

liaise

Birchwood House

A residential care home in
Newham, London

E12 6RB



Inspected and rated

Good



Experience you can trust, support you can rely on

We provide specialist and bespoke support for adults with learning disabilities, autistic people and individuals with complex needs and behaviours of concern. Our pathway of integrated services includes supported living and residential care across London, the South and East of England.



Overview

Birchwood House is a residential home in the well-connected borough of Newham, supporting individuals in a characterful environment located nearby a Learning Disability Day Centre and a SEND college.

The home features seven bedrooms, most with en-suite bathrooms, **shared communal areas**, a **games room**, and a **garden** with a patio, creating a safe, homely, and engaging space.

Our dedicated team, **trained in Positive Behavioural Support (PBS)**, excels at fostering a consistent, supportive atmosphere where each person is valued and understood. Residents also benefit from access to **Speech and Language Therapy (SLT)**. We work closely with residents and their supporters, customising our services to meet each individual's sensory, physical, and behavioural needs through layout adjustments, sensory-friendly design, and tailored support.

Local amenities, public transport, and green spaces are all within easy reach. **Stratford Westfield**, one of the largest shopping malls in Europe, is nearby. Transport links include the **London Underground lines** and the **DLR**. Additionally, there are over **20 parks and recreation grounds**, such as Woodgrange Park, perfect for leisurely strolls.



Birchwood House Area [Map Link](#)

Room information

Room 4

We currently have a vacancy on the ground floor at Birchwood House. This spacious, fully furnished room includes a kitchenette and a private en-suite bathroom with a bathtub and toilet. It also offers direct access to the back garden and features a lockable medical cabinet for added convenience.



Features



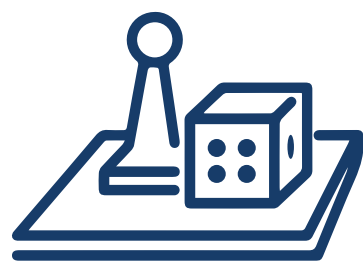
Private bedroom



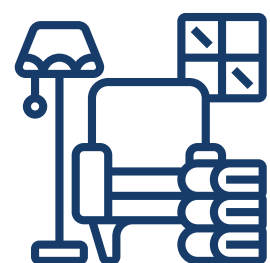
En-suite bathroom



Residential home



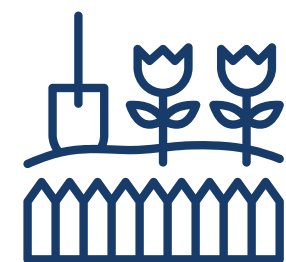
Games room



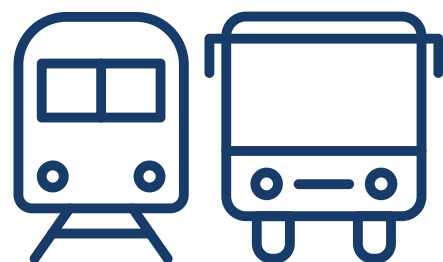
Shared lounge



Shared kitchen



Shared garden



Public transport links



City urban location

Benefits



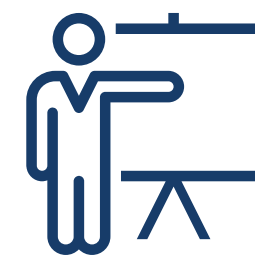
Staff on-site 24/7



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 manager
on site

Meet the team



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

Suzanne offers over 28 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 is an experienced Service Manager with over six years in adult social care. Formerly a Senior Tutor in further education, she has a strong background in supporting individuals with learning disabilities. Holding an L5 diploma in Leadership and Management, Lindsay is dedicated to person-centred care and empowering her teams.

Compliments about the team



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

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.

