



# Lilas House

Our Residential Home in  
Cromer, Norfolk



External Audit Report

Rated Good



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Rated Good



NorCA Star award, Norfolk  
Care Association



# 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.

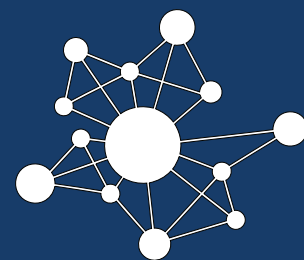
Our approach is rooted in Positive Behaviour Support (PBS) and PROACT-SCIPr-UK, ensuring support that is person-led and focused on promoting independence and wellbeing. We have dedicated in-house PBS Practitioners and all team members receive non-restrictive PBS and PROACT-SCIPr-UK training. This collaborative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



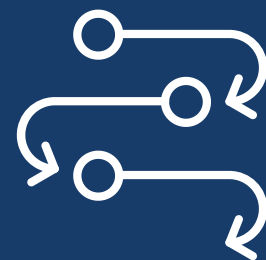
Access to expertise from our internal PBS specialists for complex behaviour



All staff trained in PROACT-SCIPr-UK



Engaged family and next-of-kin network



Clustered residential services and peer networks



Tailored environments in urban, coastal and rural areas



# Bespoke Environments, Co-Developed with You

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



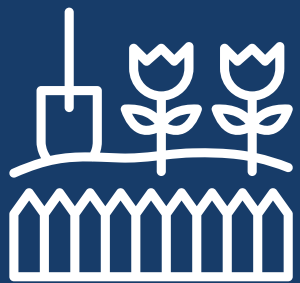
Private Bedroom  
with Ensuite



Near the Coast



Local Amenities



Shared Garden



Nearby  
Community  
Centre



Wider Regional  
Peer Network



# Meet the Team



**Lisa**, Regional General Manager for East Anglia

Joining Liaise in November 2024, Lisa brings 30+ years' experience in Learning Disabilities and Autism, including senior leadership roles across the sector.



**Beverley**, Operations Manager for East Anglia

Beverley joined Liaise in 2025, bringing with her a wealth of experience across social care services. She is dedicated to ensuring the people we support receive high-quality care and always working to achieve the best possible outcomes.



**Jessica**, Lilas and Shula's Registered Home Manager

Jessica has over 16 years of experience in Health and Social Care. Since joining in 2009, she has progressed from Support Worker to Service Support Manager. Jessica is committed to fostering high-quality support and contributing to the continued success of the services she leads.



# 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.

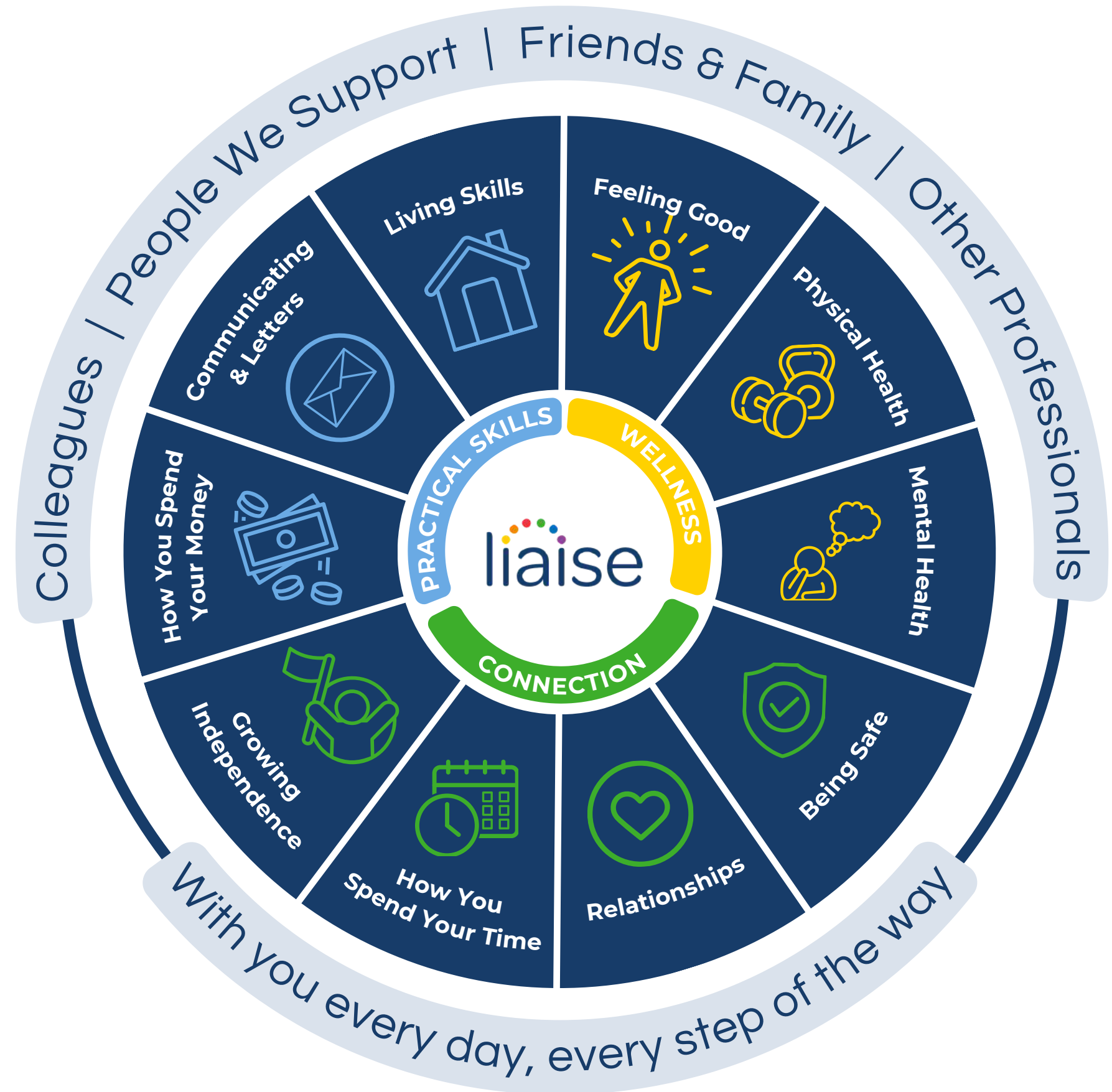


# Every Day, We Help People Thrive

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

Connor initially told the Ashwood team he wanted to be Deputy Manager, but after David explained the responsibilities, he realised it wasn't the right role. What Connor truly wanted was a job where he could dress smartly and feel confident.

Through supportive conversations, Connor chose to become an Office Assistant at Ashwood House. The role boosts his confidence, supports his wellbeing and gives him meaningful weekly activity. The Support Office team even created an official ID badge, which he now uses to sign in and out independently - building his safety awareness and everyday living skills.

Connor has quickly become a valued member of the office team. His humour strengthens relationships, his weekly routine supports his health, and the experience is helping him grow towards greater independence. Connor's dream is to get a job, and we will continue building his confidence and skills to help him gain work experience outside of Liaise.



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



### Rebecca Read

Referrals and Transitions Manager



referrals@liaise.com



0330 500 5052



<https://liaise.com/referral/>



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