

liaise



# Somerford Court

Our supported living home in  
Tottenham, London

N17 0ND



External Audit Report

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.



# Welcome to Somerford Court

Somerford Court is our warm and friendly self-contained supported living space, nestled in the heart of Tottenham, North London.

## Why choose Somerford Court?

- **Independent Living with Comfort and Connection:** Each home offers a self-contained space with its own front door, promoting privacy and independence. All environments are designed around individual sensory, physical, and behavioural needs. Residents enjoy a strong support network, nearby parks, and a local Learning Disability Day Centre—plus excellent transport links via the London Underground and Overground.
- **Co-Produced, Person-Centred Support:** Shaped by people with lived experience through our Influencers Group, we build care plans around each person's strengths and goals - like supporting someone with a passion for art to lead classes, boosting confidence and inspiring others.

**Expert, Caring Team:** All our staff are trained in Positive Behaviour Support (PBS) and Proact-SCIPr-UK. Each person we support has a tailored PBS plan, with input from our in-house PBS Practitioners, Speech and Language Therapists, and Occupational Therapists, promoting safety, independence, and progress.



Somerford Court [Area Map Link](#)

# Room information

## Room 4

This vacant room includes:

- **Private En-Suite Bathroom:** Features a bathtub, toilet and sink
- **Fully Furnished:** The room is fully furnished with a double bed, dresser, wardrobe and a desk.
- **Compact Wardrobe:** Conveniently located at the end of the room for hanging clothes.
- **View:** Good amount of sunlight with a view of Somerford Place's garden entrance



# Features



Private bedroom



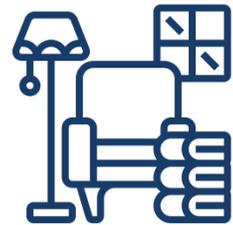
En-suite bathroom



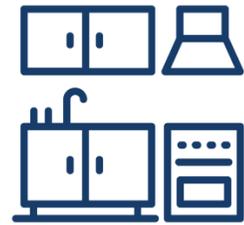
Supported living



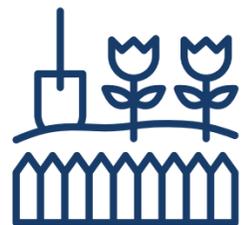
Wheelchair accessible



Communal lounge



Communal kitchen



Communal garden



Public transport links



City urban location

# Benefits



Staff on-site 24/7 & Registered 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



Social landlord

# 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.



**Helen**, Operations Manager for the London Region

Since 2007, Helen has been committed to the social care sector, leading services to achieve positive outcomes. She focuses on building high-performing teams with a strong culture, believing these foundations are key to delivering exceptional care for those we support.



**Pascale**, Registered Manager at Somerford Court

Pascale recently joined Somerford Court as an experienced care professional with 26 years in the sector, specialising in supporting individuals with learning disabilities, autism, and elderly care. Her career began as a support worker before progressing into leadership roles, including six years as a domiciliary and bank deputy manager.



I just wanted to say how impressed I am with this – Bola was incredibly open and responsive on the phone, not one hint of defensiveness and so pleased to see she took action quickly and shared with you and HR.

**Team Member**



Wow! I am her brother and I have never been allowed to give her a hug. That is so good, shows you that she's not entirely a lost cause. The staff at the Lighthouse were not ever on such good terms with her, and she was just one of the residents to them. It must make a huge difference to her mentally to feel wanted. They did say to me after your visit to see her there that she liked you a lot

