



# Knoll House

Supported Living in  
Dartford, Kent



External Audit Report

Rated Good



# Specialist Support From Day One

We provide specialist, bespoke support for adults with learning disabilities and autistic people, including those with complex needs and behaviours of distress.

Our approach is rooted in **Positive Behaviour Support (PBS)** and **PROACT-SCIPr-UK**, ensuring support that is respectful, person-led, and focused on promoting independence and wellbeing. We have dedicated **in-house PBS Practitioners** and **Speech and Language therapists** and all team members receive specialist PBS and PROACT-SCIPr-UK training. This collaborative model enables us to deliver high-quality, personalised support that leads to meaningful progress, always driven by what matters most to the people we support.



In-house PBS practitioners for complex behaviour



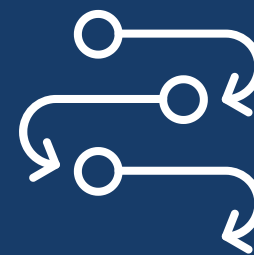
Proact-SCIPr-UK trained staff



In-house SALT for communication and safe eating and drinking



Specialist ABI support and respite care in selected services



Residential and supported living opportunities



Person-led dynamic outcomes framework and measures

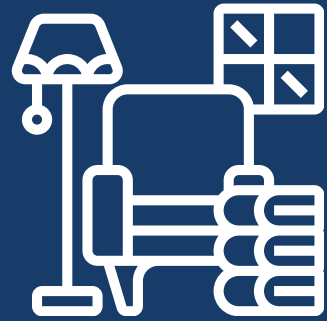


# Independent Living, Shared Community

We'll work with you to tailor the environment to the specific needs of the person moving in.



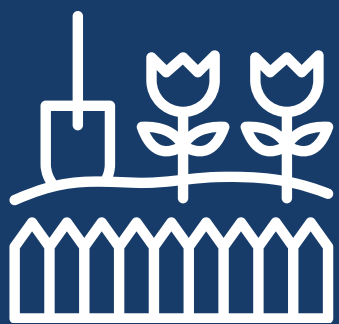
Fully Furnished  
Bedroom with  
Ensuite



Communal Kitchen  
and Lounge



Easy Access to a  
Nearby Park



Shared Garden



Nearby Community  
Centre



Wider Regional  
Peer Network



# 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.



**Stoyan**, Operations Manager for London

Since 2013, Stoyan has gained extensive experience across complex care, progressing through both operational and leadership roles. Focused on quality improvement and person-led practice, he has led teams through service development, regulatory compliance, and positive cultural change.



**Michelle**, Registered Manager at Knoll House

Michelle brings 13 years of experience across learning disability and autism services, working in day centres, residential care, and supported living - where she found her passion. She is committed to promoting independence and person-led support, helping people build skills, make choices, and live fulfilling lives.



# Committed to Co-Production

We have an established Influencers Group, made up of people we support, who play a pivotal role in shaping our services. Their insight ensures that everything we do reflects the needs, preferences, and aspirations of those with lived experience.

By actively listening to and involving this group, we embed authentic perspectives into every aspect of our work. From reviewing policies and practices to shaping key working approaches and designing new living opportunities, their voices directly influence how we develop and improve our support.

