

liaise

Crossbrook Court and Cottage

Our residential home in
Cheshunt, Hertfordshire



External Audit Report

Rated Good



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, calming environments designed around individual needs, including a sensory room and multiple garden spaces. Nearby amenities include a Learning Disability Day Centre and the expansive Lee Valley Regional Park, with over 10,000 acres of open space and waterways - ideal for nature walks and outdoor wellbeing.

Co-Produced, Person-Led Support - Shaped by people with lived experience, our support is built around each person's strengths, passions, and goals. That could mean volunteering in a charity shop, publishing blog posts, or leading art workshops - whatever matters most to them.



Why choose us?

Crossbrook also provides a calm and nurturing environment for individuals transitioning from in-patient settings, supporting each person to take confident steps toward more independent living.

We also provide short-term respite care, tailored to a wide range of needs - from recovery after hospital to offering carers a chance to rest.

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 T



Our Available First Floor Bedroom Offers:

- **Fully-Furnished Bedroom:**
Includes a double bed, dresser, wardrobe, and a table and chairs.
- **Private En-Suite Bathroom:**
With a sink, toilet and a bathtub
- **Shared Spaces:** Access to a communal kitchen and lounge area



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- **Shared Spaces:** Access to a communal kitchen and lounge area



Our Available First Floor Flat Offers:

- **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 neighbouring flat



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Features



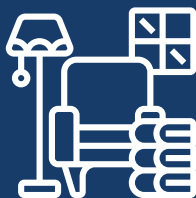
Private Bedroom



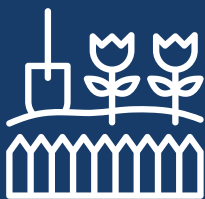
En-Suite Bathroom



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



Respite Care



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.



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.

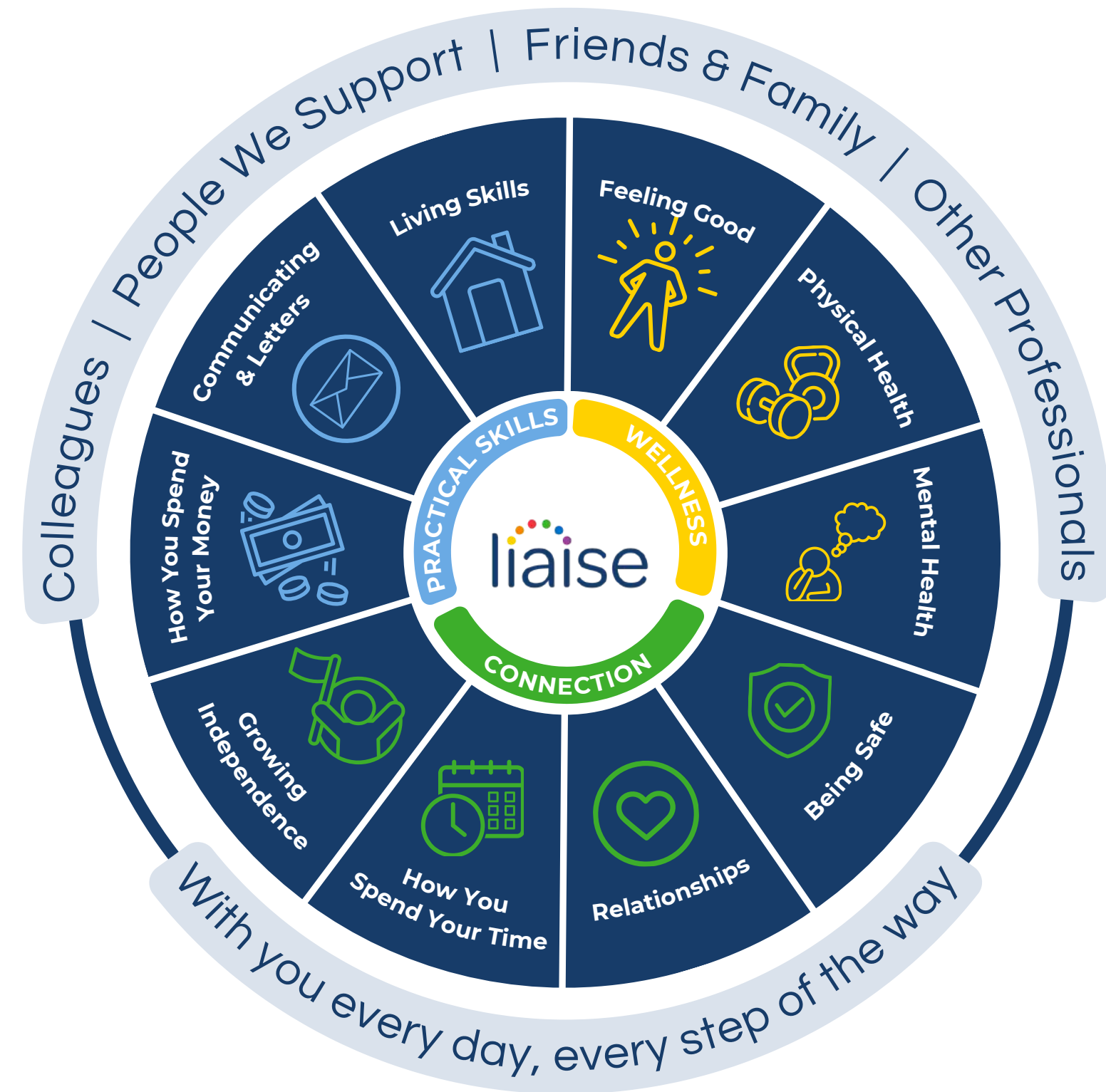
Our commitment to co-production means creating meaningful partnerships that empower individuals, drives inclusion, and deliver homes truly tailored to those we support.



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

The people we support recently came together for a joyful afternoon tea celebration that was all about connection, confidence, and community. With delicious treats, shared laughter, and plenty of dancing, the event created a vibrant space for meaningful social interaction. Friendships were strengthened, new bonds were formed, and everyone had the opportunity to shine - whether through conversation, movement, or simply being part of something special. Events like these play a vital role in boosting social confidence and nurturing a sense of belonging.



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/cross-brook-court-and-cottage/>



LiaiseUK



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