



# Crossbrook

## Court and Cottage

A residential care home in  
Cheshunt, Hertfordshire

EN8 8LU



External Audit Report

Rated Good



Explore A Short  
Video Tour of  
Crossbrook

Scan or click the QR code





# 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 Crossbrook

Crossbrook Court and Cottage is our warm and friendly dual residential home in the quiet town of Cheshunt.

## Why choose Crossbrook?

- **Comfortable, Connected, and Tailored Living:** Our home offers spacious rooms, shared social spaces, and calming environments designed around individual needs. Nearby amenities include the Laura Trott Leisure Centre, Brookfield Shopping Park, and scenic walks at River Lee Country Park. Regular trains provide easy access to Central London.
- **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.



Crossbrook: [Google Maps](#)

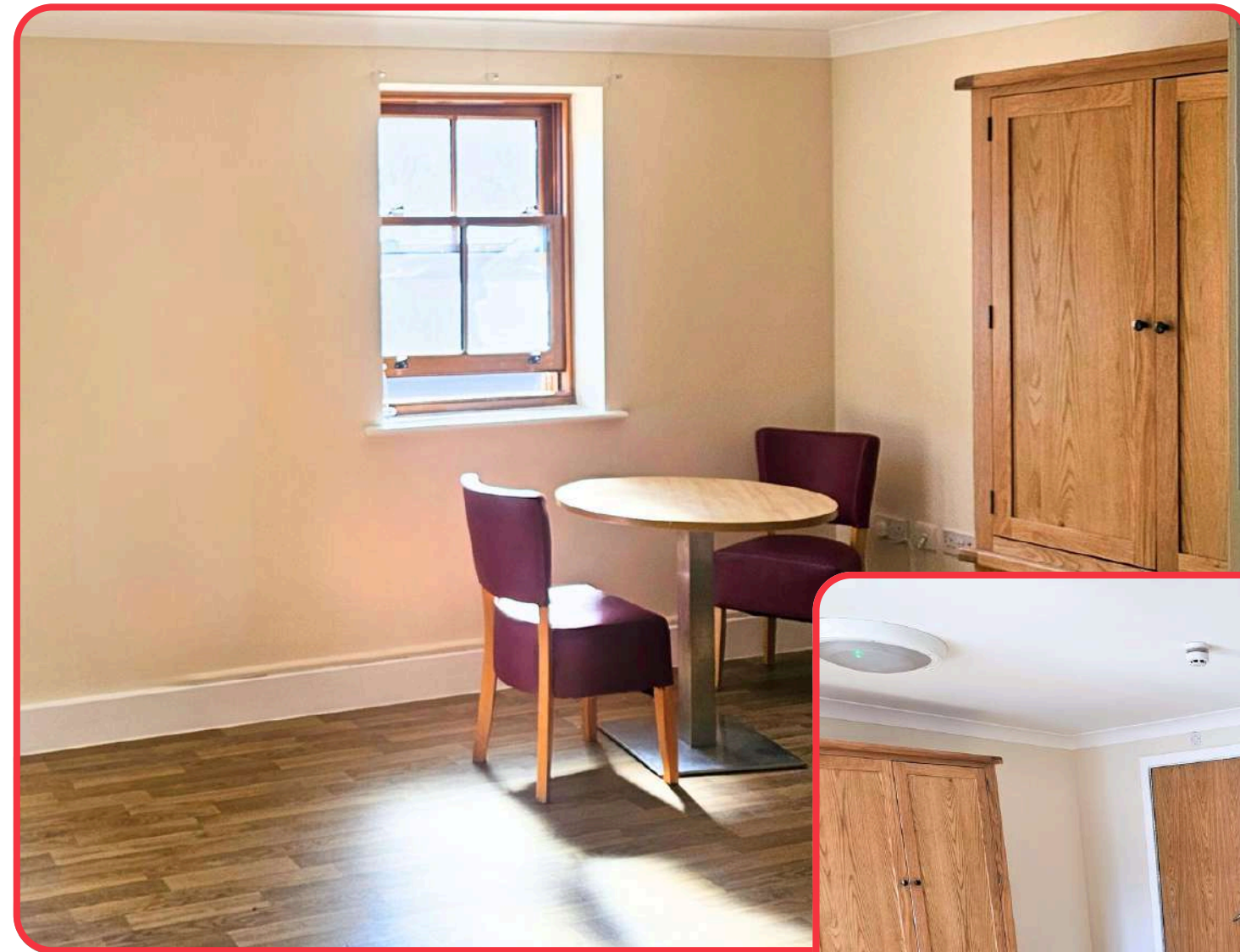


# Room information

## Crossbrook Court, Room 2

This vacant room includes

- **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
- **Private En-Suite Wetroom:** Features a wetroom, toilet and sink