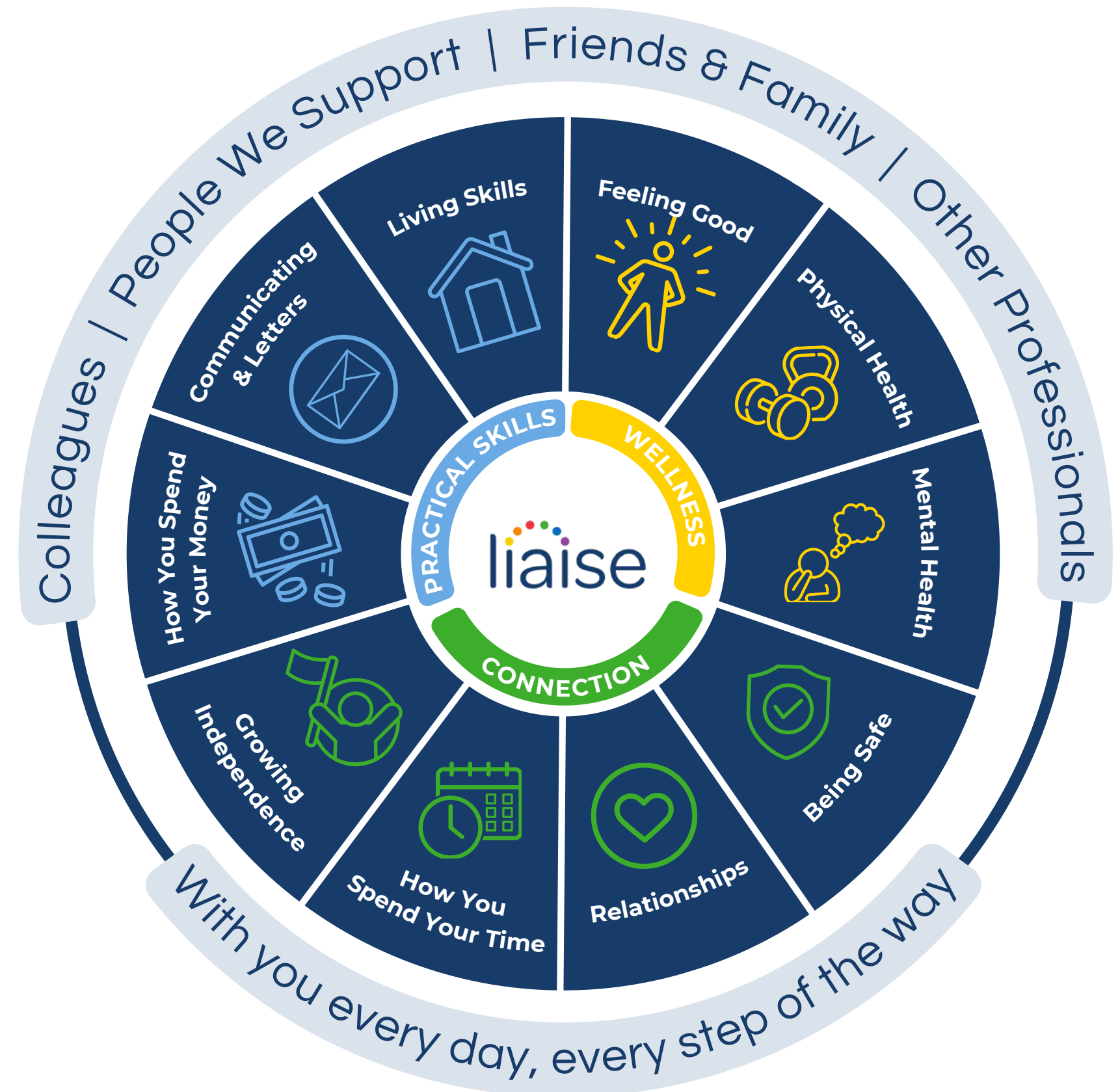


# Every Day, We Help People Thrive

Our Outcomes Pathway Model ensures support is designed with and for each person, creating tailored strategies shaped around their hopes, goals, and aspirations.

This multidisciplinary approach enables us to deliver high-quality, personalised support so people can achieve what matters most to them.

Click here to read our latest stories



# Progress that Matters, Led by the People We Support

Nicholas is an energetic man who chooses to spend much of his time jogging, enjoying water play, and exploring the herbs in his garden.

Over the past three years, he has found crowded places such as shopping centres, day centres, and leisure centres difficult to visit. With support from staff to make his routines predictable and his plans clear, Nicholas has been leading the pace and direction of his progress.

He has chosen when and how to re-approach community spaces, with staff following his cues and working alongside him. Recently, he achieved a significant milestone: he decided he was ready to visit the shopping centre to buy clothes for his upcoming holiday. He completed the visit successfully, showing growing confidence and an increased ability to manage environments that once felt overwhelming.



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



### Theresa Cook

Referrals & Placements Manager



referrals@liaise.com



0330 500 5052



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