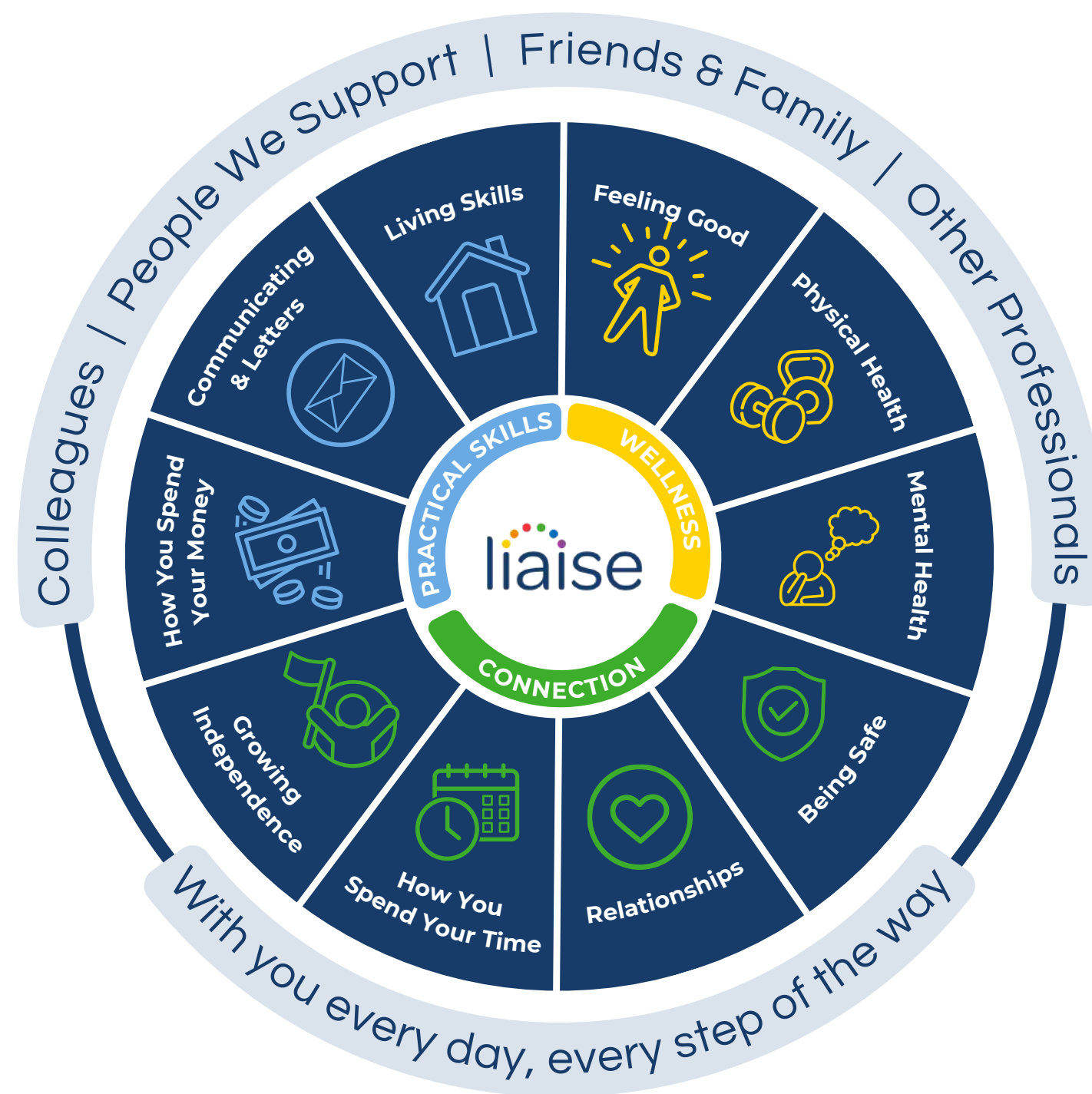


Improving Lives

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.



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.



Theresa Cook

Referrals & Placement Manager



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