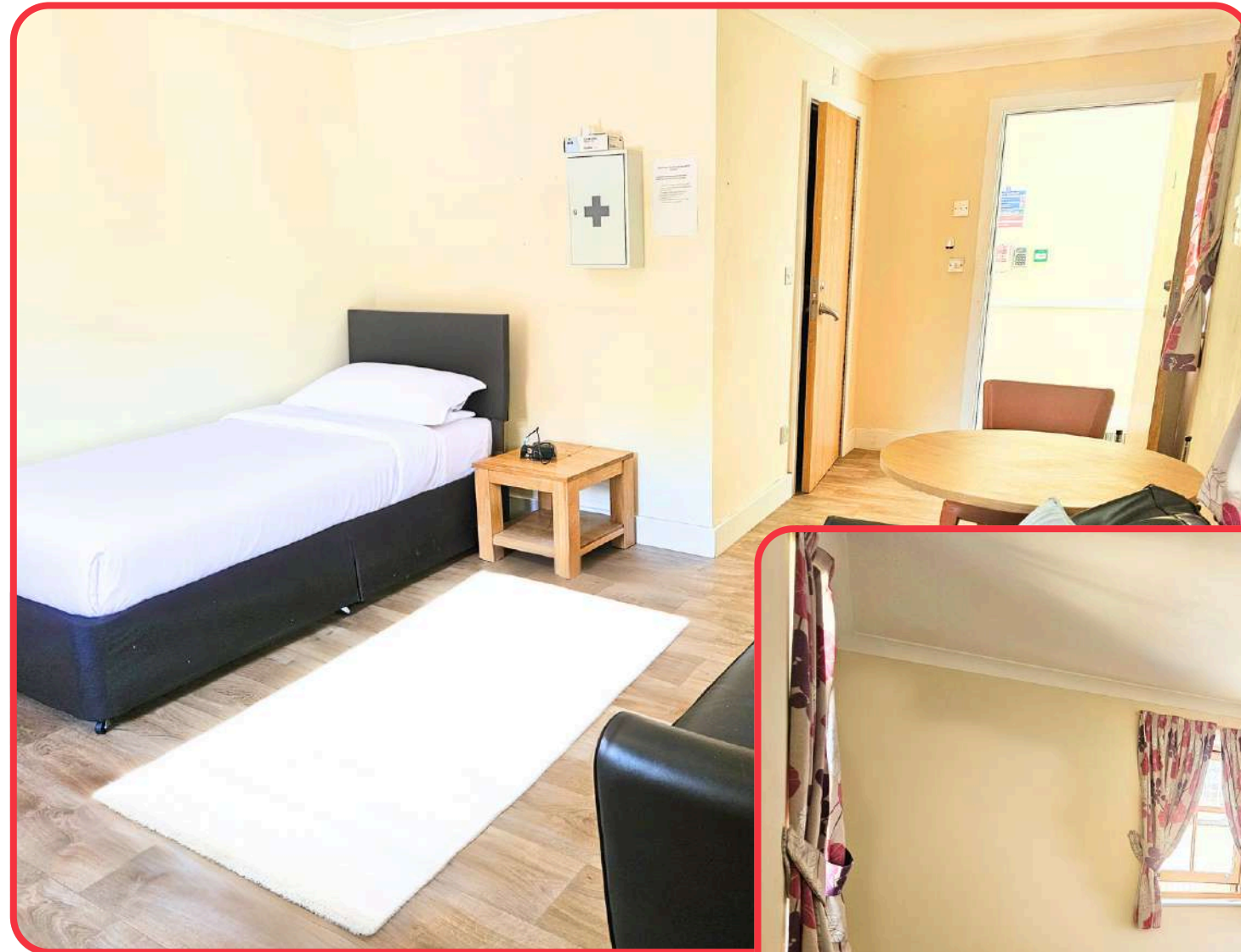


# Room information

## Crossbrook Court, Room 4

This ground-floor vacant room includes

- **Semi-Furnished:** Includes a bed, sofa, and table.
- **Proximity to Shared Spaces:** Just steps away from the communal lounge and kitchen
- **Private En-Suite Bathroom:** With a sink, toilet and bathtub



# Room information

## Crossbrook Court, Flat 5

This first floor vacant room includes

- **Self-Contained:** Includes a private lounge and en-suite bathroom
- **Fully Furnished Bedroom:** Double bed, wardrobe, sofa, table and chair, and a dresser
- **Shared Kitchen:** Access to a communal kitchen shared with Flat 6



