



Birchwood House

Our Warm and Welcoming
Residential Home in
Newham, London



External Audit Report

Rated Good



Specialist Support From Day One

We provide specialist, bespoke support for adults with learning disabilities and autistic people, including those with complex needs and behaviours of distress.

Our approach is rooted in **Positive Behaviour Support (PBS)** and **PROACT-SCIPr-UK**, ensuring support that is respectful, person-led, and focused on promoting independence and wellbeing. We have dedicated **in-house PBS Practitioners** and **Speech and Language therapists** and all team members receive specialist PBS and PROACT-SCIPr-UK training. This collaborative model enables us to deliver high-quality, personalised support that leads to meaningful progress, always driven by what matters most to the people we support.



In-house PBS practitioners for complex behaviour



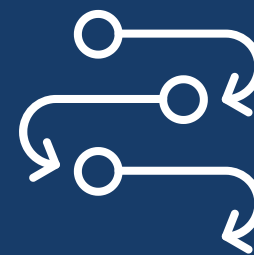
Proact-SCIPr-UK trained staff



In-house SALT for communication and safe eating and drinking



Specialist ABI support and respite care in selected services



Residential and supported living opportunities



Person-led dynamic outcomes framework and measures



Bespoke Spaces, Co-Developed with You

We'll work with you to tailor the environment to the specific needs of the person moving in.



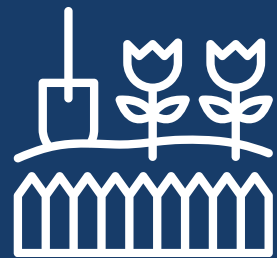
Fully Furnished
Bedroom with
Ensuite



Accessible
Environment



Quiet Suburban
Location



Communal Lounge
and Garden



Nearby Learning
Disability Centre



Wider Regional
Peer Network



Our Available Rooms Offer:

- 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.



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.



Committed to Co-Production

We have an established Influencers Group, made up of people we support, who play a pivotal role in shaping our services. Their insight ensures that everything we do reflects the needs, preferences, and aspirations of those with lived experience.

By actively listening to and involving this group, we embed authentic perspectives into every aspect of our work. From reviewing policies and practices to shaping key working approaches and designing new living opportunities, their voices directly influence how we develop and improve our support.

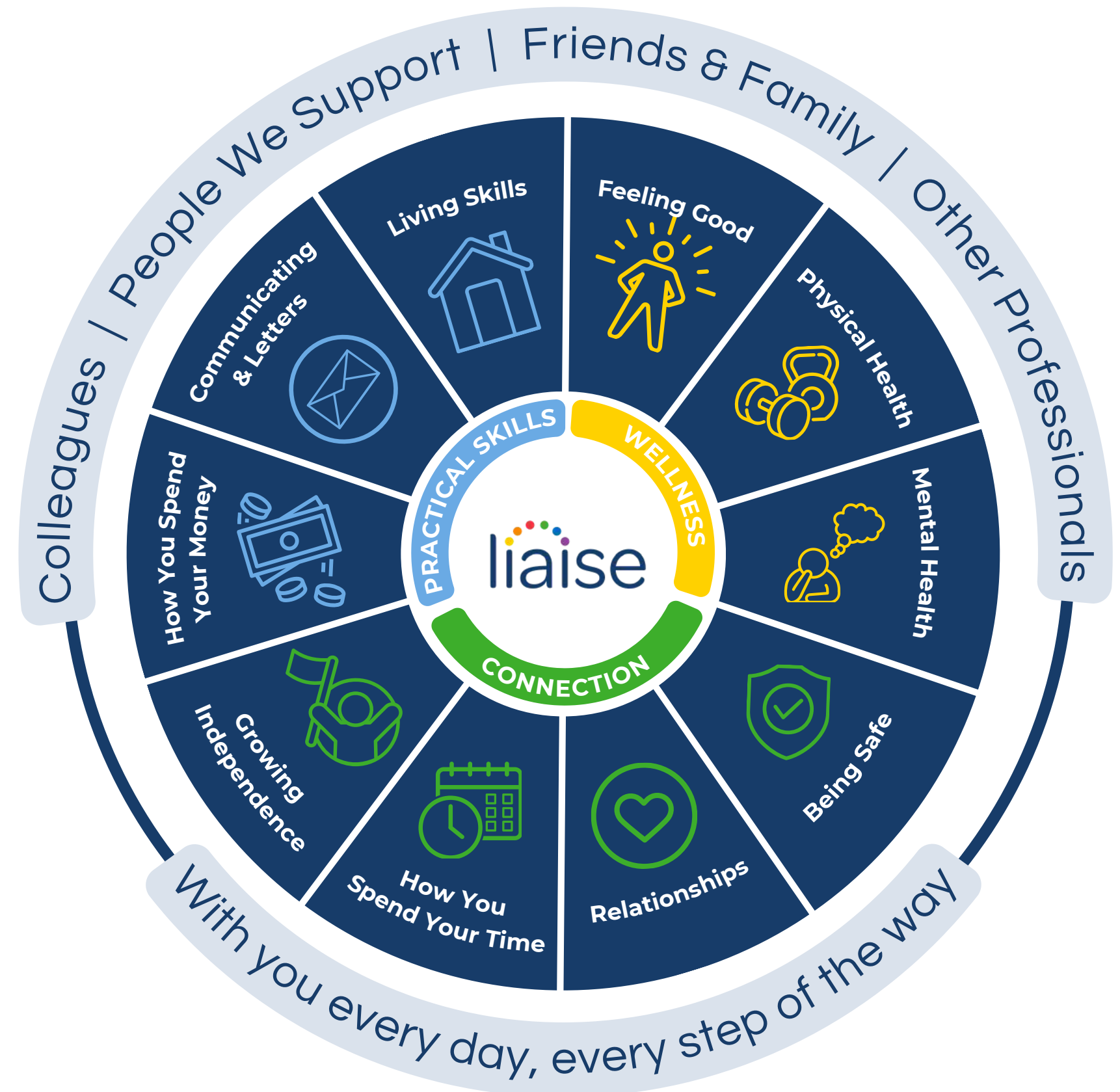


Every Day, We Help People Thrive

Our Outcomes Pathway Model ensures support is designed with and for each person, creating tailored strategies shaped around their hopes, goals, and aspirations.

This multidisciplinary approach enables us to deliver high-quality, personalised support so people can achieve what matters most to them.

Click here to read our latest stories



Progress that Matters, Led by the People We Support

Sunny made excellent progress today toward his goal of becoming more independent in the kitchen. He has recently expressed a strong interest in learning how to cook for himself, and today's session gave him the chance to build on those developing life skills in a supportive and practical way.

Working alongside staff, Sunny took time to listen to guidance, ask questions, and follow each step carefully. He showed enthusiasm while helping prepare the ingredients, demonstrating growing confidence in handling everyday kitchen tasks. Throughout the activity, Sunny made thoughtful choices about what he wanted to do next, showing that he is beginning to take more ownership of his cooking journey. He worked steadily and safely, showing he is learning to manage tasks like measuring, stirring, and keeping his workspace organised.



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



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