



St James Mews

Our Warm and Welcoming
Residential Home in
Dartford, Kent



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



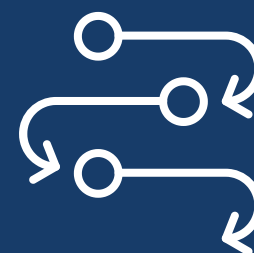
Proact-
SCIPr-UK
trained staff



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

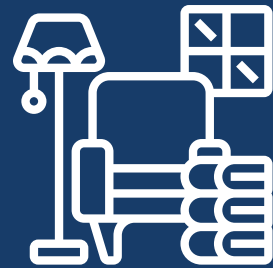


Bespoke Spaces, Co-Developed with You

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



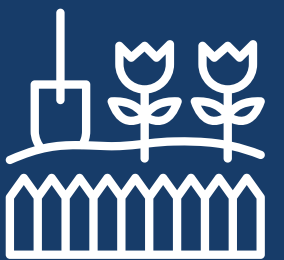
Fully Furnished
Bedroom with
Ensuite



Shared Communal
Areas



Quiet Suburban
Location



Shared Garden



Nearby Learning
Disability Centre



Wider Regional
Peer Network



Our Available First Floor Bedroom Offers:

- **Fully Furnished Comfort:** Enjoy a spacious double bed, dresser, wardrobe, and a cosy two-seater sofa - ideal for relaxing in your own private space.
- **Private En-Suite Bathroom:** Including a modern walk-in shower.



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.



Nicole, St James Mews' Registered Home Manager

With 36 years of experience in nursing and social care, Nicole has held senior leadership roles across both the NHS and private sectors. At St James Mews, Nicole fosters a supportive environment for both residents and staff, ensuring excellence in every aspect of care.



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.

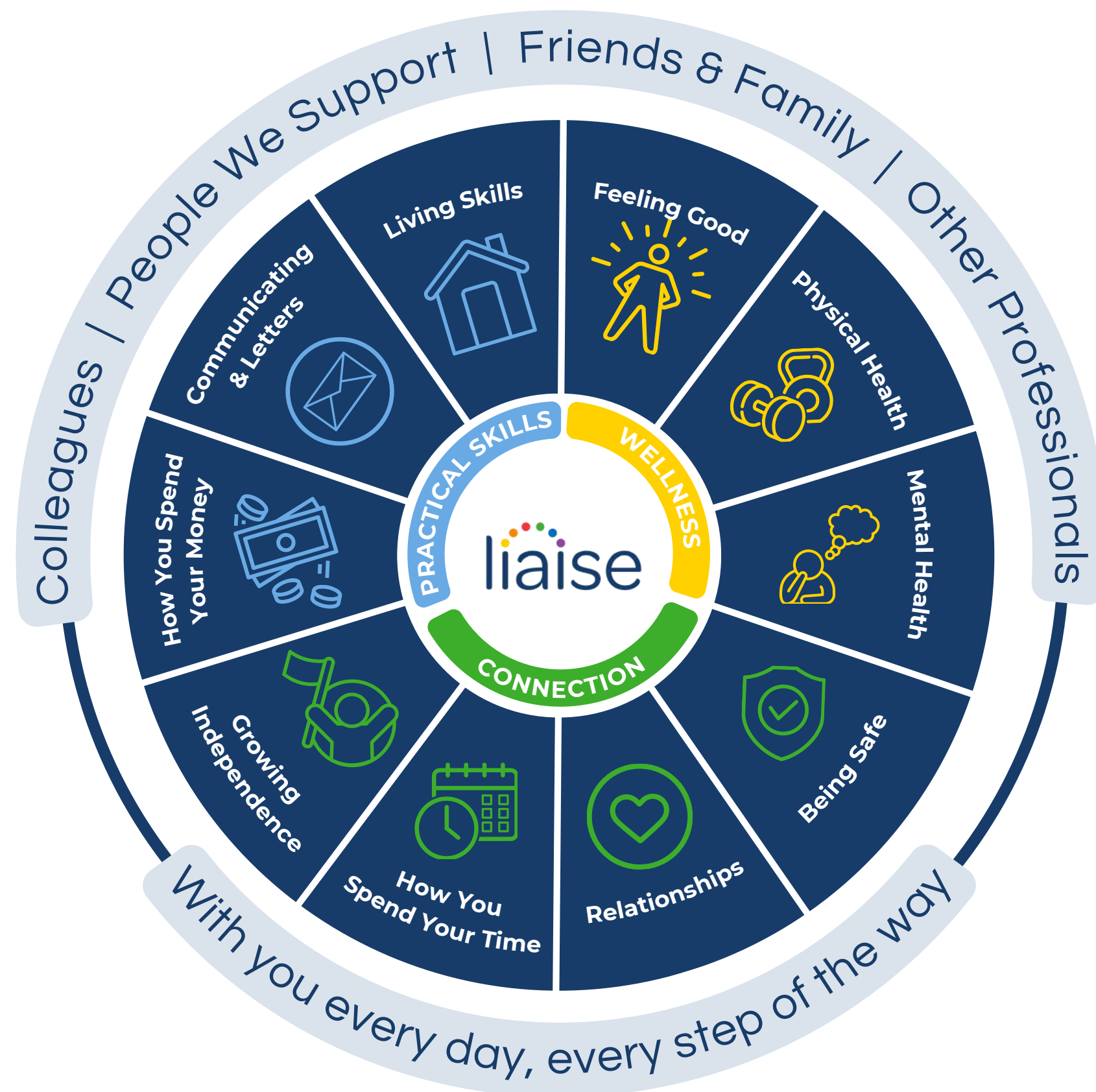


Every Day, We Help People Thrive

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.