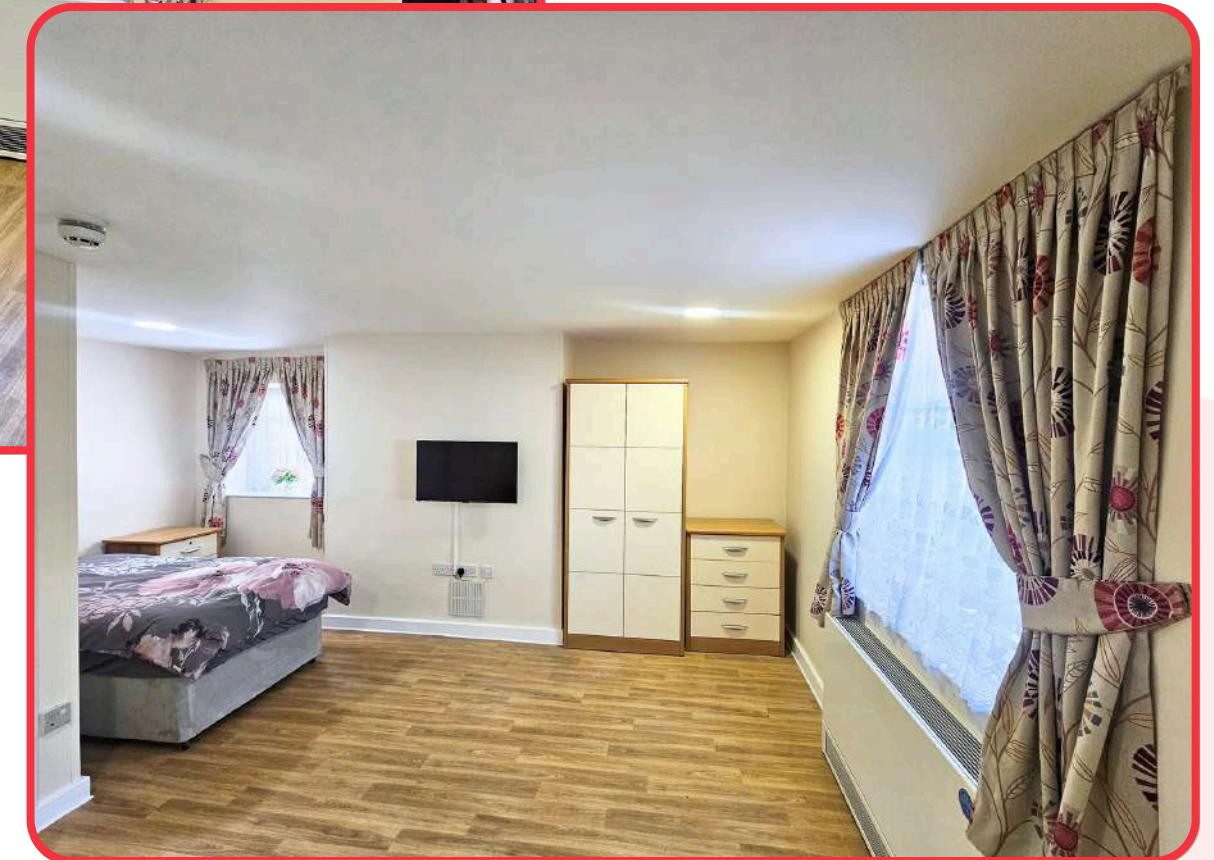
