

# Riverside Haven

Spalding, Lincolnshire



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# Liaise's Specialist Support



We are Liaise.



We provide specialist support for adults.



We help adult people with learning disabilities and autistic people.



This includes people with complex needs and behaviours of distress.

## Liaise's Specialist Support



Our approach is rooted in Positive Behaviour Support (PBS).



We also use PROACT-SCIPr-UK.



This means our support is respectful and focused on the person.



We help people become more independent and improve their wellbeing.

# Liase's Specialist Support



All staff receive special training in PBS and PROACT-SCIPr-UK



We work together as a team.

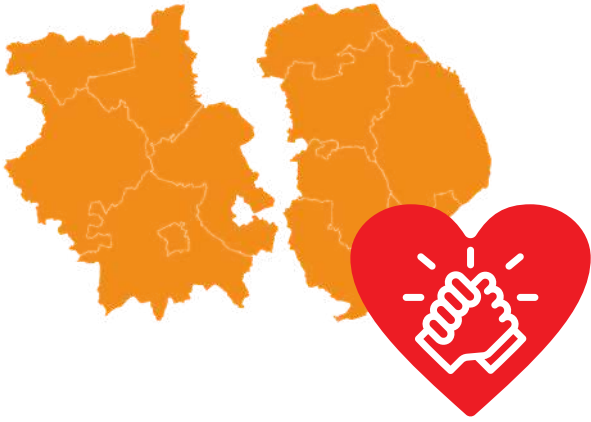


This helps us give high-quality, personalised support.



We focus on what is important to each person.

## Liaise's Specialist Support



In our Midlands region, we provide five key areas of specialist support.



We have a trained PBS Practitioner with a nursing background who supports people with complex behaviour needs.



Our support staff are trained in PROACT-SCIPr-UK to provide safe and positive support.

## Liase's Specialist Support



We work with people to design flexible supported living services, including opportunities to open new homes.



We support people to move from hospital or higher support into supported living in a planned and safe way.



We help young people move into adult support with care that is right for their age and needs.

## Our Specialist Support Team



Riverside Haven is supported by a special team called the **Positive Behaviour Support (PBS) Team**.



PBS helps people understand their needs and find positive ways to feel safe, calm and happy.



The PBS team will help you make a plan that is right for you and your goals.

## Our Specialist Support Team



This is Simone.



Simone is a Positive Behaviour Specialist who supports Riverside Haven.



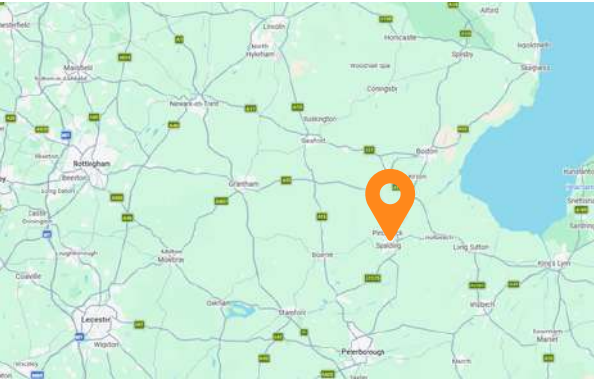
She will help you build your PBS plan and make sure the team supports you in the right way.

## About Riverside Haven



This is Riverside Haven.

Riverside Haven is a supported-living home in Spalding.



Spalding is a small town in Lincolnshire.



A supported living home is a place where people have their own home.



Riverside Haven has three floors.

## About Riverside Haven



There are two apartments per floor.



There is a lift that can be used.

