



# Knoll House

A supported-living home in  
Dartford, Kent

DA2 7DE



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 Knoll House House

Knoll House is a quiet and calming supported living home in near Dartford, Kent.

## Why choose Knoll 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 and wooded areas/open green spaces. Regular trains in Dartford 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.



Knoll House - [Google Maps](#)

# Room information

## Room

The first-floor vacant room includes

- **Fully-Furnished Bedroom:** Includes a single bed, dresser, armchair and a wardrobe.
- **Private En-Suite Bathroom:** With a sink, toilet and a shower area



# Features



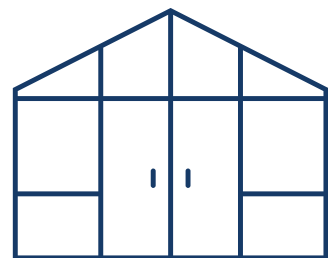
Private bedroom



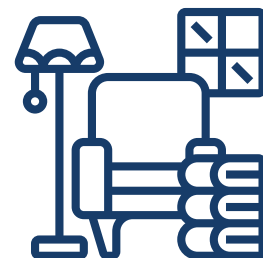
En-suite bathroom



Supported living



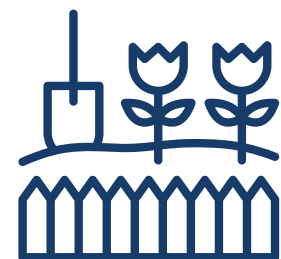
Conservatory



Private lounge



Private kitchen



Shared garden



Off-street parking



Suburban 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



Regional support network