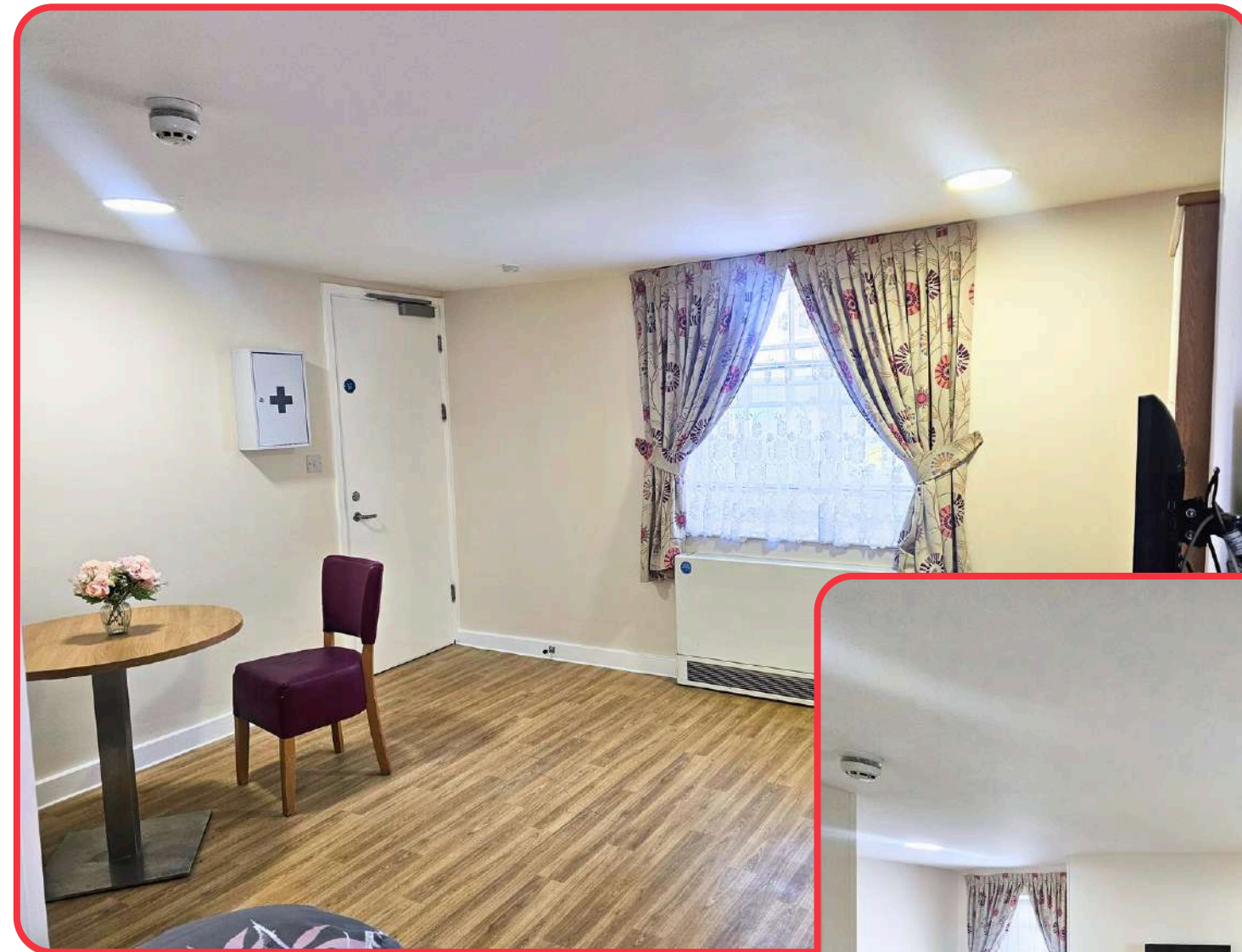


