



Marlow

A residential care home in
Worthing, West Sussex

BN11 3HS



Marlow
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Experience you can trust, support you can rely on

We support people with learning disabilities, autistic people, and people with associated complex support needs, in residential care and supported living homes across London, the South and East of England.

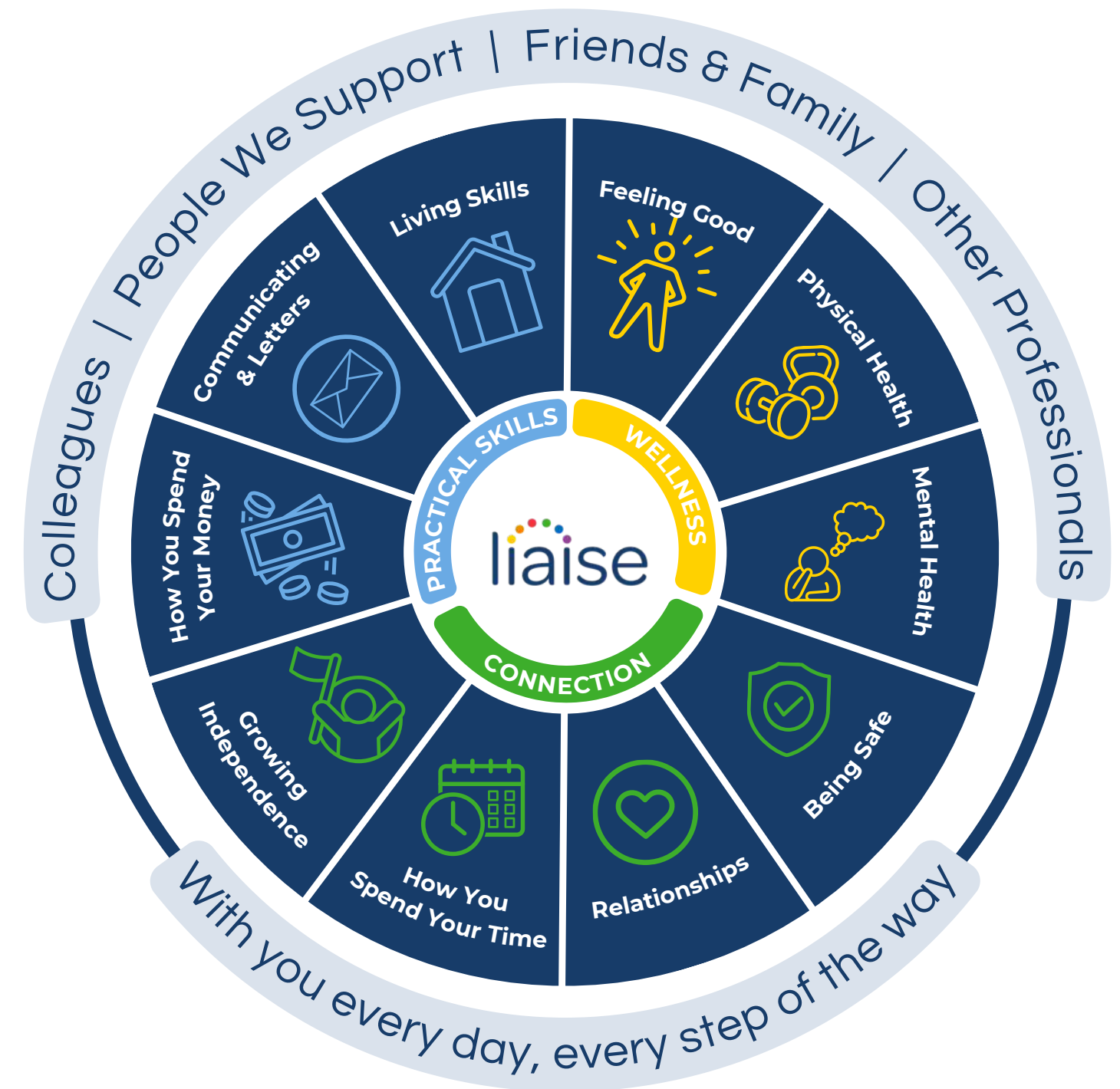


Improving Lives

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

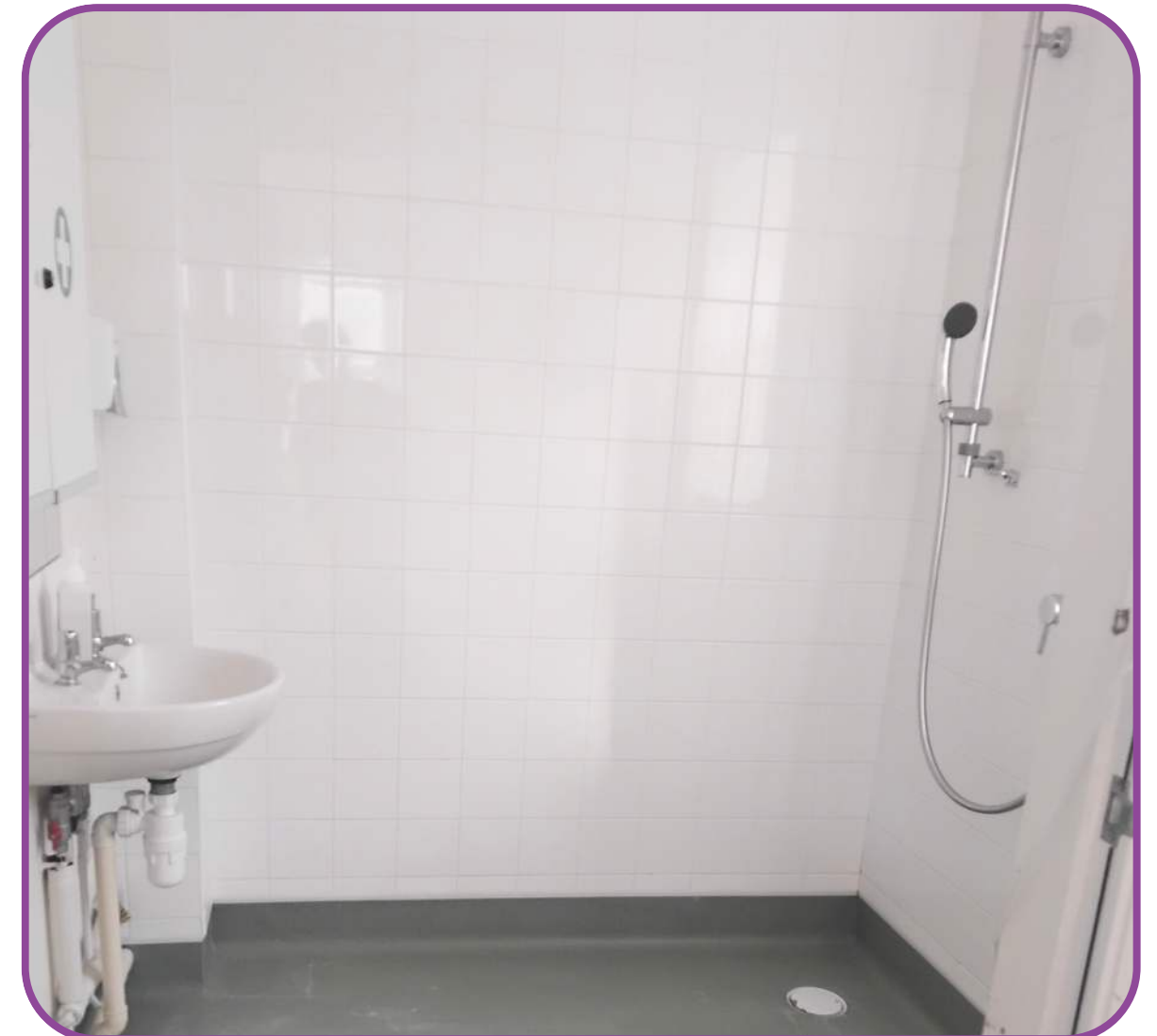
At Marlow, we provide a warm and inclusive residential care environment tailored for people with a physical disability, people with a learning disability, autistic people, and people with associated complex support. Individuals living at Marlow benefit from expert in-house support, ensuring personalised care that meets their unique needs. We are passionate about growing independence and growth through a wide range of engaging in-house and outdoor activities, designed to build essential personal and independent living skills.

Marlow is more than just a residential home - it's a thriving community. Collaborating closely with nearby Liaise homes, we host joint events and share resources, creating a vibrant and supportive network where everyone feels a sense of belonging. If you're looking for a care setting that offers exceptional support, meaningful engagement, and a strong community spirit, we would love to discuss how Marlow can make a difference for those you support.



Marlow, Room 11

The vacant room at Marlow is located on the ground floor, towards the rear of the home, with a view of the garden. It has a private en-suite wet room equipped with an overhead tracking hoist, toilet, sink, and medical cabinet. The room is semi-furnished with a bed and a chest of drawers.



