tutor, September 2024

“ Thank you got the update and great work that you are doing
Health Care Professional, September 2023

“ I was truly impressed with the progress shared during the recent review. It's fantastic to see how increased independence, community engagement, and a significant reduction in incidents have been achieved. Hearing positive feedback from family members highlighted the strong and collaborative relationship you've built with them. Please pass on my compliments to your team—their hard work and dedication are evident in the excellent therapeutic relationships they've developed and their clear understanding of individual needs. Keep up the great work, and this feedback will be shared further.

Health Care Professional, May 2021

Location



Located in the quiet town of Cheshunt, Crossbrook Court & Cottage offers excellent transport links to Central London, making it an ideal choice for those who enjoy city outings. The nearby Overground Weaver Line, Greater Anglia, and Stansted Express services provide convenient and reliable access to the heart of London and beyond.

For shopping and entertainment, there are a variety of options just a short drive away in Waltham Cross boasts a selection of shops, cafes, and local amenities, while Enfield offers a broader range of retail outlets, restaurants, and entertainment venues, ensuring there's always something to do or explore.



Theresa Cook

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