# Room information

## Crossbrook Cottage, Room 2

This vacant room includes

- **Fully Furnished:** Single bed, wardrobe, table with two chairs, and a dresser
- **Shared Spaces:** Access to a communal kitchen and lounge area
- **Private En-Suite Bathroom:** With a sink, toilet and a shower cubical



# Features



Private bedroom



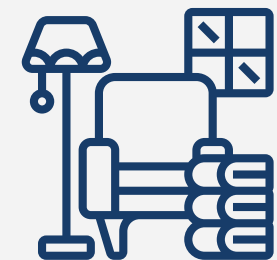
En-suite bathroom



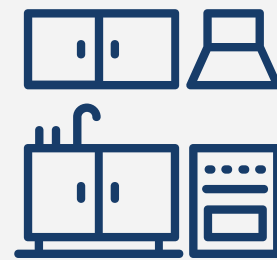
Residential home



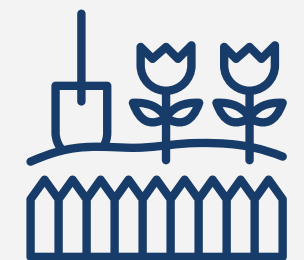
Off-street parking



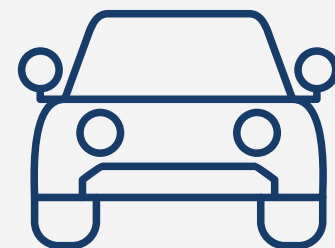
Shared lounge



Shared kitchen



Shared garden



Home vehicle access



Suburban location

# Benefits



Staff on-site 24/7



Positive Behaviour Support (PBS)



Person-centred care



Proact-SCIPr training



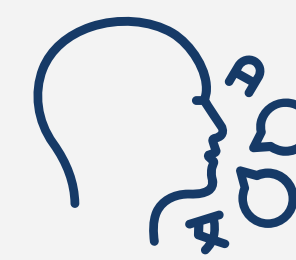
Outcomes-based support & Personal skill development



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.



**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.



**Renae**, Registered Manager at Crossbrook Court and Cottage

Renae joined the company in 2018 as a Support Worker, quickly progressing to Deputy Manager in 2023. A finalist for Frontline Leader at the Great British Care Awards, she is passionate about empowering her team and promoting independence. Committed to delivering high-quality care, Renae strives to enhance the lives of those she supports every day.



Thank you to Crossbrook manager and all staff for supporting our loved one and all your hard work through the difficult times. We're so grateful for all your support, the activities planned and the time taken to explain things, emotional support, and the wonderful system you have in place.

**Family Member**



I wanted to take a moment to commend one of your team members for their outstanding participation in the Level 3 First Aid course. It was a pleasure to see their genuine interest and engagement throughout the sessions.

