



# St James House

Our residential care home in  
Dartford, Kent

DA1 2DX



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 St James House

St James House is a quiet and calming residential home in Dartford's Town Centre.

## Why choose St James House?

- **Comfortable, Connected, and Tailored Living:** Our home offers spacious rooms, shared social spaces, and calming environments designed around individual needs. Nearby amenities include the Bluewater Shopping Centre, scenic walks along the River Thames and more. Regular trains provide easy access to Central London and the rest of Kent.
- **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.



St James Area Map - [Google Maps](#)



# Room information

## Flat 2

This ground-floor vacant flat includes

- **Fully-Furnished Bedroom:** Includes a bed, dresser, and a wardrobe.
- **Private En-Suite Wetroom:** With a sink, toilet and a shower area
- **Private Space:** Open plan kitchenette (with kitchen appliances) and lounge area with sofas and a small table.



# Features



Private bedroom



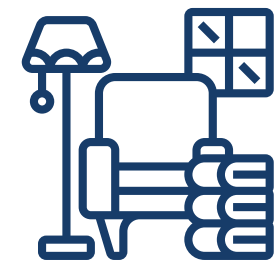
En-suite bathroom



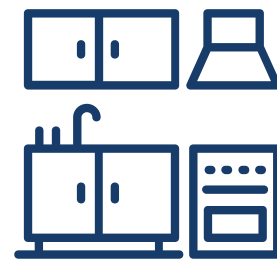
Residential home



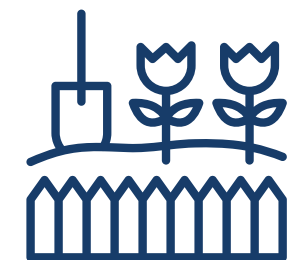
Off-street parking



Shared lounge



Shared kitchen



Shared garden



Sensory room



Suburban location

# Benefits



Staff on-site 24/7



Positive Behaviour Support (PBS)



Person-centred care



Proact-SCIPr training



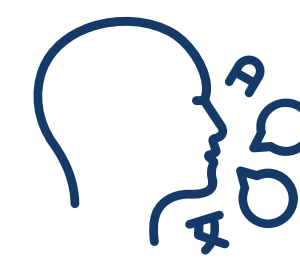
Outcomes-based support & Personal skill development



Near a Learning Disability 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.

“Huge thanks to the whole team for looking after our loved one. Our friend was blown away by how happy and settled he seems  
**Family Member**

“I’m really happy with the level of support my loved one is receiving at the home and he has not been this settled and happy  
**Family Member**



**Abigae**, Registered Manager at St James House

Abigael brings 15 years of experience in health and social care to St James House, progressing from Support Worker to Registered Manager. With 10 years at Avenues Group, she is dedicated to supporting individuals to achieve their personal goals.

“I am happy for how the team organised the transition plan for our loved one move to the home, and the warm reception that made him feel welcoming.  
**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.

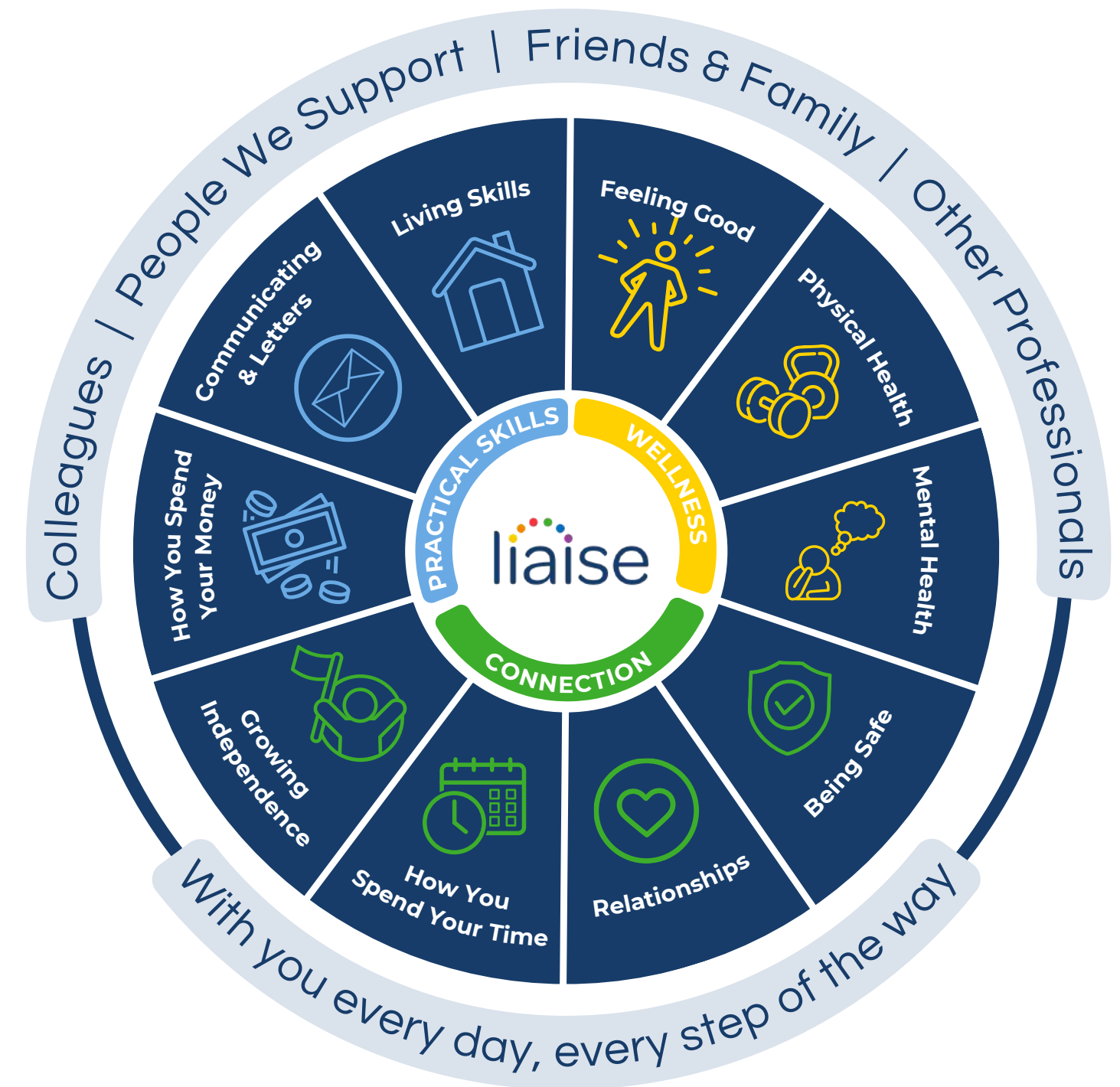


# Improving Lives

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.





# 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



## Philip's Journey to St James House

Philip's move from Joseph House in Norfolk to St James House was a memorable adventure. From the start, Philip was in high spirits, singing along to his favourite tunes in the van and sharing engaging stories of his time during the journey. It's been an incredible transition for him, and we couldn't be more pleased with how everything has unfolded.

<https://liaise.com/a-heartwarming-welcome-philips-journey-to-st-james-house/>





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