



Birchwood House

A residential care home in
Newham, London

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Experience you can trust, support you can rely on

We support people with a learning disability, autistic people, and people with complex needs and behaviours that challenge, in residential care and supported living homes across London, the South and East of England.

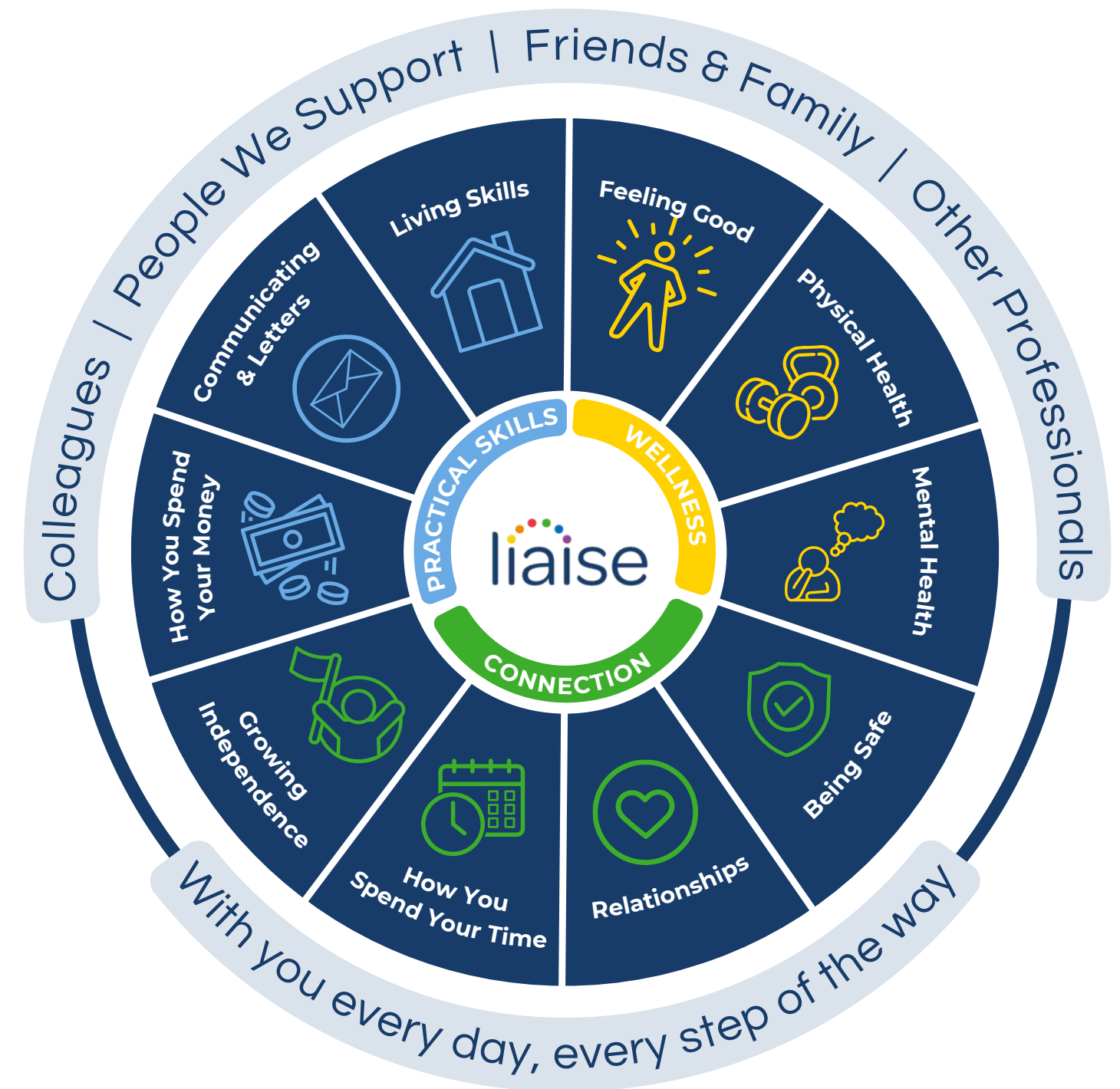


Improving Lives

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

Birchwood House is a vibrant and sociable residential home full of character, where our friendly team fosters a welcoming environment and builds strong community connections. Located in the East London borough of Newham, the home is perfectly situated to embrace city life, with easy access to various transport options. With plenty of activities nearby, Birchwood House is ideally suited for individuals seeking an engaging and dynamic living environment.

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.



