

# Transitioning Into Adult Support

Our vision is to ensure that every person we support leads a happy, purposeful life



## Contents Menu



If you see this icon, this means you can click on the link



Page 3... [About Liaise](#)

Page 7... [Transitioning Into Adult Support](#)

Page 14... [Support That Moves at Your Pace](#)

Page 17... [Our Support](#)

Page 21... [Collaboration in Action](#)

Page 24... [Specialist Support From Day One](#)

Page 29... [Real Progress in Action](#)

Page 35... [Quality and Safety](#)

Page 39... [Our Referral Process](#)

Page 44... [Success Stories and Social Media](#)



## About Liaise



We are Liaise.



We support people with a learning disability  
and autistic people.



This includes people with complex needs.



We have over 20 years of experience.



## About Liaise



We really care for the people we support and want you to live your best life.



Every person we support is seen, heard and valued.



Every home is shaped around your needs and preferences.



We want to help you live a life full of purpose, dignity and joy.



## About Liaise



At Liaise, we have a mission.

The mission is our vision, our purpose and our values.



Our Vision:

Every person we support leads a happy, purposeful life.



Our Purpose:

Every day, at every step of the way, we help people thrive.



Our Values:

Positive, Progressive, Personal.



## About Liaise



Choosing Liaise means choosing support that's personal.



Our teams are trained to help you.



They are supported by expert teams such as the Specialist Support Team (SLT).



Every decision is guided by your choices.

You set your own goals and ambitions.



# Transitioning Into Adult Support



Moving from childhood into adulthood is a big step.



It brings lots of change.



The change can be very exciting.



The change can also be very scary.



This is why it's important to have the right support.



# Transitioning Into Adult Support



What is a transition?



When a young person is about to turn 18 years old.



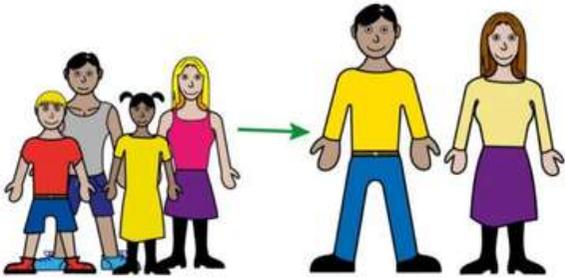
The team that supports them starts to change.



The support team turns from children support to adult support.



# Transitioning Into Adult Support



Every transition is different.



Some people have adult support before they turn 18 years old.



Some people keep children support for a little longer.



It all depends on what is the right support for that person.



# Transitioning Into Adult Support



Here is a timeline to help you understand.



## Age 14 - 15 years old

Your service team will start to talk about your future.



They will look at your Education, Health and Care (EHC) plan.



# Transitioning Into Adult Support



## Age 15 - 16 years old

Your EHC plan will be updated.



You can start looking at colleges or other places for when you leave school.



## Age 16 - 17 years old

Your service team will continue to help you plan your next steps.



They can ask for a social care assessment to help you work out your next steps.



# Transitioning Into Adult Support



## Age 17 - 18 years old

You'll have regular check-ins with your care team and support workers to make sure everything is going well for you.



The meetings are to help you look for options after you turn 18 years old.



This could be colleges or schools.



Or where you will work and live.

# Support That Moves at Your Pace



If you choose for us to support you, we will take time to really understand you.



We want to know what matters to you.



What makes you feel safe.



And what goals you would like to achieve.

# Support That Moves at Their Pace



Together, we will work how you want your life to look like.



What support you want from your community.



What you would like to do.

## Support That Moves at Their Pace



We may also work with people that know you well.



This could be your family, teachers, and current support team.



We may also work with your council and health and therapy teams.



This will help us understand you and how best to support you.

# Our Support



Liaise has homes in London, the Midlands, the South of England and East of England.



Liaise has 47 homes.



Liaise supports over 280 people.



More than 1000 people work at Liaise.



