



St. James House

A residential care home in
Dartford, Kent

DA1 2DX





St James Mews

2-3 St James

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

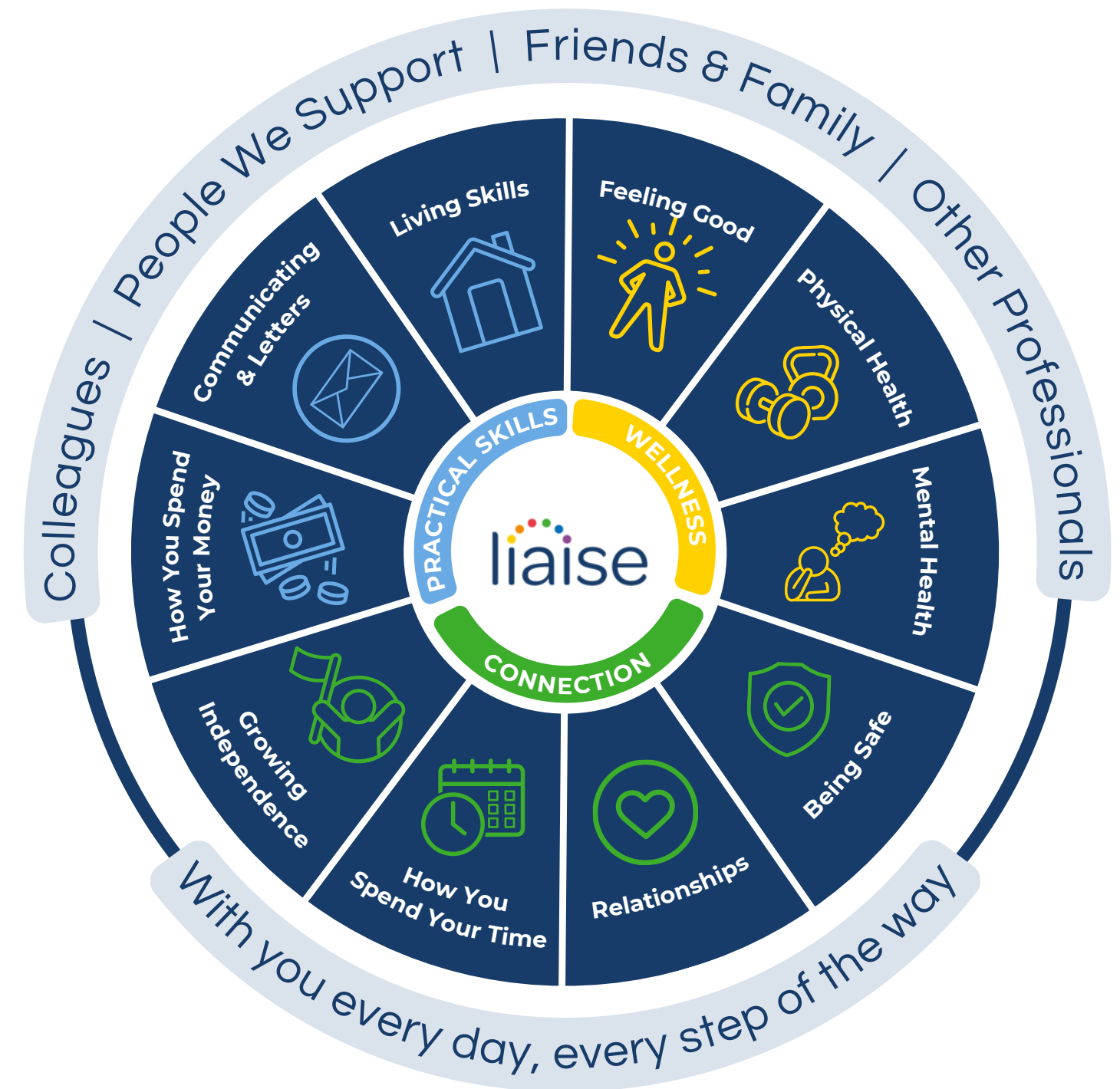


Improving Lives

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

St James House is a warm and vibrant residential home where community and connection thrive. Situated just a stone's throw from Dartford town centre, with excellent links to central London, it offers the perfect balance of town living and convenience. Surrounded by a range of local amenities, St James House is ideal for those who appreciate the energy of urban living combined with the support and care they need. Our dedicated team creates a welcoming environment where every individual can feel part of a close-knit community, supported in their journey toward greater independence.

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.



St. James House, Flat 2

The vacant room at St. James House is located on the ground floor. The flat is relatively large with a private open-plan kitchenette and an en-suite bathroom with wetroom and toilet attached. The room is fully furnished with bed, chest of drawers, sofas and other kitchen appliances.



