

liaise

Crossbrook Court and Cottage

Our residential home in
Cheshunt, Hertfordshire



External Audit Report

Rated Good



External Audit Report

Rated Good



Experience you can trust, support you can rely on

Our London residential and supported living homes provide specialist, bespoke support for adults with learning disabilities and autistic people, including those with complex needs and behaviours of concern. Backed by over 20 years of expertise, we combine Positive Behaviour Support (PBS) and Speech and Language Therapy (SALT) to deliver truly person-led care.



Why choose us?

Tailored Living - Our home offers spacious, calming environments designed around individual needs, including a sensory room and multiple garden spaces. Nearby amenities include a Learning Disability Day Centre and the expansive Lee Valley Regional Park, with over 10,000 acres of open space and waterways - ideal for nature walks and outdoor wellbeing.

Co-Produced, Person-Led Support - Shaped by people with lived experience, our support is built around each person's strengths, passions, and goals. That could mean volunteering in a charity shop, publishing blog posts, or leading art workshops - whatever matters most to them.

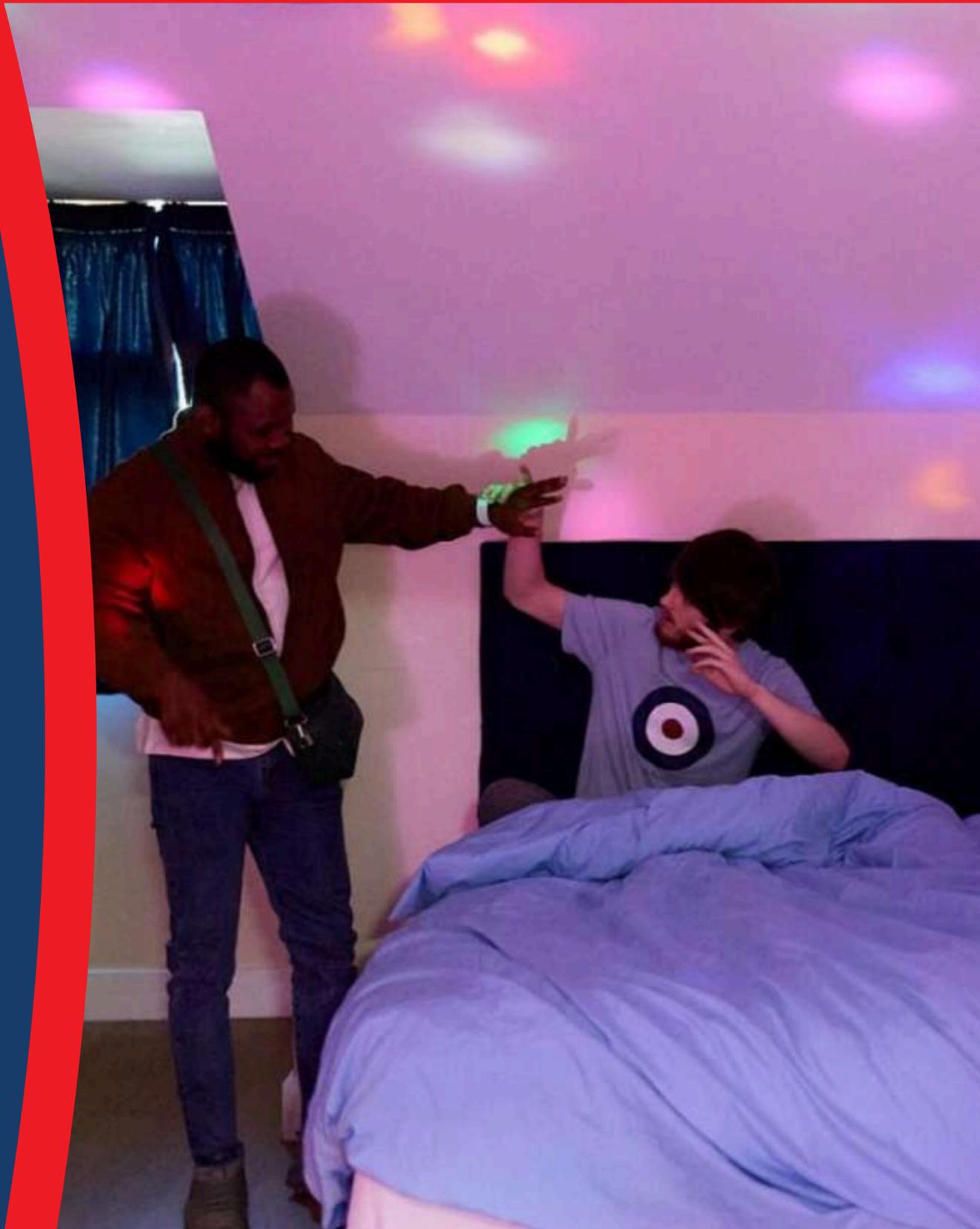


Why choose us?

Crossbrook provides a calm and nurturing environment for individuals transitioning from in-patient settings, supporting each person to take confident steps toward more independent living.

We also provide short-term respite care, tailored to a wide range of needs - from recovery after hospital to offering carers a chance to rest.

Expert, Caring Team - All our staff are trained in Positive Behaviour Support (PBS) and Proact-SCIPr-UK. Each person we support has a tailored PBS plan, with input from our in-house PBS Practitioners, Speech and Language Therapists, and Occupational Therapists.



