



Knoll House

A supported-living home in
Dartford, London

DA2 7DE



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

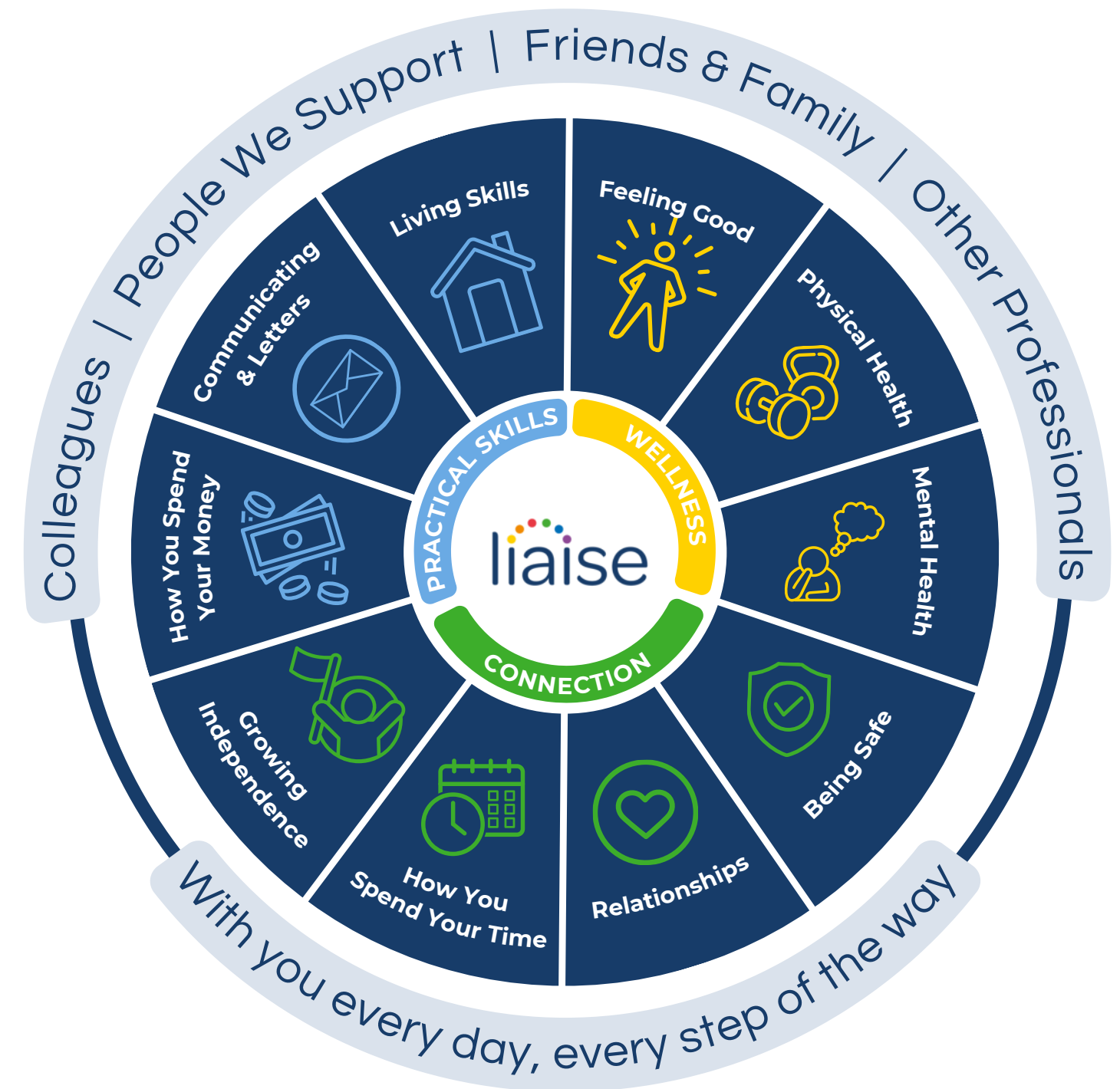


Improving Lives

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

Knoll House offers self-contained supported living alongside welcoming communal spaces. Situated in the peaceful village of Wilmington, near Dartford, it offers a quiet and serene setting while still being close to the bustling city life. The nearby entertainment and shopping amenities provide convenience, making it the perfect home for individuals seeking both tranquillity and easy access to urban attractions. Our caring team is dedicated to supporting each individual in taking confident steps toward greater independence, ensuring a comfortable and nurturing environment.