## Our Support



The homes are residential or supported living,



Residential homes are homes that support you  
at all hours, every day.



You will have your own bedroom and  
bathroom.



You will share spaces like the lounge, kitchen  
and garden.



# Our Support



Supported living places are your personal home.



You will have your own private spaces.



You may share the garden with other people.



The homes are safe and offer a welcoming feeling.

# Our Support



Each home is shaped by the people that live there.



Each home is supported by teams that help make a big difference.



When you are referred to Liaise, we look at which home you need today and in the future.



We will always make sure the home you move into makes you feel safe.

## Our Support



We will also make sure you can grow and connect with others at the home.



We will always offer the best support no matter which home you move into.



You can scan the QR code to view all homes at Liaise.

or click on  [liaise.com/home/](https://liaise.com/home/)



## Collaboration in Action



We believe the best support is shaped by the people that receive it.



We believe in working side by side, listening to the people we support.



Liaise has a special group called The Influencers.



The Influencers are a group of people we support who help shape what we do.



## Collaboration in Action



The Influencers share what matters to the people we support.



Their voices influence everything from goals to everyday support.



They also help read over policies and give their opinions on new homes we build.



This helps us to make good decisions for you and others.



## Collaboration in Action



We have recently created an Influencer Hub on our intranet.



It's a place where their voices can be heard.



It's a place for them to share their creativity and connection.



This helps shape what we do across all the homes.

# Specialist Support From Day One



At Liaise, we use Positive Behaviour Support (PBS).



This helps you to feel safe, understood and valued.



Each home is supported by PBS strategies.



This helps us to create personalised plans to help support positive change.



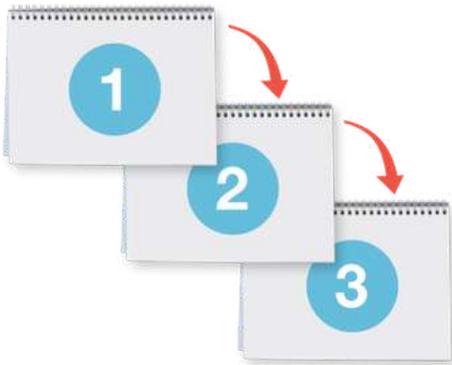
# Specialist Support From Day One



When you first join us, we take time to understand you.



We learn your needs, your behaviour and your goals.



The plans are always changing to make sure it's right for you.



**Training Room**

Our teams are specially trained to help make a real difference.

## Specialist Support From Day One



At Liaise, we have Speech and Language Therapists (SLTs).



They can help you and your team how to speak or use communication aid tools.



This will help you to express yourself and communicate with others.



They can also help you with eating and drinking.

## Specialist Support From Day One



At Liaise, we have Occupational Therapists (OTs).



They help people build everyday skills.



The skills are to help people when they face physical, cognitive or sensory challenges.

## Specialist Support From Day One



At Liaise, we have Positive Behaviour Support experts (PBS).



They will look at what matters to each person.



They will support each person during their daily activities.



The skills will make every day life easier and more comfortable.

# Real Progress in Action

Liaise has an Outcomes Pathway Model.



## Real Progress in Action



It focuses on 10 key areas of well-being.



You can view each step by scanning the QR code, or click on

 [https://liaise.com/support/  
#measurable-outcomes](https://liaise.com/support/#measurable-outcomes)



It helps us set goals with you and the other people we support.



It helps deliver personalised support that leads to positive change.

# Real Progress in Action: Ben's Story



This is Ben.

## underweight



When Ben first joined his home, he found it very hard to gain weight.



Ben found it hard to tell different foods apart.



Ben's team worked very close with his doctor and his mother.

## Real Progress in Action: Ben's Story



The doctor gave Ben new medication, which is making a very good difference.



Ben is now able to easily choose different food that's good for him.



Ben is also communicating and taking control of his day.

## Real Progress in Action: Kieran's Story



This is Kieran.