Speech and language therapy



Social landlord

# 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.

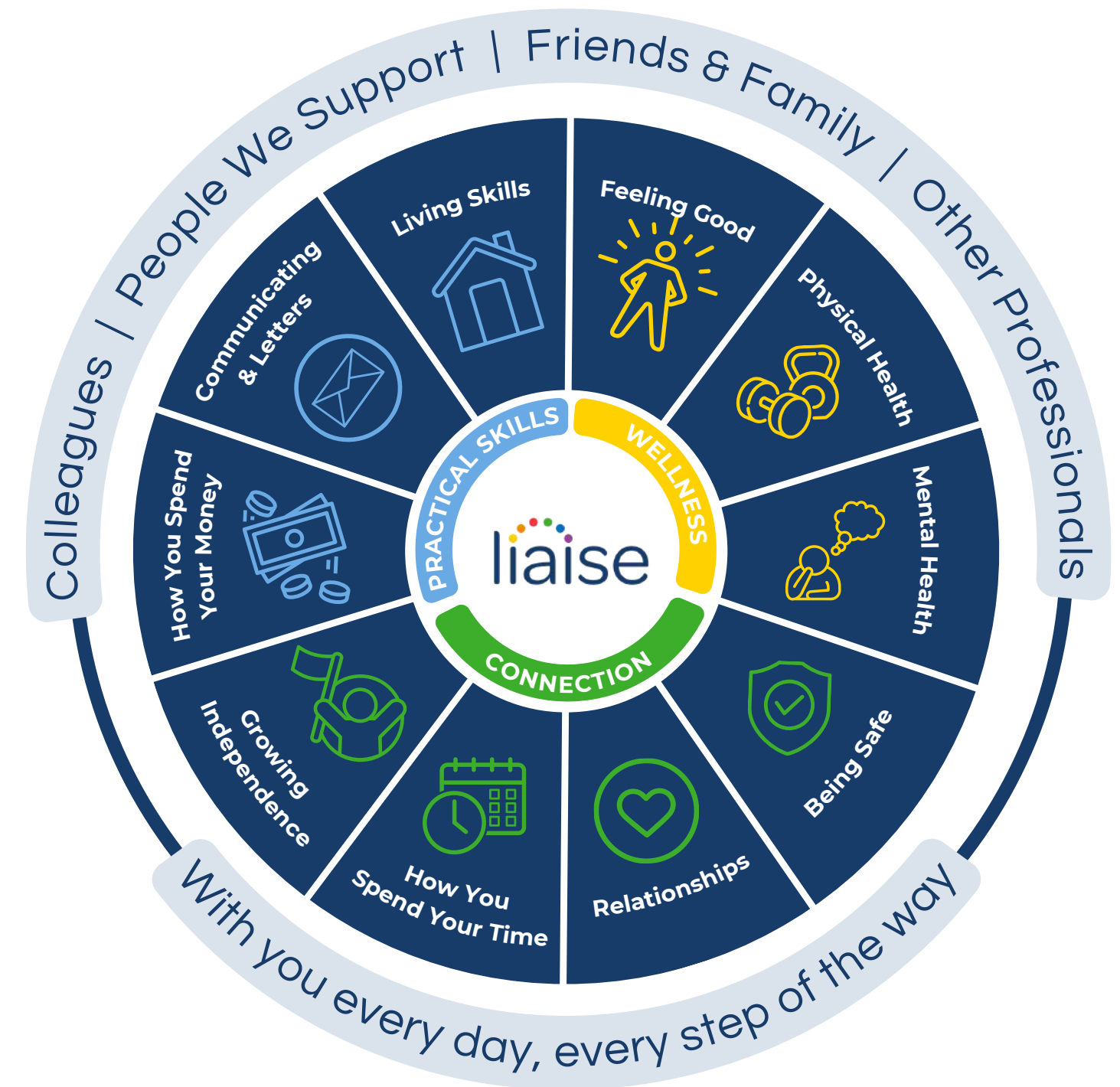


# Improving Lives

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

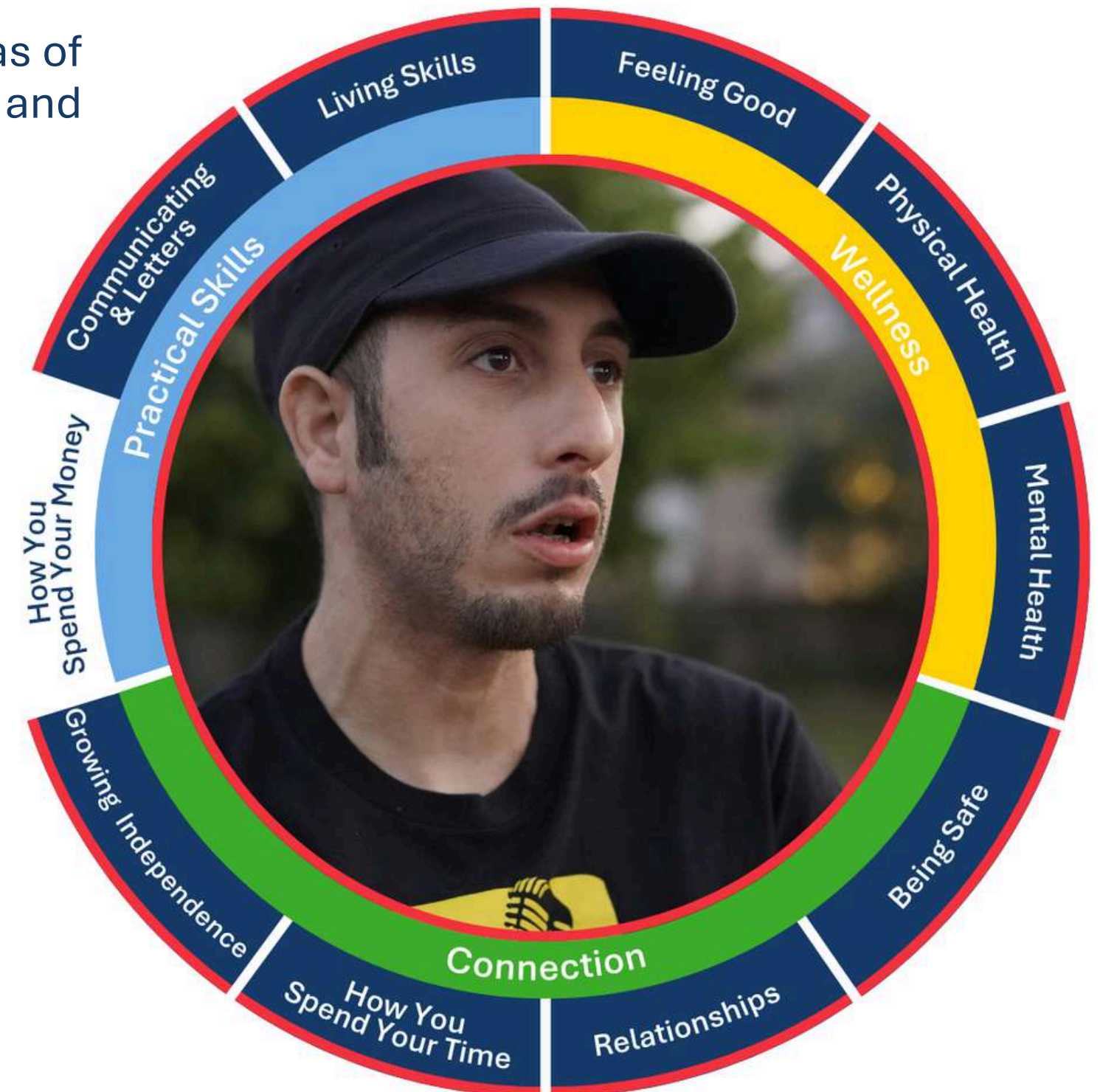
Our Outcomes Pathway empowers people to thrive by focusing on 10 key areas of wellbeing. It helps us set meaningful goals with the individuals we support and deliver personalised care that leads to real, lasting change.

## Sam's\* Journey to Independence at Knoll House

Sam\*, a 27-year-old individual at Knoll House, has made a remarkable transformation over the past four years. Facing challenges like a mild learning disability, OCD, and borderline personality disorder, he initially struggled with motivation and isolation. However, with patient support and small, achievable goals, Sam began to regain control over his life.

*\*Name and photo changed for privacy*

<https://liaise.com/sams-journey-to-independence-at-knoll-house/>





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