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.



Knoll House, Room

The vacant room at Knoll House is located on the first floor. The room is of relative size with a private newly-refurbished en-suite wetroom and toilet attached. The room is semi-furnished with a bed, wardrobe, bedside table and an armchair.

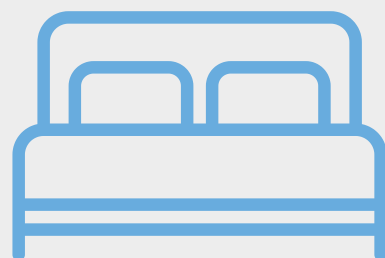


Meet the team



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.



Private bedroom



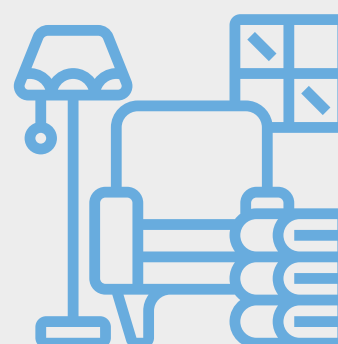
En-suite bathroom



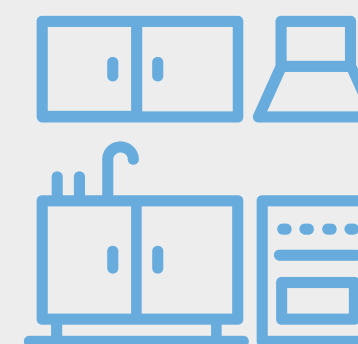
Supported living home



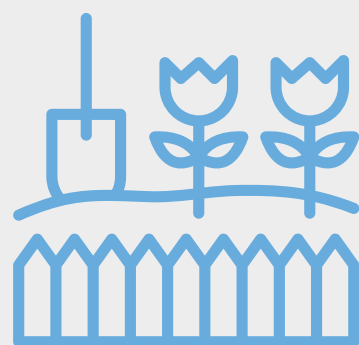
Off-street parking available



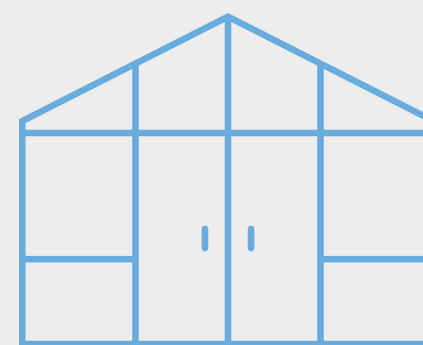
Shared lounge



Shared kitchen



Shared garden



Conservatory



Suburban location



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



Positive Behaviour
Support (PBS)



Person-centred care



Proact-SCIPr training



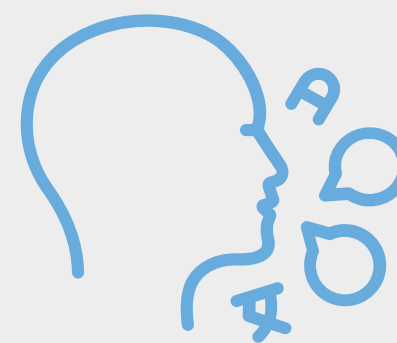
Outcomes-based support &
Personal skill development



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

Sam's* Journey to Independence at Knoll House

Sam*, a 27-year-old individual at Knoll House, has made a remarkable transformation over the past four years. Facing challenges like a mild learning disability, OCD, and borderline personality disorder, he initially struggled with motivation and isolation. However, with patient support and small, achievable goals, Sam began to regain control over his life.

*Name and photo changed for privacy

<https://liaise.com/sams-journey-to-independence-at-knoll-house/>



Compliments

“ Thank you so much for supporting our loved one yesterday and coming to the meeting

Family Member, September 2024

“ I think you are doing a great job

Social Care Professional, June 2024

“ I just want to say a huge thank you for making it possible for my loved one to join us at our house for my 70th birthday celebration. It was a really lovely afternoon.

Family Member, February 2024

“ I did pop down to the house very recently to spend a little time with a supported individual. He looked very well and happy.

