



Chingford

Heights and Lodge

A supported living home in
Chingford, London

E4 6LE



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 Chingford

Chingford Heights and Lodge is a welcoming, dual-site supported living community where comfort, independence, and connection come together.

Why choose Chingford?

- **Comfortable, Connected, and Customised Living:** Enjoy the perfect mix of privacy and community in our self-contained flats with private kitchens and shared spaces, including a well-kept garden. With lift access throughout, the property is fully accessible. Just steps from Station Road's vibrant market and Epping Forest's scenic trails, and with direct links to Liverpool Street, central London is within easy reach.
- **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.



Chingford Area [Map Link](#)

Room information

Flat 2, Room 2

The first-floor vacant room is

- **Fully Furnished:** The room includes a double bed, a wardrobe and a dresser
- **Shared Communal Areas:** This room shares a lounge, kitchen and a bathroom with a shower with two other rooms
- **View:** Good amount of sunlight and a good view of the street
- **Access:** The room is accessible by lift or staircase.



Features



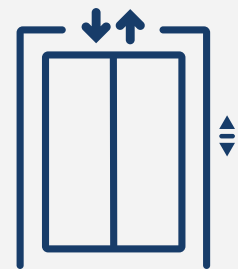
Private bedroom



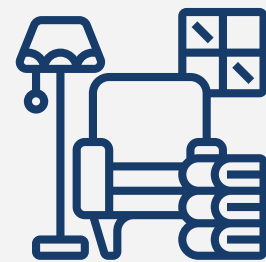
En-suite bathroom



Supported living



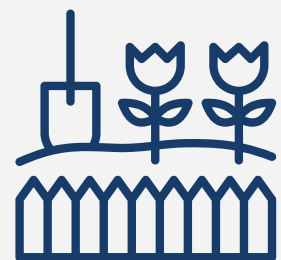
Lift access



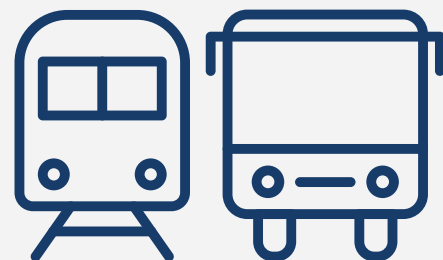
Shared lounge



Shared kitchen



Shared 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



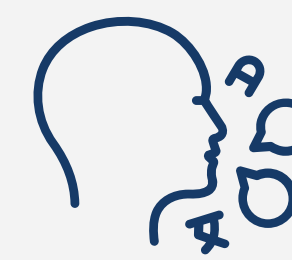
Outcomes-based support &
Personal skill development



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.



Alex, Registered Manager at Chingford

With over 10 years of experience in social care, Alex has supported individuals with a wide range of physical and learning disabilities. Inspired by his brother's journey, he is passionate about promoting independence and enhancing quality of life. With a background in rugby, he values teamwork and empowerment, ensuring his team works together to achieve the best outcomes.



I want to thank the team for how they've been supporting an individual and how much they've improved since moving in.

Social Care Professional, October 2024



I want to pass on my thanks to all the staff for supporting an individual with their birthday and making it a special day. Thank you for all your care and understanding.

Social Care Professional, December 2023

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.