Marlow Flats, Room 4

Room 4 is a comfortable and private space located on the first floor of a warm, welcoming residential care home. This room is one of four individual rooms in a small shared unit, promoting both independence and companionship. The room is single-occupancy, meaning it is your personal space, while three other residents live in nearby rooms within the same unit.

Room 4 includes a private ensuite with a toilet, sink, and walk-in shower, designed with accessibility in mind for comfort and ease of use. The room is equipped with a 24-hour call system for immediate assistance if needed.



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.



Stephanie, Operations Manager for the South East Region

Stephanie has 15 years of experience in health and social care. Her background includes leading a 26-bed nursing service for Voyage Care. She is committed to collaboration and teamwork, ensuring the people we support receive high-quality care with dignity and respect, always striving to deliver the best possible outcomes.



Steve, Marlow's Registered Home Manager

After a career in the building industry, Steve semi-retired in 2012, picking up a part-time role as a support worker, and quickly realised he'd been on the wrong career path. As a devoted family man, Steve loves supporting people and likes to think that the people he supports and the staff team feel like a big family all working towards the same goal: to ensure we all live our best lives.



Private bedroom



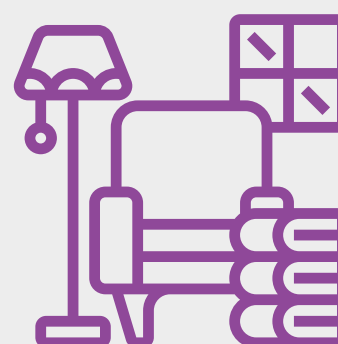
En-suite bathroom



Residential home



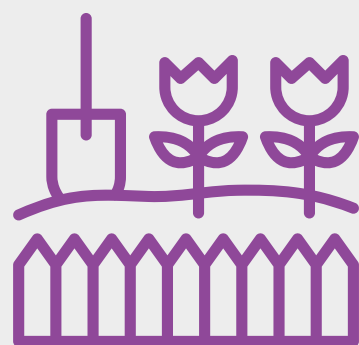
By the beach



Shared lounge



Shared kitchen



Garden access



Wheelchair accessible



Public transport
links



Staff on-site 24/7



Registered home manager on-site



Person-centred care



Proact-SCIPr training



Outcomes-based support



Near a SEND College and Day Centre



Regional support network



Near local amenities



Personal skill development

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

Adam: Confidence and New Adventures

Adam, a wonderful and active gentleman who has lived at Marlow for a long time, has made incredible progress in his journey. He once relied on regular medication to support his behaviour, but with the right support from staff and a growing sense of confidence, Adam has now been medication-free for a whole year - an achievement that has brought him more happiness than ever before.

Exciting times lie ahead for Adam! In May, he will embark on a magical adventure to Disneyland Paris, a trip he is eagerly looking forward to. But that's not all - this October, he plans to take another big step toward his future by enrolling on an IT course, pursuing his passion for technology and learning new skills.



Outcomes Based Success

Bradley's Journey: From Fear to Friendship

At Marlow, we celebrate every step forward, and Bradley's journey has been nothing short of inspiring. Living with autism and carrying the weight of past trauma, he once found social interactions overwhelming. Being around others, eating at the dining table, and engaging in conversations felt impossible. But today, those struggles are part of his past, and a new chapter is unfolding—one filled with adventure, connection, and joy.

Bradley now enjoys sharing meals with friends, chatting with staff, and embracing new experiences. Whether walking among the animals on the farm or lending a hand with daily tasks, he is stepping into a more confident and fulfilling life.

Going out and having fun is what he loves most. Making new friends and traveling by public transport has become his passion. Every journey he takes is another step toward greater independence, proving that with the right support, courage, and determination, incredible progress is possible.



Compliments

“ Thank you so much for supporting our loved one yesterday and coming to the meeting

Family Member, September 2024

“ I think you are doing a great job

Social Care Professional, June 2024

“ I just want to say a huge thank you for making it possible for my loved one to join us at our house for my 70th birthday celebration. It was a really lovely afternoon.

Family Member, February 2024

“ I did pop down to the house very recently to spend a little time with a supported individual. He looked very well and happy.