Social Care Professional, August 2024

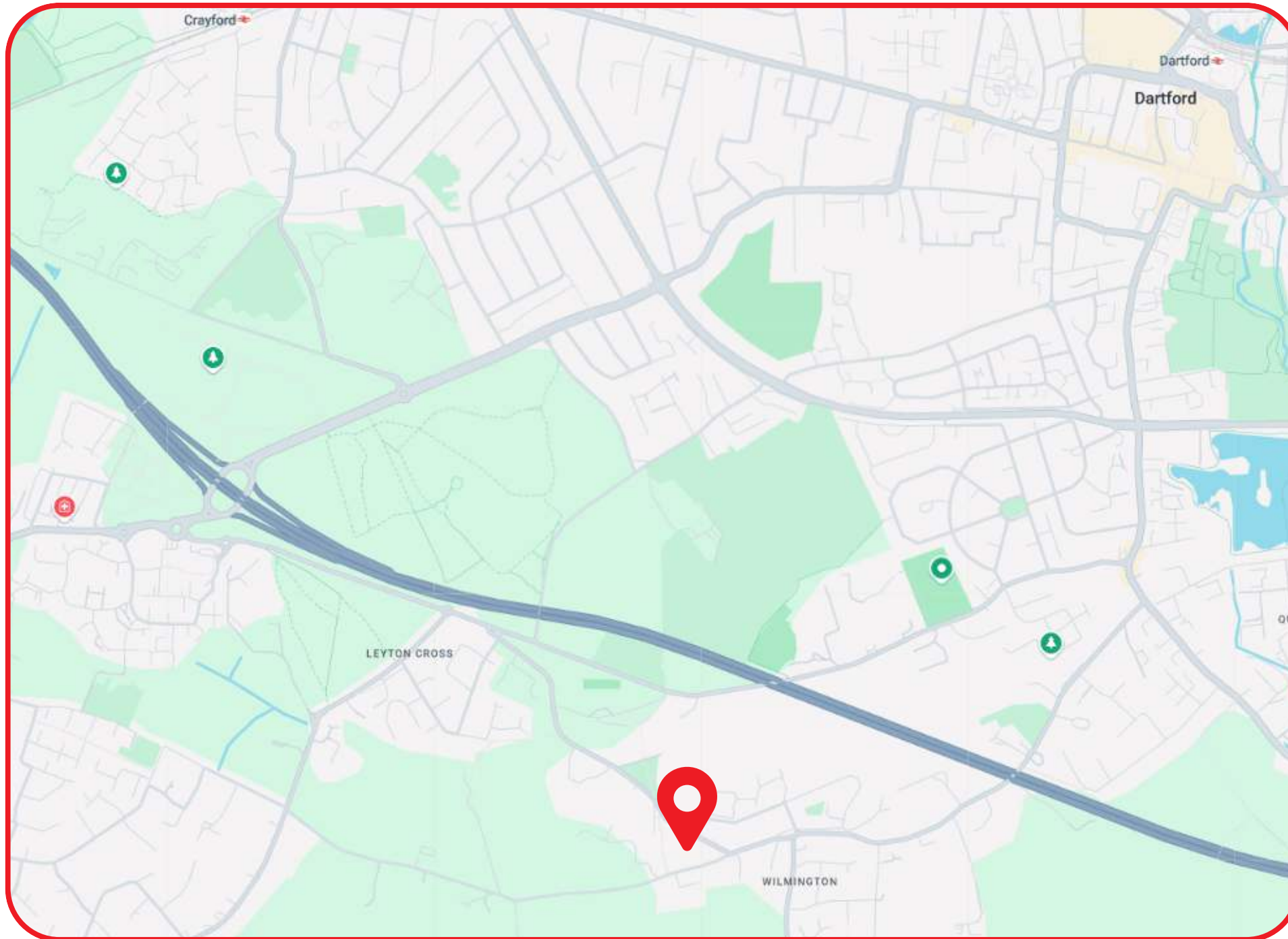
“ Handled a challenging situation with professionalism and care, working closely with both family and healthcare professionals while advocating for the best interests of those we support. A great example of safeguarding in action.

Social Care Professional, April 2024

“ Just wanted to say a massive thank you to the staff member for taking our loved one to see the consultant today. She has been very professional and very articulate and it shows that she clearly knows her well. It was so reassuring for us to be able to be part of the conversation.

Family Member, January 2024

Location



Knoll House is located in the village of Wilmington in Dartford, London. It is a short distance from Dartford town centre, which has rail access to King's Cross, London Bridge, Maidstone, and Tonbridge.

Knoll House is also a 30-minute drive away from three different shopping centres (Orchards, Bluewater, and Lakeside), giving the people we support several leisure and entertainment venues to choose from.



Theresa Cook

Referrals & Placement Manager



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