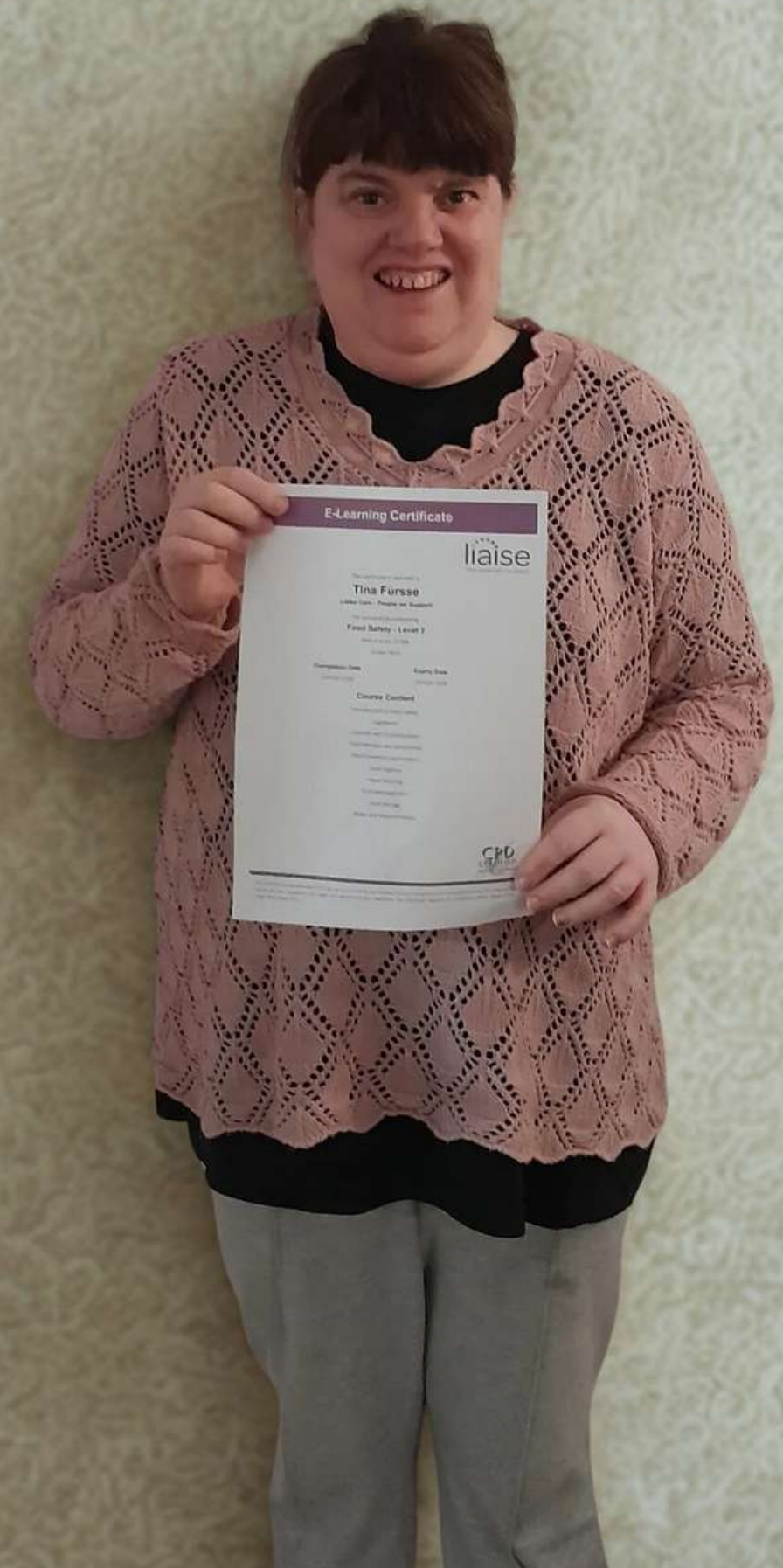
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Progress that Matters, Led by the People We Support

Tina, one of our valued Influencers, has proudly achieved her Level 2 Food Safety qualification - a milestone that reflects her dedication to learning and building her independence.

With tailored support from our training team, Tina developed practical skills in food safety and hygiene and is already using them confidently at home. She's even been teaching the people she lives with - and her staff team - how to make favourites like masala and spaghetti bolognese, bringing a lovely sense of teamwork and joy to mealtimes. This achievement has boosted Tina's confidence, strengthened her independence, and filled her with pride. Most importantly, it has reinforced her belief in what she can achieve and inspired her to keep taking on new challenges with purpose and self-belief.



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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