Birchwood, Room 4

The available room at Birchwood is situated on the ground floor, offering direct access to the back garden. This well-sized, fully furnished space includes a small kitchenette and a private en-suite bathroom with a bathtub and toilet. For added convenience, the room also features a lockable medical cabinet.



Meet the team



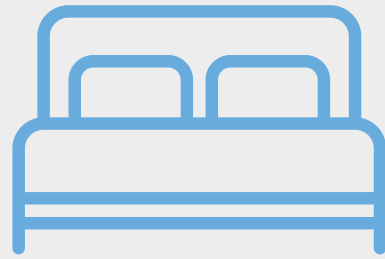
Suzanne, Regional General Manager for London and the South East Region

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.



Lindsay, Registered Manager at Birchwood House

Lindsay recently joined Liaise and she's an experienced Service Manager with over 6 years in the adult social care sector. Previously a Senior Tutor in further education, she has a strong background in supporting individuals with learning disabilities. With an L5 diploma in Leadership and Management, Lindsay is dedicated to ensuring person-centred care and empowering the teams she manages.



Private bedroom



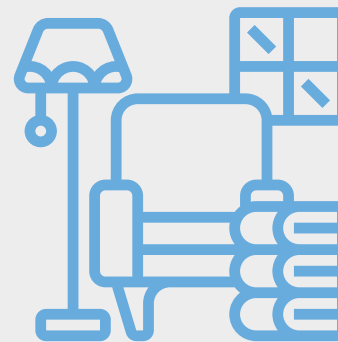
En-suite bathroom



Residential home



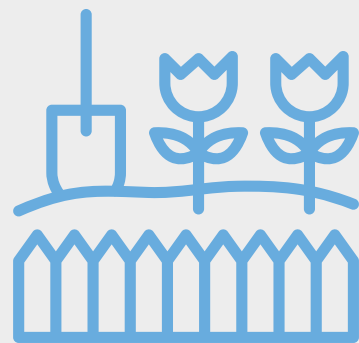
In the city



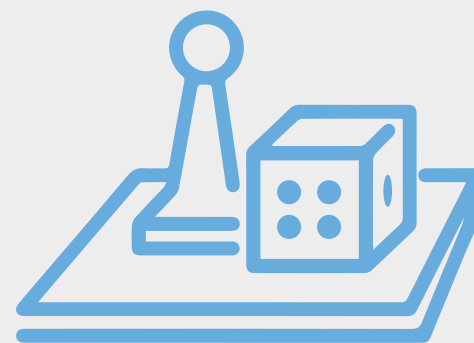
Shared lounge



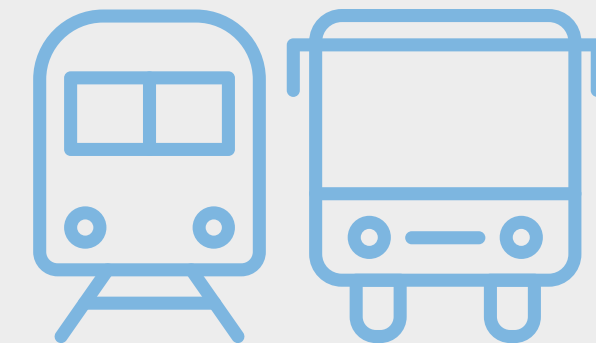
Shared kitchen



Shared garden



Games room



Public transport links



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



Positive Behaviour
Support (PBS)



Person-centred care



Proact-SCIPr training



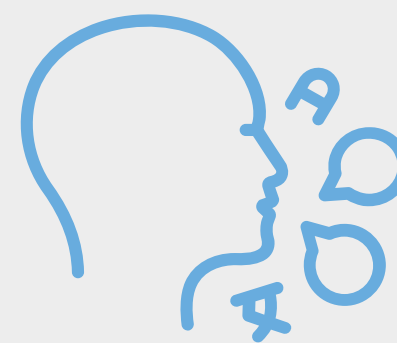
Outcomes-based support &
Personal skill development



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

Speech and Language Therapy with Claire*

Claire* is one of the people supported at Birchwood House in Newham. With the help of our speech and language team, she has recently been on an upward trajectory with her communication skills.

Claire was having a difficult time with some challenging behaviours, and feeling really isolated from the social environment at Birchwood as a result.

