

liaise

Birchwood House

Our warm and welcoming
residential home in Newham



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 and autistic people, including those 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-led care.



Why choose us?

Tailored Living - Our home features spacious rooms, shared social spaces, and calming environments designed for each individual's sensory, physical, and behavioural needs. There are over 20 parks and recreation grounds nearby, including Woodgrange Park, perfect for leisurely strolls and transport links include the London Underground lines and the DLR.

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 or leading art workshops - whatever matters most to them.

Expert, Caring Team - Every member of our team is trained in Positive Behaviour Support (PBS) and Proact-SCIPr-UK. Each person we support has their own tailored PBS plan, developed with input from our in-house PBS Practitioners, Speech and Language Therapists, and Occupational Therapists - ensuring consistent and specialist support at all times.



Our Available Room Offers:

- A fully-furnished bedroom including a cosy bed, spacious wardrobe, and dresser – everything you need to settle in with ease.
- En-suite bathroom featuring a shower area, toilet, and sink.
- Easy access to the garden and the lounge area.



Features



Private Bedroom



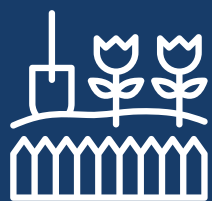
En-Suite Bathroom



Suburban Location



Shared Communal Areas



Shared Garden



Wheelchair Accessible Ground Floor



Games Room



Public Transport Links

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

Suzanne brings over 28 years of social care experience, including senior roles with the Active Care Group. She is committed to delivering outstanding outcomes and leads by example, creating supportive, high-quality environments for both the people we support and her colleagues.



Stoyan, Operations Manager for London

Since 2013, Stoyan has gained extensive experience across complex care, progressing through both operational and leadership roles. Focused on quality improvement and person-led practice, he has led teams through service development, regulatory compliance, and positive cultural change.



Co-production

We're proud to have an established Influencers Group, made up of people we support. 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 homes.

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

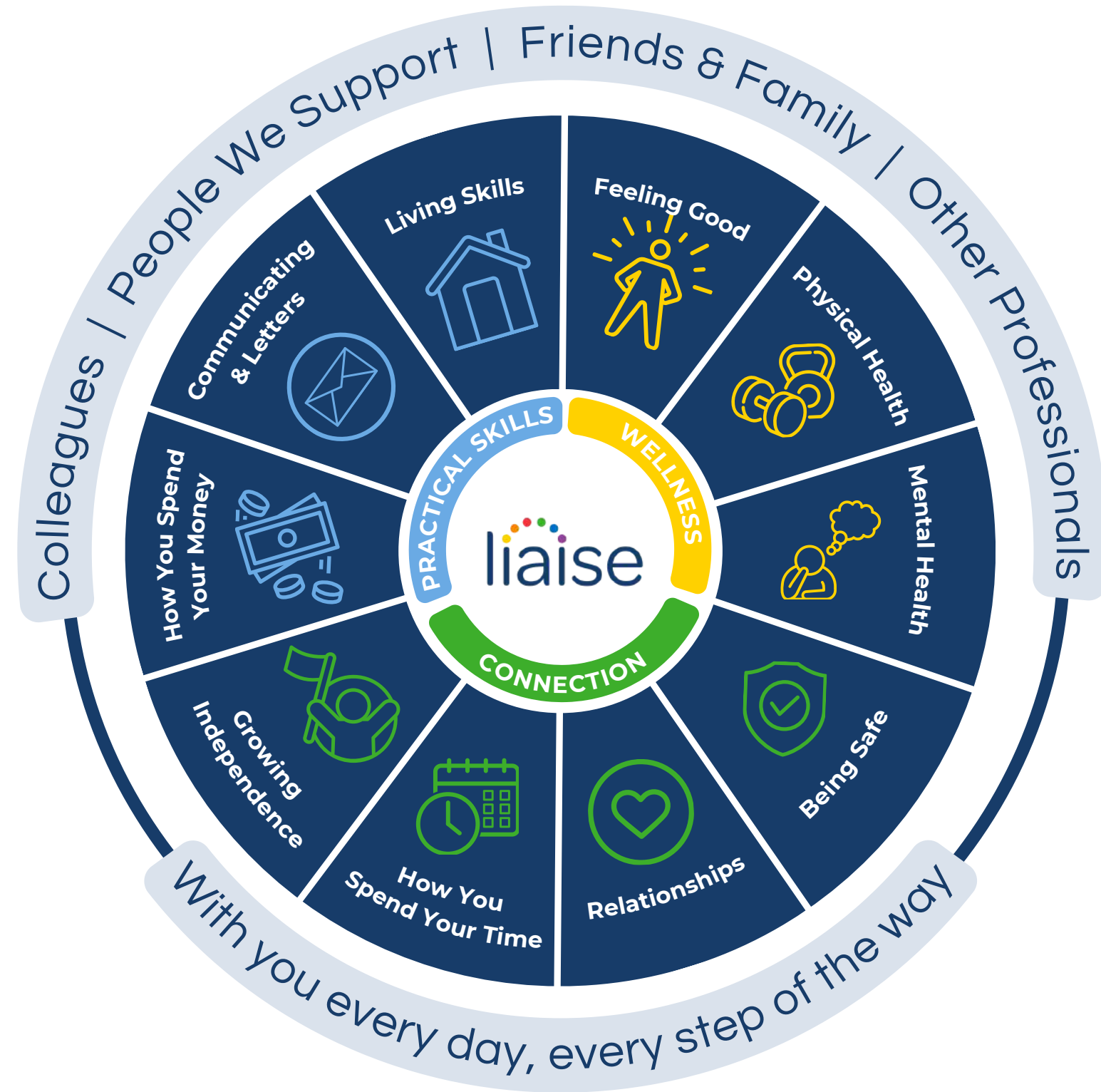


Improving lives

Built on the principles of Positive Behaviour Support (PBS) and Proact-SCI Pr-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

Claire* has recently made remarkable progress with her communication skills thanks to close collaboration with our Speech and Language Therapy team. Before this support, Claire was feeling isolated from those around her and she struggled to express her needs in ways that felt safe and understood.

Working alongside Claire, our team introduced personalised communication strategies for her to share her thoughts more clearly and confidently. This has helped reduce frustration, build trust, and re-open opportunities for social connection.

**Name and Photo changed*



Working Together: Environment, Social and Governance

With Liaise as your partner, you can confidently meet ESG commitments while making a meaningful difference in the lives of the people we support.

Environmental Responsibility

- Energy-efficient homes featuring heat-pump technology and natural light tunnels
- Sustainable procurement and environmentally conscious operations
- Promotion of green habits across our homes and local communities

Social Impact

- Clear measurement of outcomes to demonstrate real progress
- An active co-production group ensuring equity, inclusion, and lived-experience leadership

Governance Leadership

- Robust safeguarding, compliance, and ethical governance
- Strong stakeholder engagement to drive 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/referral/>



LiaiseUK



Liaise_UK



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