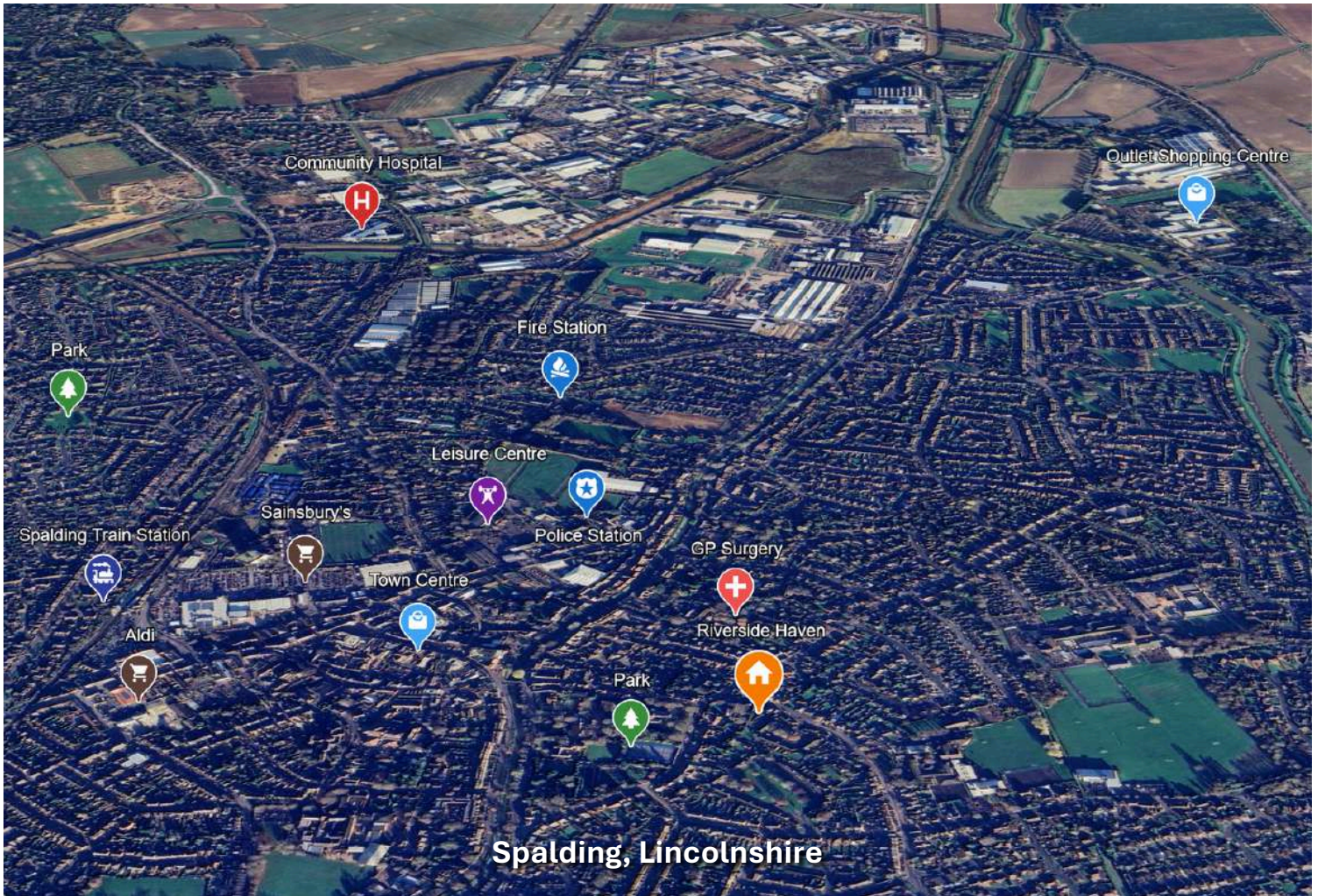


There are also stairs if you prefer.



There is parking available behind the home.

## The Spalding Area



Riverside Haven is located near here.



Most places are less than a 10 minute drive from the home.



There are bus options into the town and surrounding areas from the home.

## Meet the Riverside Haven Team



This is Lisa.

She is the Regional General Manager for the Midlands Region.



This means she is in charge of all the homes in the Midlands.



This is Ethan.

He is the Operations Manager for the Midlands.



The Operations Manager means he helps Lisa and the Midlands managers run their homes.

## Meet the Riverside Haven Team



This is Jake.

Jake is Riverside Haven's Registered Home Manager.



Home Manager means he runs the home, with help from Lisa and Ethan.



Jake also supports both you and his team.



He wants to help you reach your goals and live your best life.

## Liaise Influencers



Liaise has a special group called The Influencers.



The Influencers are people we support, who help shape what we do.



The Influencers share what matters to people we support.



This helps us make good decisions for you and others.

## Liaise Influencers



This is Rachel.



Rachel is a Liaise Influencer. She lives at Chingford.



Rachel recently visited nearby Liaise homes to talk with people we support.

## Liaise Influencers



She helped record their stories so their voices can be heard.



By planning and recording the interviews, Rachel also built important skills.



She built skills like time management, communication, and building relationships.

## Liaise Influencers



Rachel helped share their stories at a Liaise Managers Conference.

She spoke to an audience of 70 people.



This helped managers improve the support they provide.



This experience helped Rachel build confidence and develop her communication skills.

# Our Outcomes Pathway Model



We use our Outcomes Pathway Model to plan support with each person.

This means support is designed around what each person wants and needs.



We focus on people's hopes, goals and aspirations.



## Our Outcomes Pathway Model



Different professionals work together as a team.



This helps us give high-quality, personalised support.



Liaise wants to support you to live the best life possible.



We will support you to learn the skills you want to learn.

## Our Outcomes Pathway Model



Our team will work with you to help you find your goals



They will also help you build skills to live everyday with confidence.



You are always at the centre of your support.



We listen to what is important to you and support your needs, choices and goals.

## Visiting the Home - See the Rooms



The team at Riverside Haven would be glad to show you around.



You can look at the room and the house to see if it's right for you.



You can meet the manager and our specialist team

## Visiting the Home - See the Apartment



This is one of the apartments in Riverside Haven.



It's one of six apartments over three floors.



The apartment won't have any furniture except for the kitchen.

## Visiting the Home - See the Apartment



You will have your own private kitchen.



And a lounge space.



You will also have an en-suite bedroom.

## Get in Touch



This is Rebecca.



Rebecca is the Referrals and Transition Manager for the Midlands Region.



If you are interested in visiting Riverside Haven, you can contact her by phone or email.



**Give Us a Call**  
0330 500 5052



You can click the buttons to contact Rebecca.



**Make a Referral**  
referrals@liaise.com



Your goals are our goals

We provide bespoke support for adults with learning disabilities and autistic people, including those with complex needs, behaviours of distress and co-occurring mental health conditions.

Guided by our in-house Specialist Support Team, our approach ensures support that is always person-led.

Get in touch today to find out how we can help support someone you know



 Call **0330 500 5052**

 Email **referrals@liaise.com**

 Website **liaise.com**

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