**Family Member**

# 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.

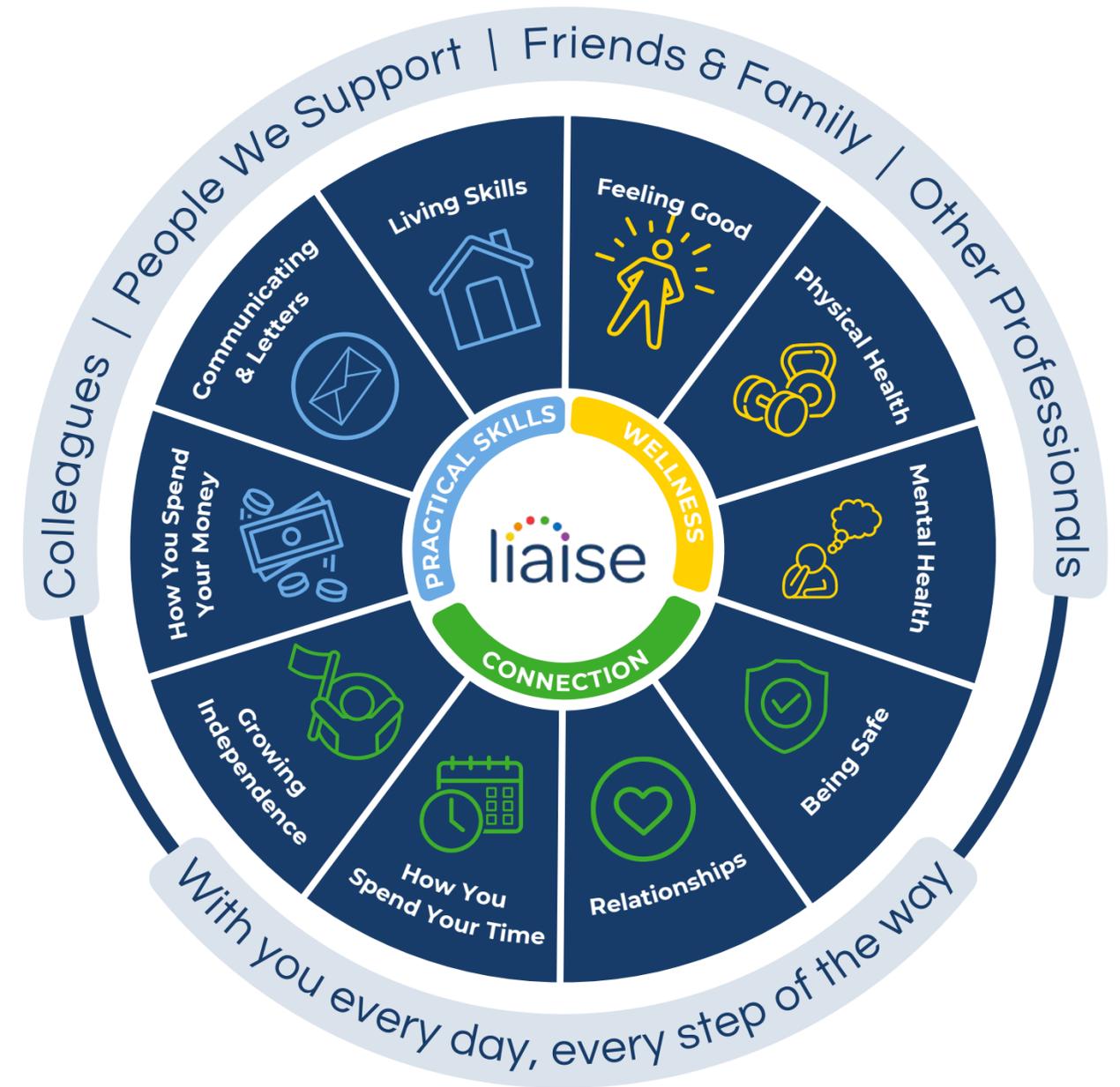


# Improving Lives

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.



# Outcomes Based Success



## Nicole's Journey of Embracing New Connections

Nicole lives at Somerford Court and recently was experiencing increased difficulties. As such, the team held a meeting to discuss ways to help Nicole thrive. A local day centre was identified, where she threw herself into a range of activities and started to form a special friendship. These experiences have grown her self-confidence, social skills and improved her overall quality of life.

# 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

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