



liaise

St James House

Our warm and welcoming
residential home in
Dartford's Town Centre



External Audit Report

Rated Good



Experience you can trust, support you can rely on

Our London residential and supported living homes provide specialist, bespoke support for adults with learning disabilities, autistic people, and individuals with complex needs and behaviours of concern. Backed by over 20 years of expertise, we combine Positive Behaviour Support (PBS) and Speech and Language Therapy (SALT) to deliver truly person-centred care.



Why choose us?

Tailored Living - Our home offers spacious and calming environments designed around individual needs. Nearby amenities include scenic walks along the River Thames.

Co-Produced, Person-Centred Support - Shaped by people with lived experience, we build care plans around each person's strengths and goals - like supporting someone with a passion for art to lead classes.

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.



Our Available Ground Floor Flat Offers:

- A fully-furnished bedroom including a cosy bed, spacious wardrobe, and dresser – everything you need to settle in with ease.
- Private wetroom featuring a shower area, toilet, and sink.
- Self-contained living space with an open-plan kitchenette and a welcoming lounge area complete with a sofa and a dining table.



Features



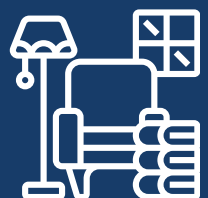
Private Bedroom



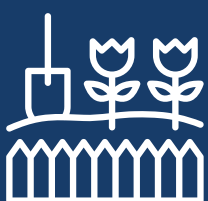
En-Suite Bathroom



Off-Street Parking



Shared Communal Areas



Shared Garden



Wheelchair Accessible Ground Floor



Suburban Location



Sensory Room

Benefits



Staff On-Site 24/7



Positive Behaviour Support (PBS)



Proact-SCIPr trained staff



Outcomes-Based Support



Regional Support Network



Speech And Language Therapy



Near A Learning Disability Day Centre



Personal Skill Development



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.



Lisa, Operations Manager for the London Region

With 29 years in health and social care, including 21 as a CQC Registered Manager with Outstanding ratings, Lisa now holds senior leadership roles and represents the learning disability sector on the Care and Nursing Advisory Board.



Abigael, 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, she is dedicated to supporting individuals to achieve their personal goals.



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.

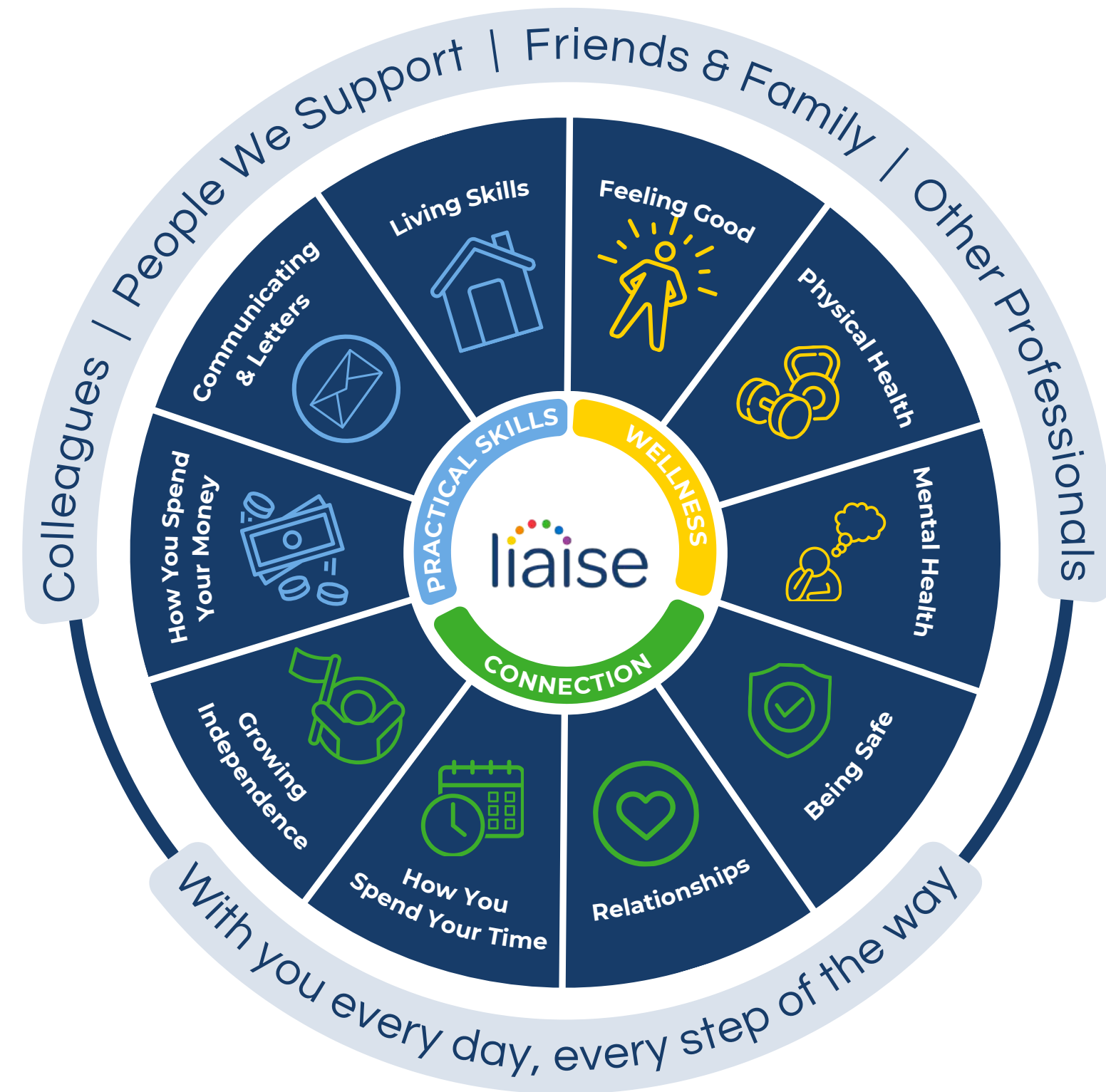
Our commitment to co-production means creating meaningful partnerships that empower individuals, drives inclusion, and deliver homes truly tailored to those we support.



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 Outcomes Pathway Model helps us design bespoke care strategies based on each person's hopes, goals, and aspirations.



Outcomes Based Success

Phillip recently sat down for an interview to share his experience living at St James, and he spoke with real confidence.

He described how having his own space has helped him feel more independent and settled. Opening up in the interview was a big step for Phillip, and it showed just how far he's come.



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.

To make a referral, call or email

 0330 500 5052

 referrals@liaise.com



Inquiry Received

We will respond within **24 hours** of referral



Assessment

We will arrange an assessment to fully understand the needs of the individual within **5 working days**



Sending An Offer

Following the assessment, we will make an offer within **10 working days**



Invited To View Homes

We encourage you to visit our existing homes or new homes



Transition

We will begin co-produced transition planning once a placement offer has been accepted



Move In

To support a successful transition, we'll offer home visits and stays and we'll review the placement at frequent intervals within the **first three months**

Contact Us



Theresa Cook

Referrals & Placements Manager



referrals@liaise.com



0330 500 5052



<https://liaise.com/home/st-james-mews/>



LiaiseUK



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