**Course Tutor**

# 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.



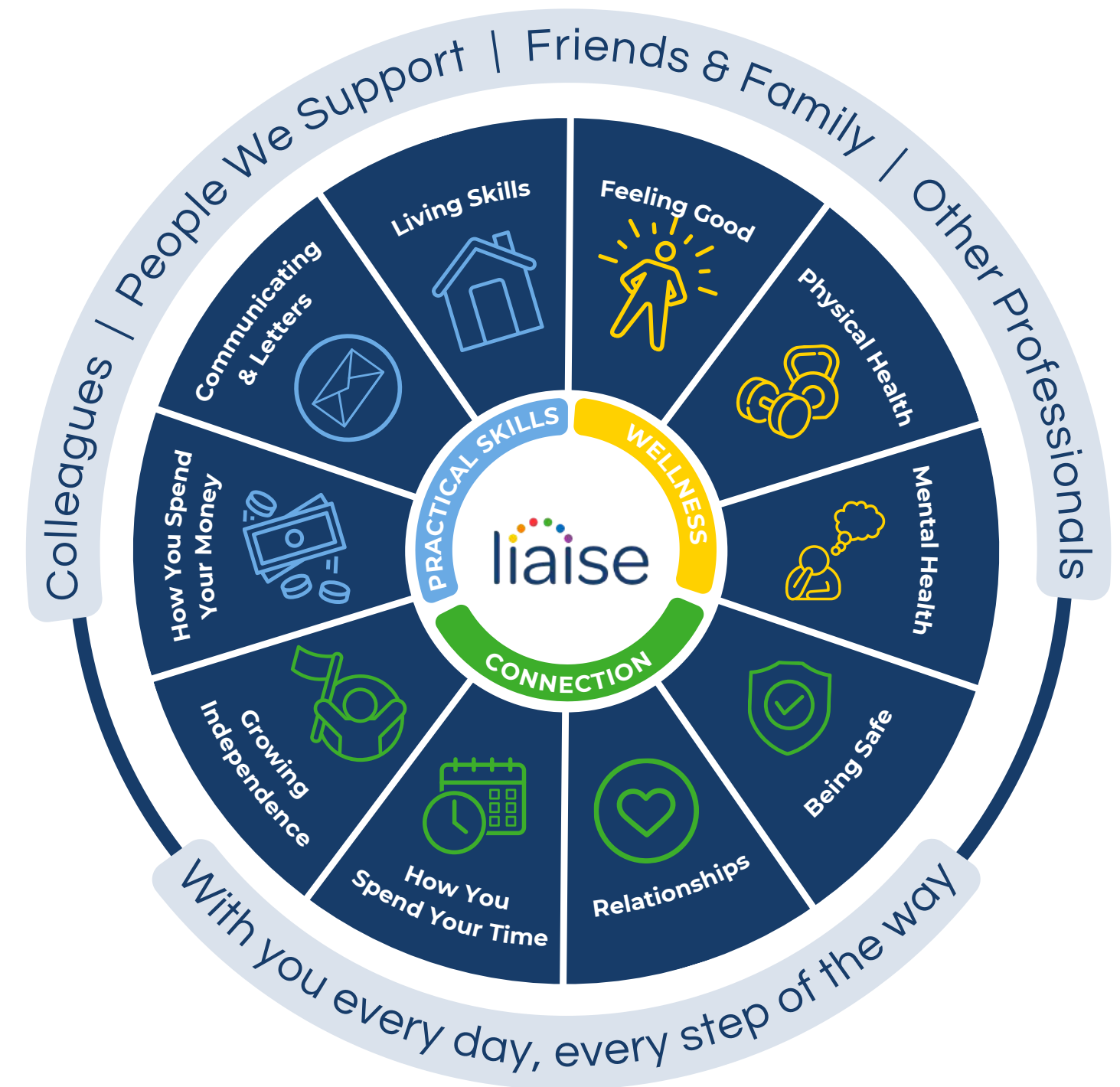


# Improving Lives

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.



