



Transitioning Into Adult Support

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



The part of my home that makes me happiest is working with my keyworkers and talking about football with the staff, I like my annex and am spending more time doing group activities like bowling with the people who also live at Sansa House. My staff are all very nice.



Thomas



Who We Are

At Liaise, we're here to support people with learning disabilities and autistic people - including those with complex needs or behaviours of concern - with compassion, respect, and genuine understanding. Above all, our support is person-led. We take the time to truly listen, to recognise what makes each person unique, and to shape our approach around their strengths, preferences, and what matters most to them.

With more than 20 years of experience, we've learned that the best support begins with building trusting relationships. We focus on what helps each person feel safe, valued, and able to live a life that feels meaningful and authentically their own.

Our **vision** is simple: Every person we support leads a happy, purposeful life.

Our **purpose**: Every day, at every step of the way, we help individuals thrive.

Our **values** shape everything we do:



Positive – we face challenges with optimism and compassion



Progressive – we strive to learn, innovate and grow



Personal – we prioritise people, not process, in every decision



Transitioning into Adult Care

Moving from childhood into adulthood is a big and important step. It can bring lots of changes - in education, health care, home life, community support, and in the plans a young person has for their future. It's a time that can feel exciting, but it can also feel uncertain, and that's why the right support matters.

What do we mean by a transition?

As a young person approaches their 18th birthday, the team involved in their care and support may begin to change. Support that once came from children's services will gradually move to adult social care. This change is called a transition. **Every transition is different.** Not everyone follows the same path. Some young people start receiving adult support before they turn 18, while others stay with children's services for a little longer. What happens - and when - depends on where they live and what support feels right for them.

Here's a timeline of what to expect:



The first transition review is a chance to start talking about the young person's future and to look together at their Education, Health and Care (EHC) plan.



The young person's EHC plan will be updated, and they can start visiting colleges or other settings if they're thinking about leaving school.



Planning continues, helping the young person choose their next steps - and they can request a social care assessment if needed.



The young person will keep having review meetings, explore options for life after 19, and discuss work, study, and future living choices.



Support That Moves At Their Pace

We'll take the time to truly get to know the young person - what matters to them, what helps them feel safe, and what they hope their future will look like. Together, we'll explore:

- what they want their life to look like
- what supports their safety, health, and wellbeing
- their hopes, interests, and aspirations
- the support they may need from their community

Some young people prefer things to move slowly and feel familiar - and that's completely okay. We can help by offering gentle introductions, consistent staff, and even trial overnight stays, so they can get used to everything at a pace that feels comfortable for them.

A Collaborative Approach

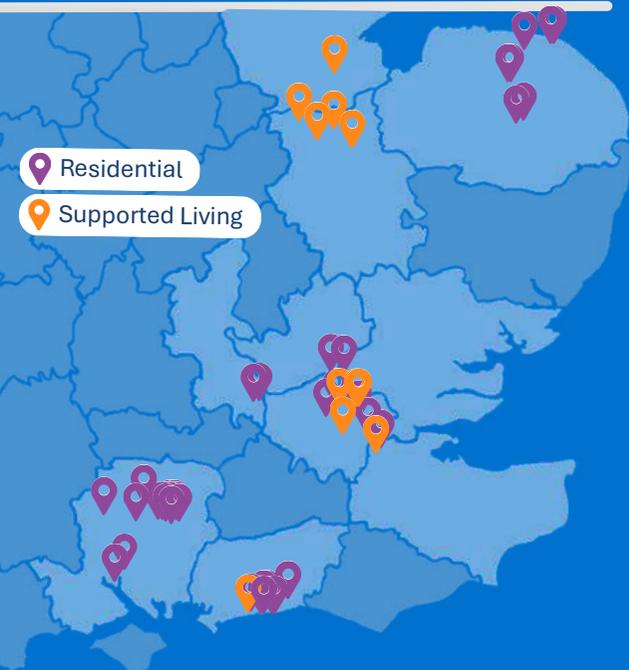
We'll work closely with the people who already know the young person well - their family, teachers, and current support team - so we can build on what's already working and understand what matters most. When needed, we may also connect with:

- Local councils and commissioners
- Health and therapy teams

This helps us create a joined-up, consistent approach, ensuring the young person feels supported, understood, and cared for throughout their transition.



