liaise
Your goals are our goals

St James House

Our Warm and Welcoming Residential Home in Dartford, Kent

SRG Care Consultancy & Training

External Audit Report

Rated Good

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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 i**n-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

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Bespoke Spaces, Co-Developed with You

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

- Fully Furnished Bedroom with Ensuite
- Accessible Environment
- Quiet Suburban Location
- Shared Communal Lounge and Garden
- Nearby Learning Disability Centre
- Wider Regional Peer Network

Our Available Second Floor Self-Contained Flat Offers:

- A fully-furnished bedroom including a cosy bed, spacious wardrobe, and dresser – everything you need to settle in with ease.
- En-suite shower, toilet, and sink.
- A kitchenette and a separate, welcoming lounge area complete with a sofa and a dining table.
- Access to a communal garden.

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.

Abigael, St James House's Registered Home Manager

Abigael brings 15 years of experience in health and social care to St James House. Progressing from Support Worker to Registered Manager, she is dedicated to supporting individuals to achieve their personal goals.

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

Tina, one of our valued Influencers, has proudly achieved her Level 2 Food Safety qualification - a milestone that reflects her dedication to learning and building her independence.

With tailored support from our training team, Tina developed practical skills in food safety and hygiene and is already using them confidently at home. She's even been teaching the people she lives with - and her staff team - how to make favourites like masala and spaghetti bolognese, bringing a lovely sense of teamwork and joy to mealtimes. This achievement has boosted Tina's confidence, strengthened her independence, and filled her with pride. Most importantly, it has reinforced her belief in what she can achieve and inspired her to keep taking on new challenges with purpose and self-belief.

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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
https://liaise.com/referral/

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