Social Care Professional, August 2024

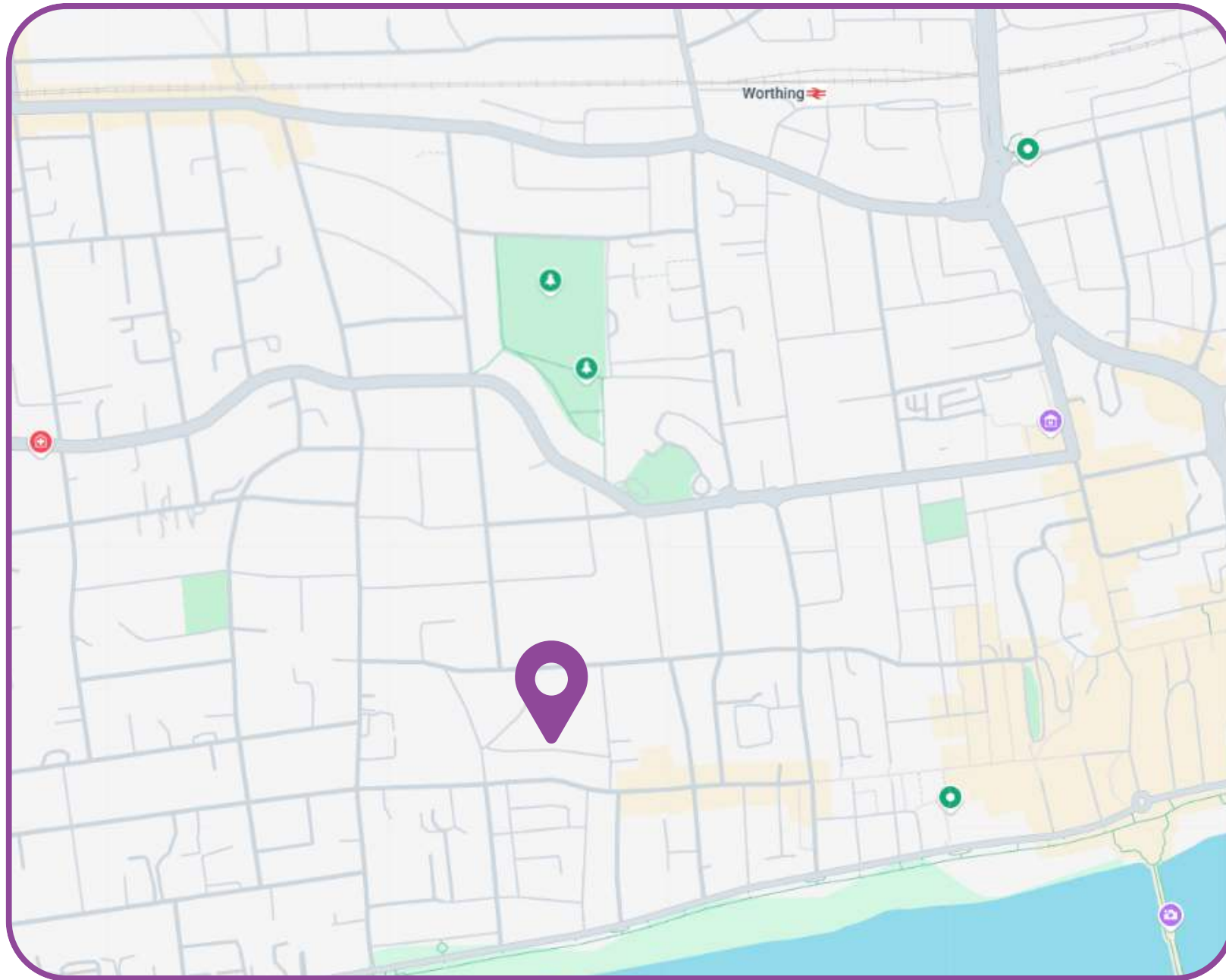
“ Handled a challenging situation with professionalism and care, working closely with both family and healthcare professionals while advocating for the best interests of those we support. A great example of safeguarding in action.

Social Care Professional, April 2024

“ Just wanted to say a massive thank you to the staff member for taking our loved one to see the consultant today. She has been very professional and very articulate and it shows that she clearly knows her well. It was so reassuring for us to be able to be part of the conversation.

Family Member, January 2024

Location



Marlow is nestled in the seaside town of Worthing in West Sussex, offering residents the perfect blend of coastal living and urban convenience. Situated close to Worthing High Street, the beach, and the iconic Worthing Pier, the area provides a variety of shopping outlets, cafes, and local attractions to explore.

Worthing benefits from excellent transport links, making it easy to travel across the south coast to vibrant destinations such as Brighton, Chichester, Portsmouth, and Southampton. For those looking to venture further afield, there are direct connections to London, making it an ideal location for accessibility, leisure, and relaxation. Whether enjoying a stroll along the seafront or exploring the bustling high street, Marlow offers a truly appealing environment.



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