A Home Built Around Their Needs and Their Future



We make sure that every home is a high-quality, thoughtfully designed, and nurturing place where young people can grow their independence, learn new skills, and live in a way that feels right for them. We focus on what matters to them now, while helping them explore what's possible for their future.

Whether they're moving into their first home or taking the next step toward greater independence, we're here to help them build confidence, form meaningful connections, and shape a life that truly reflects who they are. We offer both **residential** care and **supported living**:

In a **residential home**, people live alongside others and receive support where they live. They'll have:

- Their own bedroom (often with an en-suite)
- Shared spaces like living rooms, kitchens, and gardens
- A team available 24/7 for support

We carefully consider the location and who they'll live with, so the home feels right for them. If they need specialist equipment or adapted spaces, this is included in their assessment to ensure the home fully meets their needs.

In **supported living**, the young person lives in their own flat or house as a tenant, with support coming in as needed - from daily tasks to building independence. They'll also have their own support plan, designed around what helps them live well and feel connected in their community.



Scan the QR code to view current residential and supported living opportunities or click on <https://liaise.com/home/>

Collaboration in Action

Co-Production

We believe the best support happens when we work with the people we support. Co-production means listening to their ideas, involving them in decisions, and making sure their lived experience shapes how we work every day.

That's why we partner closely with our Influencers Network - a brilliant group of people we support who use their own experiences to help us improve. They contribute to so much, including:

- **Sharing what works well and what needs to change**
- **Improving communication and daily routines in homes**
- **Shaping how homes look, feel, and work for the people living in them**

They've also recently created an Influencers Hub on our intranet - a dedicated space where their ideas can be shared, their voices heard, and their collaboration can continue to grow. It's a place for creativity, connection, and influence, helping their insights shape even more of what we do across Liaise.



Specialist Support From Day One

Our approach is based on Positive Behaviour Support (PBS) and Proact-SCIPr-UK, ensuring support that always prioritises respect, independence, and wellbeing. Every team member receives specialist PBS training and is supported by our PBS Practitioners, Speech and Language Therapists, and Occupational Therapists. This joined-up way of working helps us provide high-quality, personalised support that leads to meaningful and lasting outcomes for each individual.

Positive Behaviour Support (PBS) helps us understand each person - how they communicate, what helps them feel safe, and what may cause stress. It guides us to offer support that is kind, calm, and consistent.

PBS helps us learn:

- how each person expresses themselves
- what supports their safety and comfort
- what situations may feel difficult
- how to give thoughtful, respectful, predictable support

Our **Speech and Language Therapists (SLTs)** specialise in communication needs and in supporting safe eating, drinking, and swallowing.

They use evidence-based approaches to:

- Support safe and comfortable eating and drinking, helping people manage dysphagia with confidence and dignity.
- Develop communication strategies that suit each person's strengths and preferences, making it easier for them to express themselves in ways that feel natural.

Our **Occupational Therapists (OTs)** help people build and maintain everyday skills when they face physical, cognitive, sensory, or mental health challenges.

They focus on what matters most to each person and support them to take part in daily activities that feel meaningful and manageable.

OTs look at the whole person - their strengths, needs, routines, and environment - and find practical ways to make everyday life easier and more comfortable.

Real Progress, Driven by What Matters to the People We Support

Our Outcomes Pathway looks at ten key areas of wellbeing. It helps us understand what matters most to each person, set goals together, and provide support that is personalised, meaningful, and truly helps them make progress in their life.