Meet the team



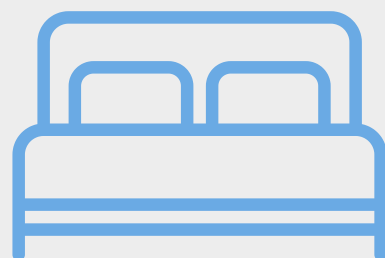
Suzanne, Regional General Manager for London and the South East Region

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.



Abigael, St. James House 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. With 10 years at Avenues Group, she is dedicated to supporting individuals to achieve their personal goals.



Private bedroom



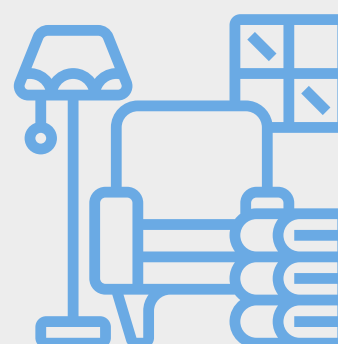
En-suite bathroom



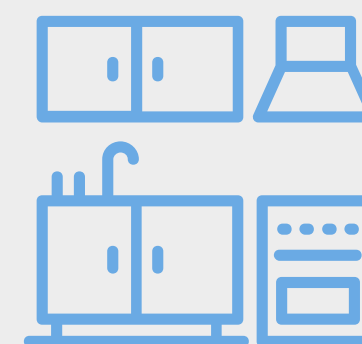
Residential home



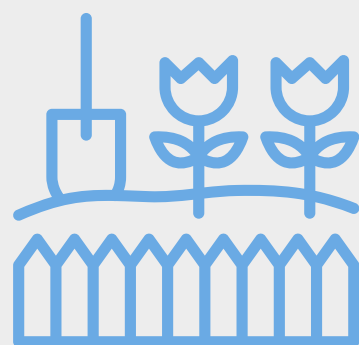
Off-street parking available



Shared lounge



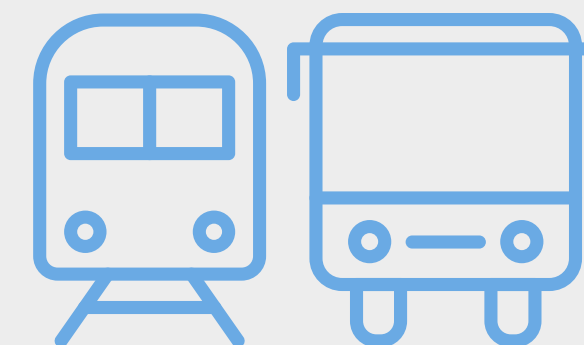
Shared kitchen



Shared garden



Sensory room



Public transport links



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



Positive Behaviour
Support (PBS)



Person-centred care



Proact-SCIPr training



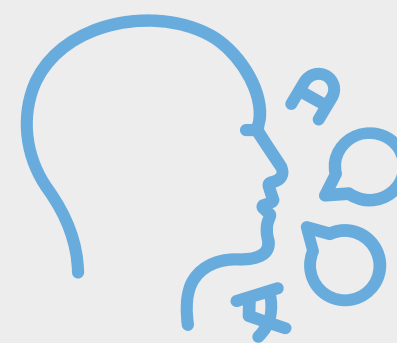
Outcomes-based support &
Personal skill development



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

A Heartwarming Welcome: Philip's Journey to St. James House

Philip's move from Joseph House in Norfolk to St James House was a memorable adventure. From the start, Philip was in high spirits, singing along to his favourite tunes in the van and sharing engaging stories of his time during the journey. It's been an incredible transition for him, and we couldn't be more pleased with how everything has unfolded.

<https://liaise.com/a-heartwarming-welcome-philips-journey-to-st-james-house/>



Outcomes Based Success

Step by Step: A Journey of Mobility at St. James House

Anny* was the first person to move into St. James House when it reopened in November 2023, and during the initial assessment, it became apparent that challenging behaviours were impacting her quality of life. This meant that she had to use an adapted buggy almost everywhere she went.

*Name changed for privacy

<https://liaise.com/case-study/step-by-step-a-journey-of-mobility-at-st-james-house/>



Compliments

“ Huge thanks to the whole team for looking after our loved one. Our friend was blown away by how happy and settled he seems

Family Member, October 2024

“ I’m really happy with the level of support my loved one is receiving at the home and he has not been this settled and happy

Family Member, November 2022

“ I am happy for how the team organised the transition plan for our loved one move to the home, and the warm reception that made him feel welcoming.

Family Member, August 2024

“ Thank you

Social Care Professional, December 2021

Location



St. James House is conveniently located just a stone's throw from Dartford town centre. The home is close to the Orchards Shopping Centre, offering multiple stores and entertainment venues. It's also a short drive from both Bluewater and Lakeside shopping centres, providing even more options to explore.

The area benefits from excellent transport links, including bus services and rail access to King's Cross, London Bridge, Maidstone, and Tonbridge.



Theresa Cook

Referrals & Placement Manager



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