



liaise

Lilas House

Our residential care home in
Cromer, Norfolk



External Audit Report

Rated Good



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Rated Good



Experience you can trust, support you can rely on

Our East Anglian residential homes provide specialist, bespoke support for adults with learning disabilities, autistic people, and individuals with complex needs and behaviours of concern supported by significant Positive Behaviour Support (PBS) strategies. With over 20 years of trusted expertise, we deliver truly person-led care that's as individual as the people we support.



Why Choose Us?

Tailored living - Set in the seaside town of Cromer, Lilas offers an urban and community environment tailored to each individual. With tranquil communal spaces and a slower pace of life, our home fosters comfort, safety, and a deep sense of belonging.

Co-Produced, Person-Led Support - Shaped by people with lived experience, we build care plans around each person's strengths and goals - like supporting someone with a passion for art to lead classes.

Expert, Caring Team - All our staff are Proact-SCIPr-UK trained. Each person we support has a tailored plan with significant PBS strategies.



Our Available Bedroom Offers:

- **Fully-Furnished Bedroom:** Includes a bed, dresser, and a wardrobe.
- **Natural Lighting:** The room is illuminated with clear, bright, and evenly distributed natural light.



Features



Private Bedroom



Communal Bathroom



Shared Kitchen



Shared Lounge



Shared Garden



Public Transport Links



Near Local Amenities



Near the coast

Benefits



Staff On-Site 24/7



Registered Manager On-Site



Proact-SCIPr trained staff



Outcomes-Based Support



Regional Support Network



Person-Led Care



Near A Learning Disability Day Centre



Personal Skill Development



Meet the Team



Lisa, Regional General Manager for East Anglia and Midlands

Lisa joined Liaise in November 2024, bringing over 30 years of experience in Learning Disabilities and Autism. Starting as a support worker, she quickly advanced to leadership roles, including Head of Operations for a charity in Cambridgeshire. Lisa is passionate about fostering a supportive environment for both those we support and her colleagues.



Jessica, Registered Home Manager for Lilas and Shulas

Jessica has over 16 years of experience in Health and Social Care. Since joining Lila's and Shula's in 2009, she has progressed from Support Worker to Service Support Manager. Jessica is committed to fostering high-quality support and contributing to the continued success of the services she leads. Beyond her professional role, she is active in her community and values spending time with family and friends.



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 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. Our 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

When David arrived at Salcasa, he struggled to trust others and communicate, having spent over 18 months in a restrictive hospital setting with little community contact. His behaviour was unpredictable, and he often engaged in obsessive and self-injurious actions.

Seven years on, David has made remarkable progress. His vocabulary has grown, harmful behaviours have significantly reduced, and he now enjoys meaningful moments - most recently celebrating his birthday with his parents, fully engaged and smiling throughout.



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.

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



Chelsea Chard

Referrals Partner



referrals@liaise.com



0330 500 5052



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



LiaiseUK



Liaise_UK



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