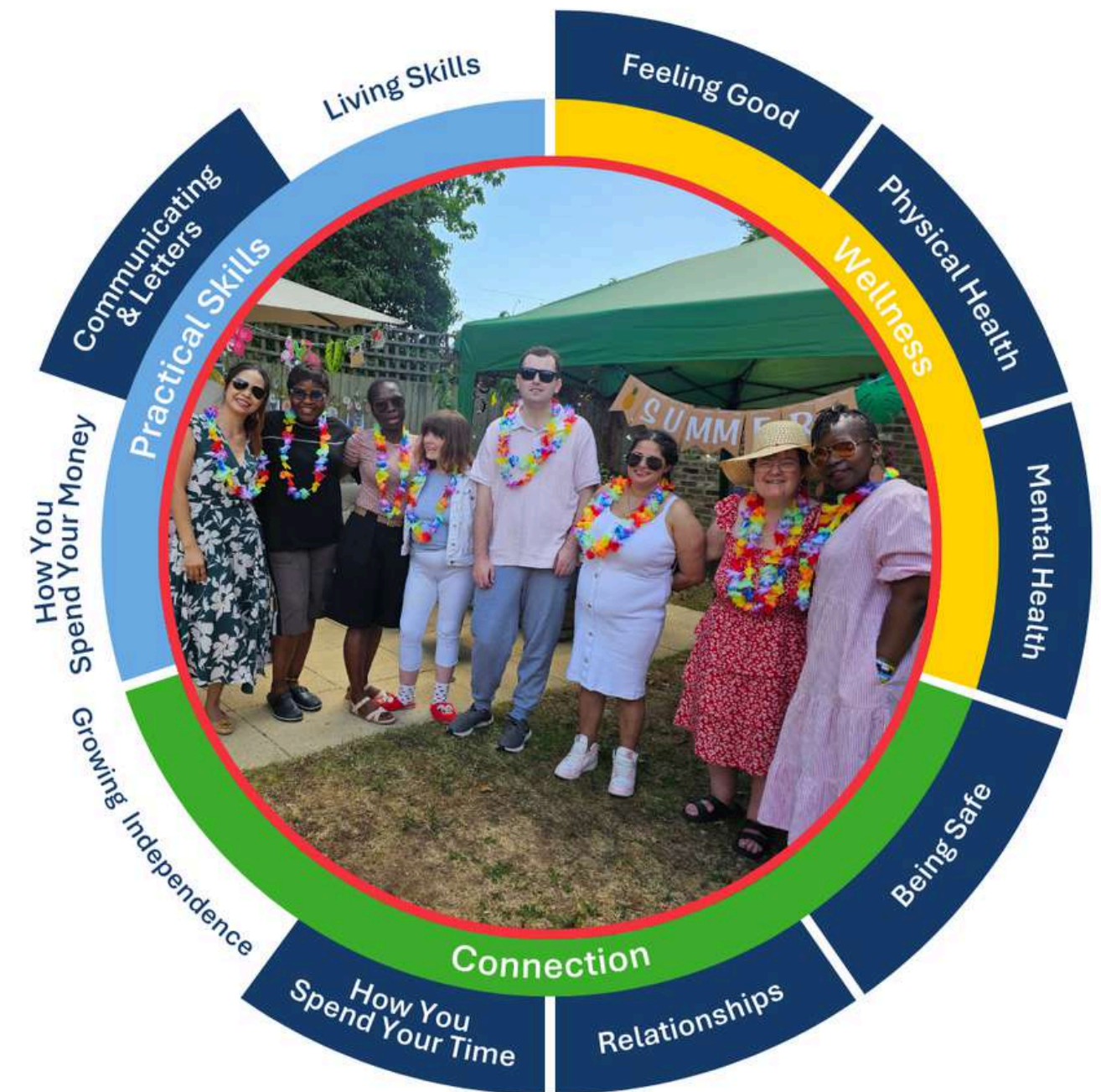
# Outcomes That Matter

Our Outcomes Pathway empowers people to thrive by focusing on 10 key areas of wellbeing. It helps us set meaningful goals with the individuals we support and deliver personalised care that leads to real, lasting change.

## Moments That Matter

Crossbrook held a Hawaiian-themed party over the warm, sunny weekend as they celebrated not one, not two, but three national foodie days!

From National Fried Chicken Day to National French Fries Day and National Mojito Day, the team brought the flavours and the fun with tropical decorations, delicious food, and plenty of aloha spirit.





## Theresa Cook

Referrals & Placement Manager



[referrals@liaise.com](mailto:referrals@liaise.com)



0330 500 5052



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