Our Available Ground Floor Bedrooms Offer:

- **Fully-Furnished Bedroom:** Includes a double bed, dresser, wardrobe, and a table and chairs.
- **Private En-Suite Bathroom:** With a sink, toilet and a bathtub.
- **Shared Spaces:** Access to a communal kitchen and lounge area.



Features



Private Bedroom



En-Suite Bathroom



Off-Street Parking



Shared Communal Areas



Shared Garden



Wheelchair Accessible Ground Floor



Suburban Location



Sensory Room

Benefits



Staff On-Site 24/7



Positive Behaviour Support (PBS)



Proact-SCIPr trained staff



Outcomes-Based Support



Regional Support Network



Speech And Language Therapy



Near A Learning Disability Day Centre



Respite Care



Meet the team



Suzanne, Regional General Manager for London

Suzanne brings over 28 years of social care experience, including senior roles with the Active Care Group. She is committed to delivering outstanding outcomes and leads by example, creating supportive, high-quality environments for both the people we support and her colleagues.



Helen, Operations Manager for London

Since 2007, Helen has led social care services to achieve strong outcomes, building high-performing, values-led teams that deliver exceptional support.



Renae, Registered Manager at Crossbrook Court and Cottage

Renae joined us in 2018 as a Support Worker and has since progressed to Manager level. A finalist for the Great British Care Awards' Frontline Leader category, she is dedicated to promoting independence and delivering high-quality care.



Co-production

We're proud to have an established Influencers Group, made up of people we support. 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 homes.

Our commitment to co-production means creating meaningful partnerships that drive inclusion and deliver homes truly tailored to those we support.