Kieran wanted to get involved in drama.



His team helped him enrol in a weekly course at college.



The course helps give Kieran purpose and a place to be creative.

## Real Progress in Action: Kieran's Story



In the drama class, Kieran is building important confidence skills.



He is now using more words to express his feelings.



Recently, Kieran was able to perform on stage.



His family, friends and support team proudly cheered him on.

## Quality and Safety



Quality and safety are at the centre of everything we do.



We check our homes and write reports to make sure they are safe.



We track reports every week, month and year.



The reports help us see where we need to improve.



## Quality and Safety



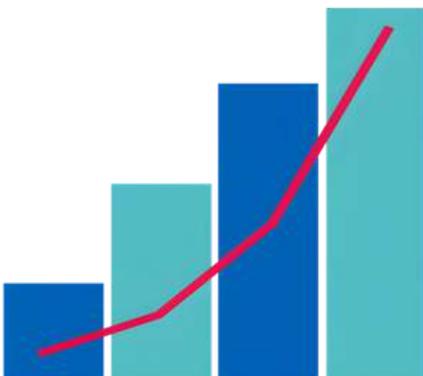
We work with independent experts who check our homes.



This gives us an outside look at how well our homes are doing.



Their reports follow CQC rules and match CQC ratings.



This is to make sure we are doing better than the national standard.

## Quality and Safety



We also ask the people we support and their families to fill a questionnaire.



This is so can see if everyone is happy with our support.



We make sure our managers have weekly meetings.



These meetings help managers to learn and support each other.

## Quality and Safety



These meetings are to help the managers support you.



We have a group of support workers called Champions.



They help speak up for you, the people we support, and the managers.



They help us get better at how we support you and the people we work with.

## Referral Process



This is Theresa.

Theresa is a Referrals and Placements Manager at Liaise.



This is Rebecca.

Rebecca is a Referrals and Transitions Manager at Liaise.



This is Chelsea.

Chelsea is a Referrals Partner at Liaise.



The Referrals Team will review your enquiry and make sure we can offer the support that's right for you.

# Referral Process



If you'd like to find out whether a Liaise home could be the right fit for you, you or someone who supports you - such as family, next of kin or a support worker - can get in touch with us.



You can contact our Referrals team by phone call or by email.



You can call us on 0330 500 5052



Or you can email us at [referrals@liaise.com](mailto:referrals@liaise.com)



# Referral Process



## Enquiry Received

Our team will reply to the call or email.



## Assessment

Our team will book in an assessment.



The assessment helps us get to know what you need and how we can best support you.



## Visiting the Home

We will invite you to visit the home.



# Referral Process



You can do this in person or through video call.



## **Sending an Offer**

If we're able to offer the right support for you, we'll send you an offer with all the details.



## **Transition**

If the offer is accepted, we will begin a transition plan with you.



## **Move In**

To help you move in, we will offer home visits and stays.

## Referral Process



This gives you a chance to spend time in the home and see if it feels right and comfortable for you.



We'll check in with you regularly throughout your first three months to make sure you're settling in well.



This helps us see how you're settling in and whether the home feels right for you.



## Stories and Social Media



You can explore some of the incredible things people we support have achieved.



You can scan the QR code or you can click on

 <https://liaise.com/stories-insights/>



You can see some of the activities on our Facebook page.

You can click on

 <https://www.facebook.com/LiaiseUK>



Your goals are our goals

A leading provider of support for people with learning disabilities, autistic people, and people with associated complex support needs

Highbury Crescent Rooms,  
70 Ronalds Road, London, N5 1XA

 **Call** 0330 500 5052

**Email** [referrals@liaise.com](mailto:referrals@liaise.com)

**Website** [liaise.com/transitions](https://liaise.com/transitions)

  [facebook.com/liaiseUK](https://facebook.com/liaiseUK)

  [linkedin.com/company/liaiseuk](https://linkedin.com/company/liaiseuk)



Learn more about  
transitions with Liaise 