

# Lilas

Cromer, Norfolk



NorCA Star award  
Norfolk Care Association



External Audit Report

Rated Good



External Audit Report

Rated Good

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# Liase's Specialist Support



We are Liase.



We provide specialist support for adults.



We help adult people with learning disabilities and autistic people.



This includes people with complex needs and behaviours of distress.

## Liaise's Specialist Support



Our approach is rooted in Positive Behaviour Support (PBS).



We also use PROACT-SCIPr-UK.



This means our support is respectful and focused on the person.



We help people become more independent and improve their wellbeing.

# Liase's Specialist Support



All staff receive special training in PBS and PROACT-SCIPr-UK



We work together as a team.

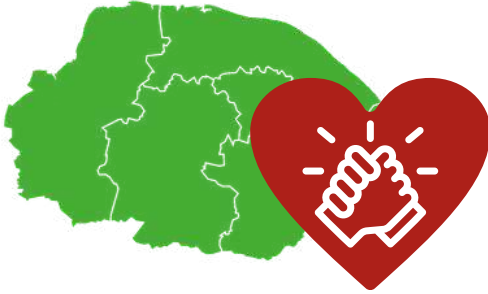


This helps us give high-quality, personalised support.



We focus on what is important to each person.

## Liaise's Specialist Support



In our East Anglia region, we provide six key areas of specialist support.



We have trained staff who support people with complex behaviour needs.



Our support staff are trained in PROACT-SCIPr-UK to provide safe and positive support.

## Liaise's Specialist Support



We provide residential services where people live close to others and can build friendships and support each other.



We offer homes in different areas, including towns, by the coast and in the countryside, based on each person's needs.



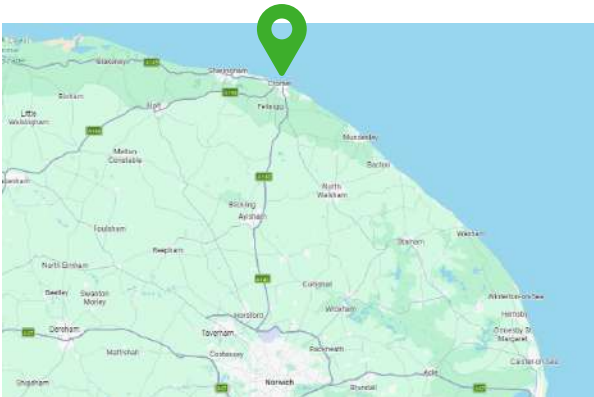
We work closely with families and next of kin to support each person.

## About Salcasa



This is Lilas.

Lilas is a residential home in Cromer.



Cromer is a seaside-town in Norfolk.



A residential home is a place where you live with other people and get support where you live.



There are 5 supported people at the home.

The people we support are mixed adult females and males.

## About Salcasa



Lilas is near the coast.



This means you can go to the beach and see the ocean.



The people at Lilas are encourage to take part in lots of different activities.



They enjoy going out in the community, to the parks or other attractions.

## About Lilas



Lilas has one available room.

The room is on the second-floor.