*Name and photo changed for privacy reasons

<https://liaise.com/speech-and-language-therapy-with-claire/>



Compliments

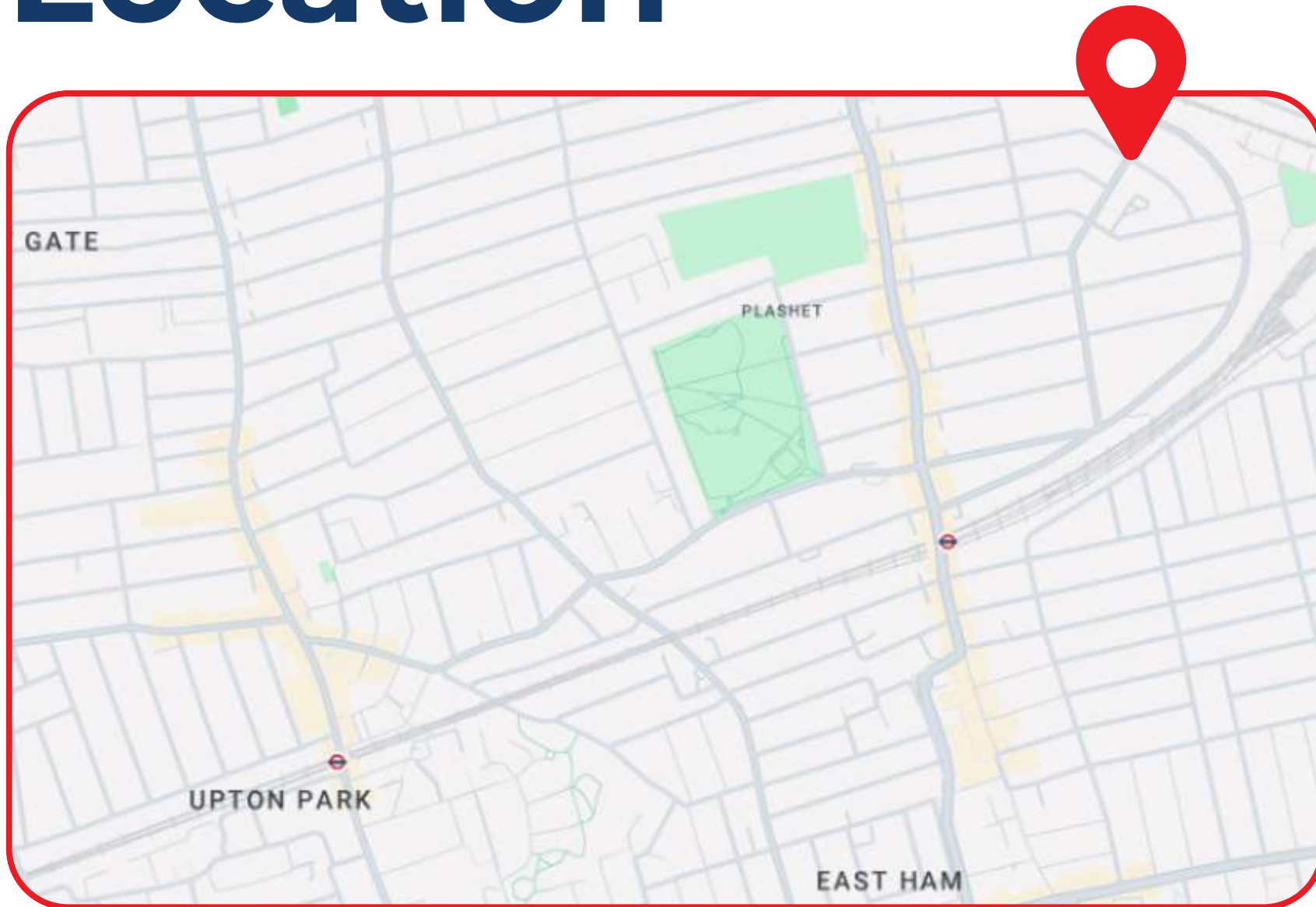
“ Completed an out of hours check at Birchwood and the overall cleanliness of the home was great. I did the finger swipe test in different areas and it was very clean. The staff team were all very busy with different tasks and engaging well with the supported individuals.
Other Professional, January 2025

“ Thank you to everyone for their support.
Family Member, May 2023

“ The relationship that you have with the people we support is great to see and I can really see the good relationship they have
Social Care Professional, December 2023

“ Thank you to the team for looking after the supported individual and their progress since our last consultation. All vital signs have improved.
Health Care Professional, October 2020

Location



Birchwood is located in the London borough of Newham. Birchwood is located between the underground stations of Woodgrange Park and East Ham, with excellent services into Central London.

Nearby Ilford and Barking town centre offers a range of shopping and entertainment venues. Nearby Wanstead Flats and Park, Little Ilford Park and Plashet Park offers a number of exercise amenities.



Theresa Cook

Referrals & Placement Manager



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