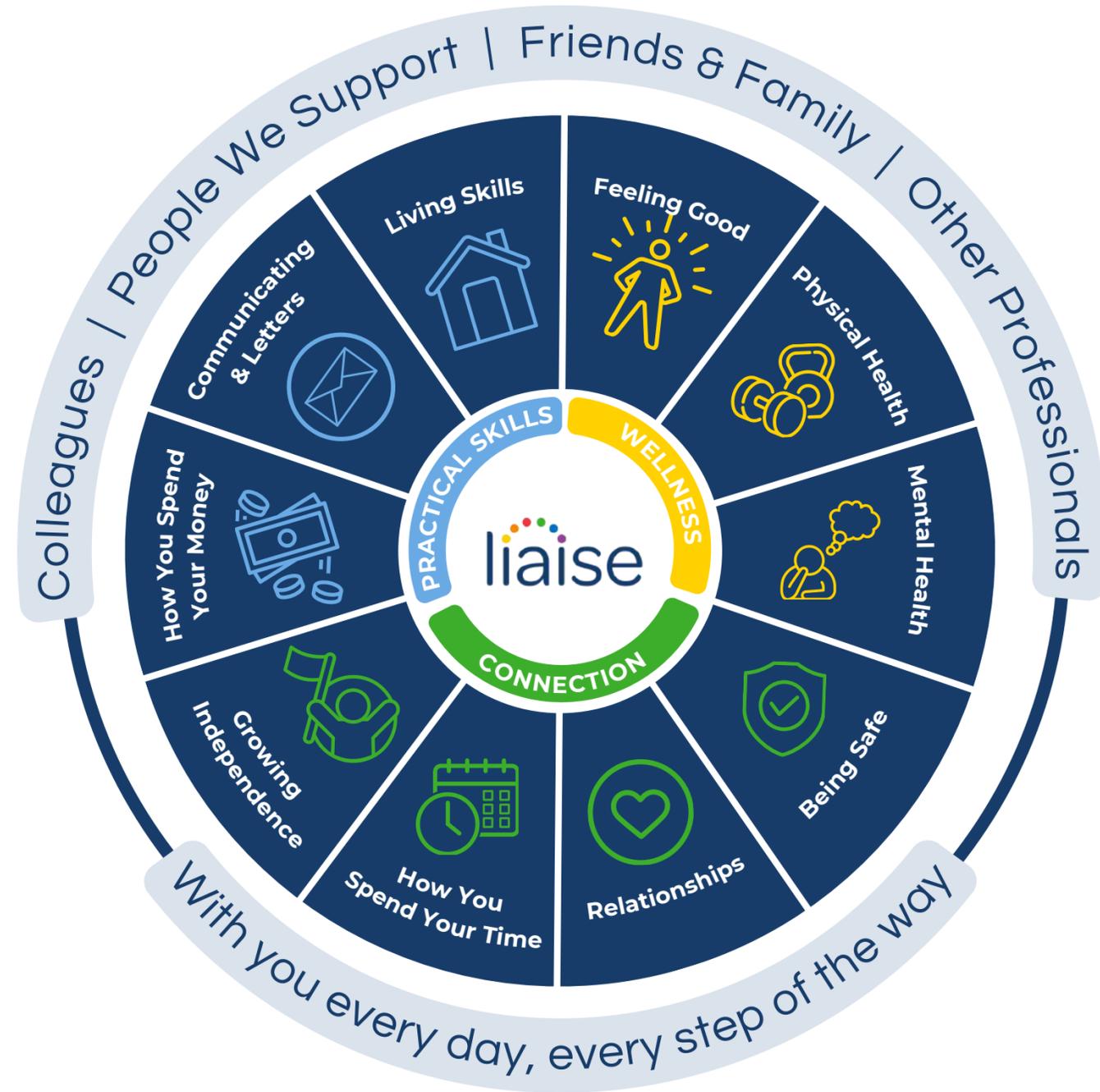


Improving lives

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 Outcomes Pathway Model helps us design bespoke care strategies based on each person’s hopes, goals, and aspirations.



Outcomes Based Success

The people we support recently came together for a joyful afternoon tea celebration centred on connection, confidence, and community.

With delicious treats, shared laughter, and plenty of dancing, the event created a vibrant space for meaningful social interaction. Friendships grew, new connections formed, and everyone had the chance to shine - whether through conversation, movement, or simply being part of something special.

Events like this play an important role in building social confidence and nurturing a genuine sense of belonging.



Working Together: Environment, Social and Governance

With Liaise as your partner, you can confidently meet ESG commitments while making a meaningful difference in the lives of the people we support.

Environmental Responsibility

- Energy-efficient homes featuring heat-pump technology and natural light tunnels
- Sustainable procurement and environmentally conscious operations
- Promotion of green habits across our homes and local communities

Social Impact

- Clear measurement of outcomes to demonstrate real progress
- An active co-production group ensuring equity, inclusion, and lived-experience leadership

Governance Leadership

- Robust safeguarding, compliance, and ethical governance
- Strong stakeholder engagement to drive accountability and continuous improvement

To make a referral, call or email

0330 500 5052

referrals@liaise.com



Inquiry Received

We will respond within **24 hours** of referral



Assessment

We will arrange an assessment to fully understand the needs of the individual within **5 working days**



Sending An Offer

Following the assessment, we will make an offer within **10 working days**



Invited To View Homes

We encourage you to visit our existing homes or new homes



Transition

We will begin co-produced transition planning once a placement offer has been accepted



Move In

To support a successful transition, we'll offer home visits and stays and we'll review the placement at frequent intervals within the **first three months**

Contact Us



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Referrals & Placements Manager

referrals@liaise.com

0330 500 5052

<https://liaise.com/referral/>