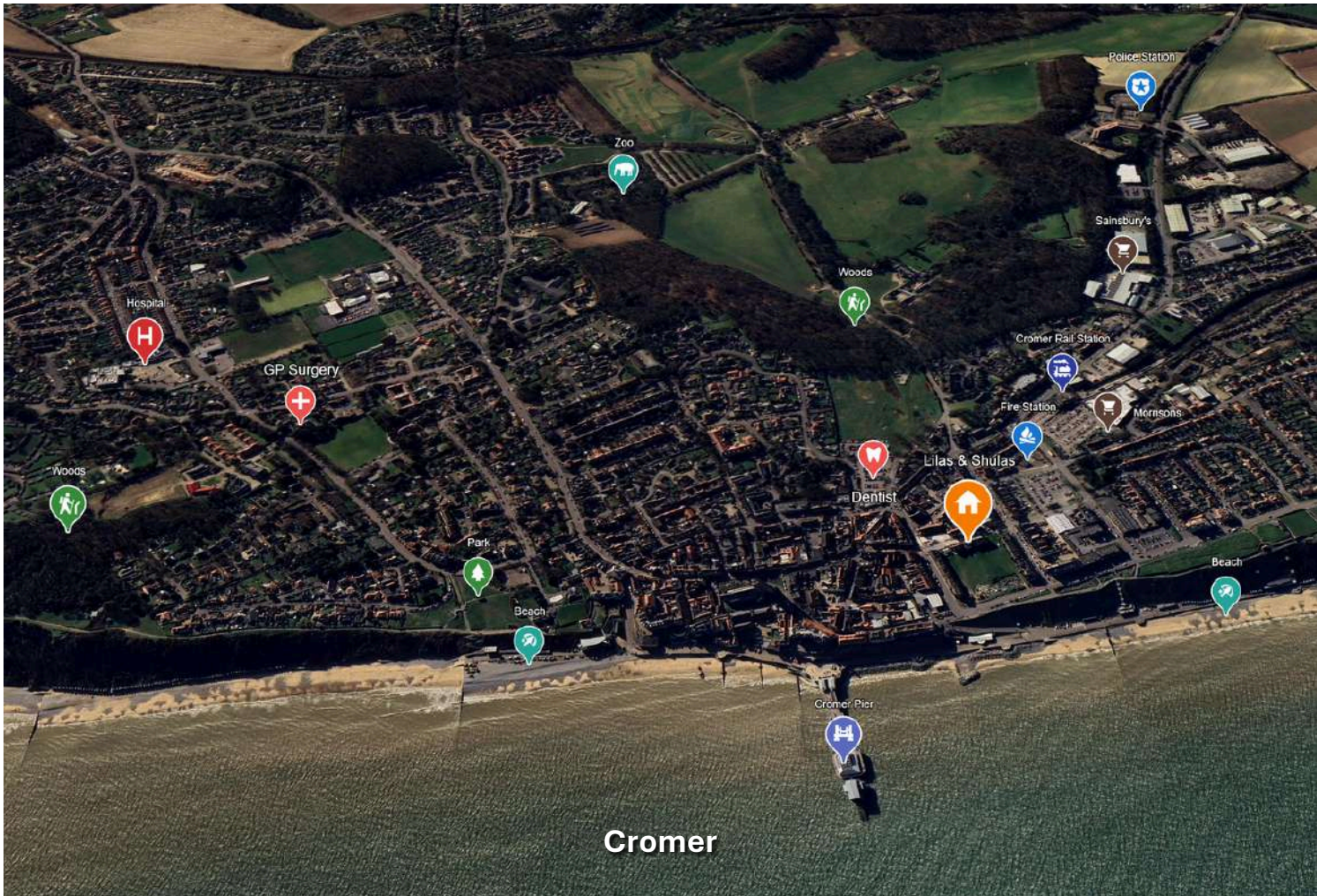


People at Lilas share all the communal spaces.



The people we support at the home like living at the home and are very happy with the support they receive.

## The Cromer Area



This is where Lilas is located in Cromer.



Most places are a 5 minute drive from the home.



There are a few bus options near the home to the town centre or the surrounding areas.

## Meet the Lilas Team



This is Lisa.

She is the Regional General Manager for the East Anglia Region.



This means he is in charge of all the homes in the East Anglia Region.



This is Beverley.

She is the Operations Manager for the East Anglia Region.



Operations Manager means she helps Lisa and the South home managers run their homes.

## Meet the Lilas Team



This is Jessica.

Jessica is Lilas and Shula's Registered Home Manager.



Home Manager means she runs the home, with help from Lisa and Beverley.



Jessica also supports both you and her team.



She wants to help you reach your goals and live your best life.

## Liaise Influencers



Liaise has a special group called The Influencers.



The Influencers are people we support, who help shape what we do.



The Influencers share what matters to people we support.



This helps us make good decisions for you and others.

## Liaise Influencers



This is Tina.



Tina is a Liaise Influencer.

She lives in Ashwood House.



Tina has a very busy daily schedule.

## Liaise Influencers



Tina works at a local cafe, where she help to serve customers.



Tina also loves music.

She loves to play drums and go to concerts.



Tina has been working hard on taking public transport independently.

## Liaise Influencers



She recently independently took the bus to Norwich city to a signing and photo event with the Norwich City football players.



This experience has helped Tina build many skills, such as independence, communication, and more.



This allows Tina to be confident to travel to places without feeling too scared.

# Our Outcomes Pathway Model



We use our Outcomes Pathway Model to plan support with each person.

This means support is designed around what each person wants and needs.



We focus on people's hopes, goals and aspirations.



## Our Outcomes Pathway Model



Different professionals work together as a team.



This helps us give high-quality, personalised support.



Liaise wants to support you to live the best life possible.



We will support you to learn the skills you want to learn.

## Our Outcomes Pathway Model



Our team will work with you to help you find your goals



They will also help you build skills to live everyday with confidence.



You are always at the centre of your support.



We listen to what is important to you and support your needs, choices and goals.

## Visiting the Home - See the Room



The team at Lilas would be glad to show you around.



You can look at the available room to see if it's right for you.



You can meet the manager and our specialist team



You can also meet some of the people living at the home.

## Visiting the Home - See the Room



The room is on the second-floor.



You will have your own private bedroom and en-suite shower.



Your room has furniture including a bed, a wardrobe, a chest of drawers and a bedside table.



The room has big windows that let a lot of sunshine in.

## Get in Touch



This is Rebecca.



Rebecca is the Referrals and Transition Manager for the East Anglia Region.



If you are interested in visiting the home, you can contact her by phone or email.



**Give Us a Call**  
0330 500 5052



You can click the buttons to contact Rebecca.



**Make a Referral**  
referrals@liaise.com



Your goals are our goals

We provide bespoke support for adults with learning disabilities and autistic people, including those with complex needs, behaviours of distress and co-occurring mental health conditions.

Guided by our in-house Specialist Support Team, our approach ensures support that is always person-led.

Get in touch today to find out how we can help support someone you know



 Call **0330 500 5052**

 Email **[referrals@liaise.com](mailto:referrals@liaise.com)**

 Website **[liaise.com](https://liaise.com)**

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