When Ben first joined us, his home team noticed he was finding it hard to gain weight. He often chose foods like raw onions and potatoes, and sometimes struggled to tell different foods apart. Wanting to understand what was happening, the team worked closely with Ben's GP - and, importantly, with his mum - ensuring she was included in every step.

With the right support and guidance, Ben started new medication that has made a remarkable difference to his daily life. He's now choosing fruits he enjoys, recognising foods more easily, and feeling more settled. He's also responding more when people call his name and taking greater control of his day - getting up and moving when he wants a change, and taking himself to bed when he's tired.

-  **Feeling Good**
-  **Physical Health**
-  **How You Spend Your Time**
-  **Growing Independence**
-  **Communication & Letters**
-  **Living Skills**



Real Progress, Driven by What Matters to the People We Support

Kieran was keen to get involved in drama, so he recently started a weekly course at college. It's quickly become a highlight of his week, giving him structure, purpose, and a creative outlet he genuinely enjoys. Drama has also been key in building his confidence. Performing on stage has encouraged him to step outside his comfort zone, try new things, and experience real success, strengthening his independence and belief in what he can achieve.

A standout outcome has been his progress in communication. Through creative expression, Kieran is now using more words to share his thoughts and feelings, showing greater emotional awareness and connection with others. This growing confidence has helped him form stronger relationships with both staff and peers. Most recently, Kieran performed in his college show - with his parents and staff team proudly cheering him on. It was a brilliant milestone and a celebration of how far he has come.



Scan the QR Code to discover more stories about the amazing things the people we support are achieving or click on liaise.com/stories-insights/



Feeling Good



Relationships



Communication & Letters



Mental Health



Growing Independence



Living Skills

A Home Where Safety, Voice, and Support Comes First

When a young person is supported by us, they can feel confident they'll be safe, cared for, and listened to. We regularly check our homes through audits and monthly risk reviews to keep everything safe, comfortable, and running well. Their wellbeing always comes first.

We carry out regular checks, including practice inspections, to make sure each home is doing its best for the people living there.

These checks help us see what's working well, spot any issues early, and make improvements quickly.



Independent inspectors also review our homes.

Their visits give an honest picture of how safe, supportive, and well-run each place is, helping us understand what's working well and where we can improve.



Our homes are rated using the same standards as the Care Quality Commission (CQC).

This helps show how safe and high-quality each home is, giving a clear and honest picture of the support we provide.



Every month, teams from across our regions share ideas. Working together helps us keep improving both our homes and the experiences of the people living in them.



Each year, we ask the people we support, their families, and everyone involved in their care for feedback.

We use what we learn to make our homes more focused on what each person needs.



Our Influencers are people we support who share their experiences and ideas to help make our homes even better. Each home also has a staff Champion - someone who listens, supports, and brings people's feedback forward. Together, they meet regularly with our leadership team to make sure feedback leads to real, meaningful change.



What's Next?

If you'd like to learn more about our support, we'd love to hear from you. Our referrals team is here to answer any questions - big or small - and will guide and support you every step of the way.

To make a referral, call or email

0330 500 5052

referrals@liaise.com



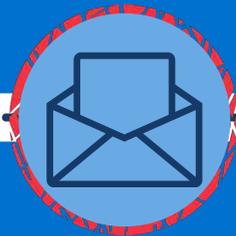
We will respond to your enquiry within **24 hours**



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



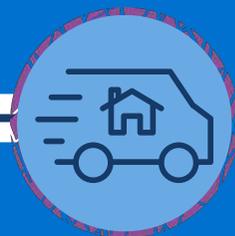
Following the assessment, we will make an offer within **10 working days**



We encourage you to visit our existing homes or new homes



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



We'll offer home visits and stays, and we'll review the placement at frequent intervals within the **first three months**



Rebecca Read
Referrals and Transitions Manager



Theresa Cook
Referrals and Placements Manager



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Referrals Partner



If you prefer information in an Easy Read format, we have a version available - you can access it here:



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