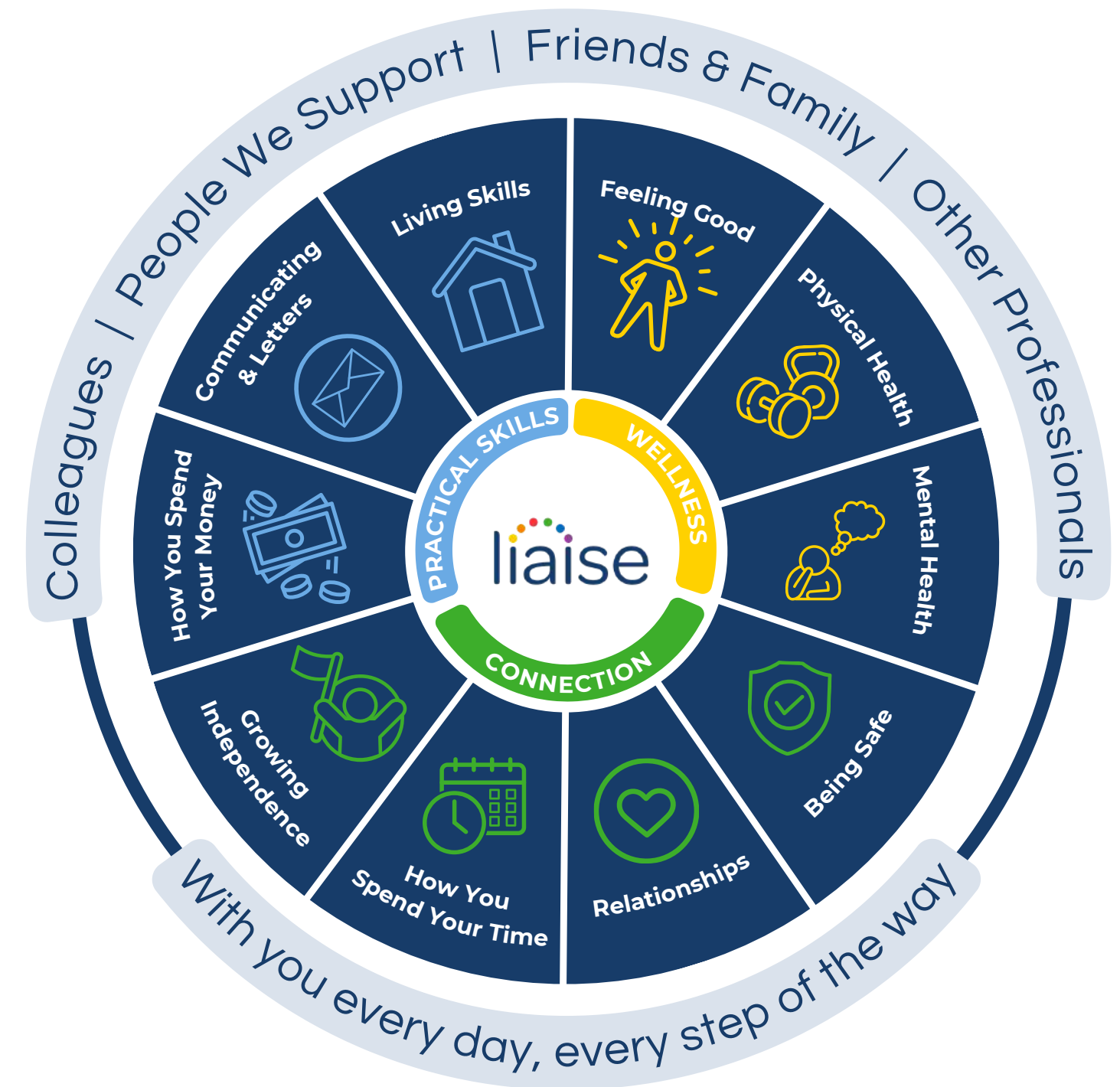


Improving Lives

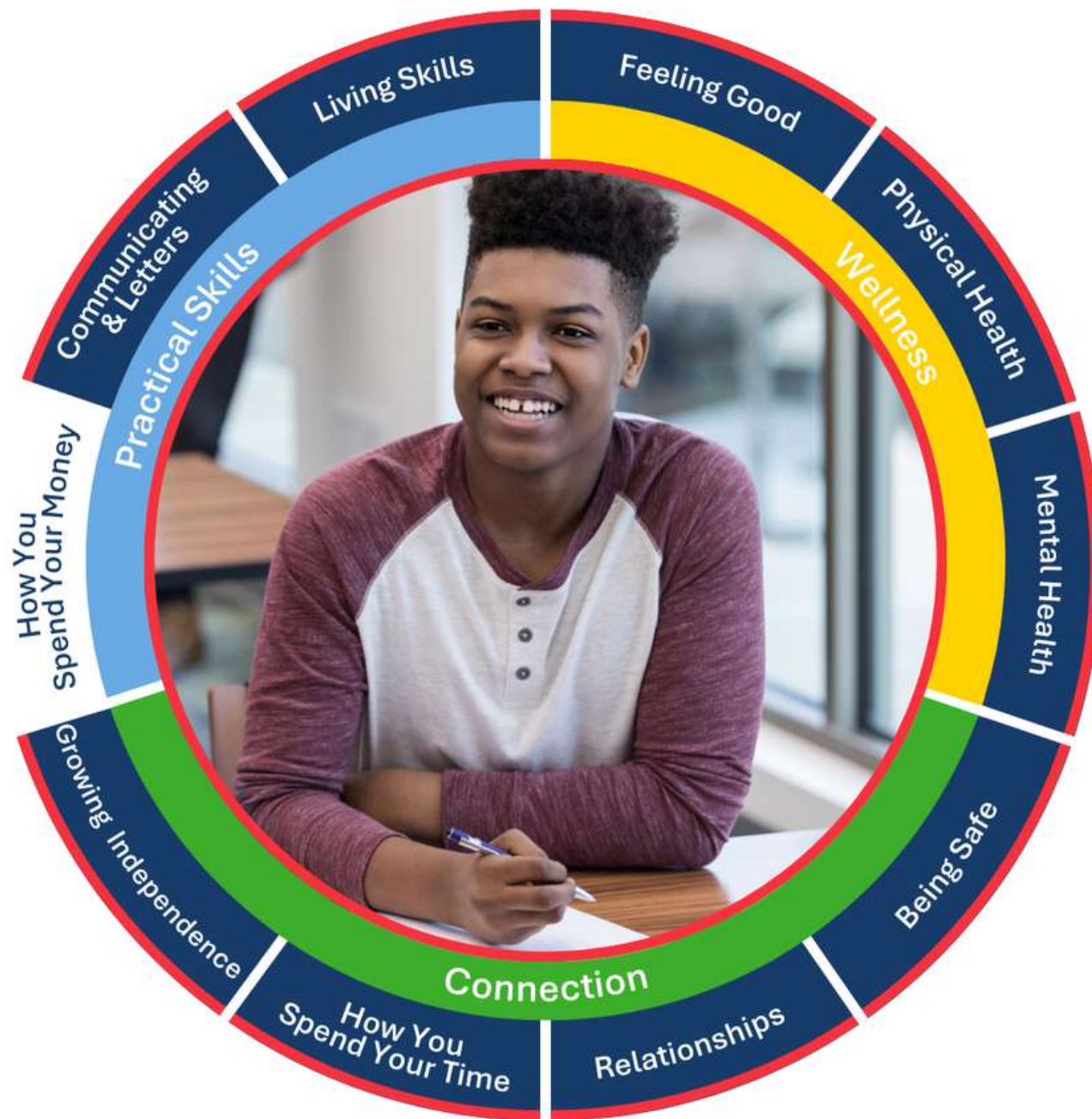
Built on the principles of Positive Behaviour Support (PBS) and Proact-SCIPr-UK training, our approach prioritises respect for individual needs, promotes independence, and ensures safety and well-being.

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



Fred's Arrival At Chingford

When Fred moved to Chingford in August 2023, he faced significant challenges. Coming from a structured, school-based environment to supported living was a considerable change, and with little time for a planned move, it was vital the team create a calm, consistent setting from day one.

He was used to not doing much with his time, and his first week brought an expected challenge. With support and familiarity from the team and this support plan, his behaviour has improved and now he's thriving - He regularly attends the local gym and the swimming pool, and has even begun a college course.

Alex from the home shared, "Everybody is so happy to see where Fred is now. He is calmer and happier since he moved in and is now thriving in the community. We all worked hard and now he has the biggest smile on his face"

**photo changed for privacy*

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

Referrals & Placement Manager



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