



Willow Court

Our Warm and Welcoming
Residential Home in
Waltham Cross, Hertfordshire



Inspected and rated

Good



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



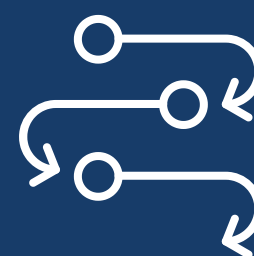
Proact-
SCIPr-UK
trained staff



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



Independent Living with Community Spaces

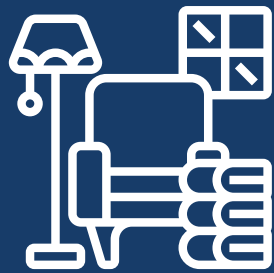
We'll work with you to tailor the environment to the specific needs of the person moving in.



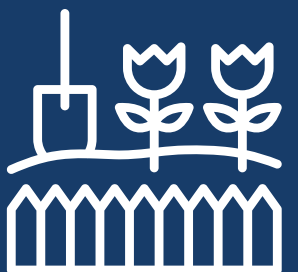
Fully Furnished
En-Suite Bedroom



Quiet Location



Shared Communal
Spaces



Shared Garden



Easy Access to a
Nearby Park



Wider Regional
Peer Network



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.



Helen, Operations Manager for London

Since 2007, Helen has led social care services to achieve strong outcomes, building high-performing, values-led teams that deliver exceptional support.



Karen, Willow Court's Registered Home Manager

Karen Jackson is an experienced Registered Manager with over 30 years in health and social care, including over 20 years managing residential services for people with learning disabilities. She is passionate about delivering high-quality, person-led care and leading teams to support individuals to live fulfilling, independent lives.



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.

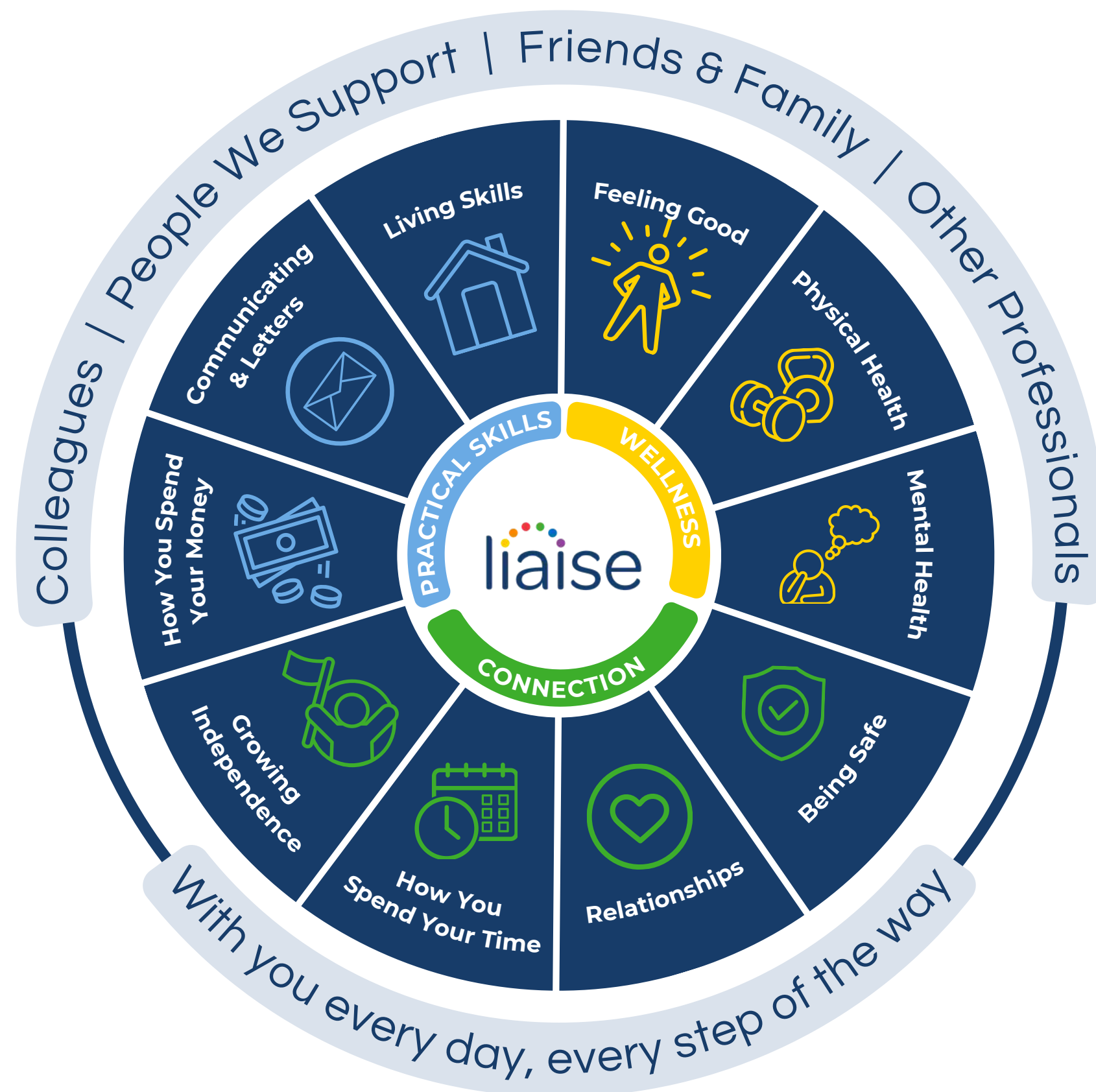


Every Day, We Help People Thrive

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

Jack has made significant progress in overcoming a long-standing fear of blood tests, supported through preparation, reassurance, and a person-centred approach from staff. Previously, Jack found blood tests very difficult due to his fear of needles and preference for routine and predictability. Through the use of social stories, clear explanations, and step-by-step preparation, he was supported to understand the process and feel more prepared for what would happen.

With encouragement from familiar staff, Jack attended his GP appointment and was supported throughout the process in line with his preferences. Although initially anxious, he was able to complete the blood test successfully with reassurance and support, marking a significant achievement for him and demonstrating increased confidence in managing healthcare situations.



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/>



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