



Middletons Lane

Supported Living in
Norwich, Norfolk



External Audit Report

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.

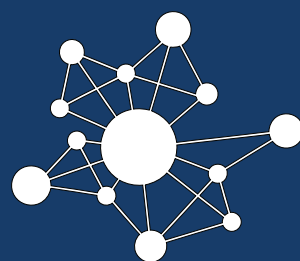
Our approach is rooted in **Positive Behaviour Support (PBS)** and **PROACT-SCIPr-UK**, ensuring support that is person-led and focused on promoting independence and wellbeing. We have dedicated **in-house PBS Practitioners** and all team members receive **PBS** and **PROACT-SCIPr-UK** training tailored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



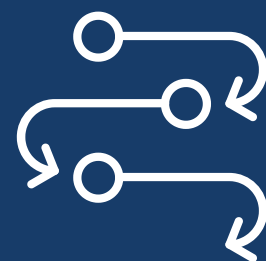
Access to expertise from our internal PBS specialists for complex behaviour



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.



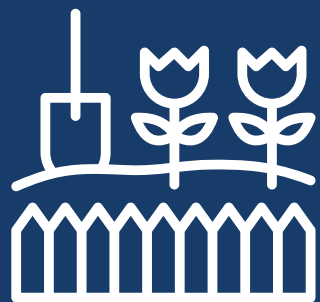
Private Bedroom
with Ensuite



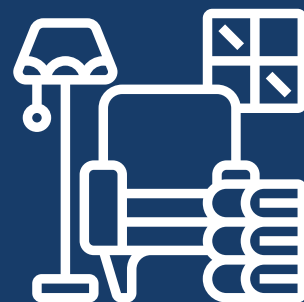
Suburban
Location



Local Amenities



Shared Garden



Private Lounge



Wider Regional
Peer Network



Our Available Ground-Floor Apartment Includes:

- **Fully-Furnished Space:** Includes a single bed, dresser, wardrobe, and others.
- **Private Bathroom:** Bespoke bathtub or wetroom.
- **Private Lounge and Kitchen:** Includes white goods, sofa and dining table.
- **Garden Access:** Private access into the shared garden.



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.



Victoria, Middletons Lane's Registered Home Manager

Since joining in 2017, Victoria has committed to delivering high-quality person-led care across a variety of roles. She continues to place the individuals we support at the heart of everything she does, ensuring their voices, choices, and wellbeing remain the central focus of her work.



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.

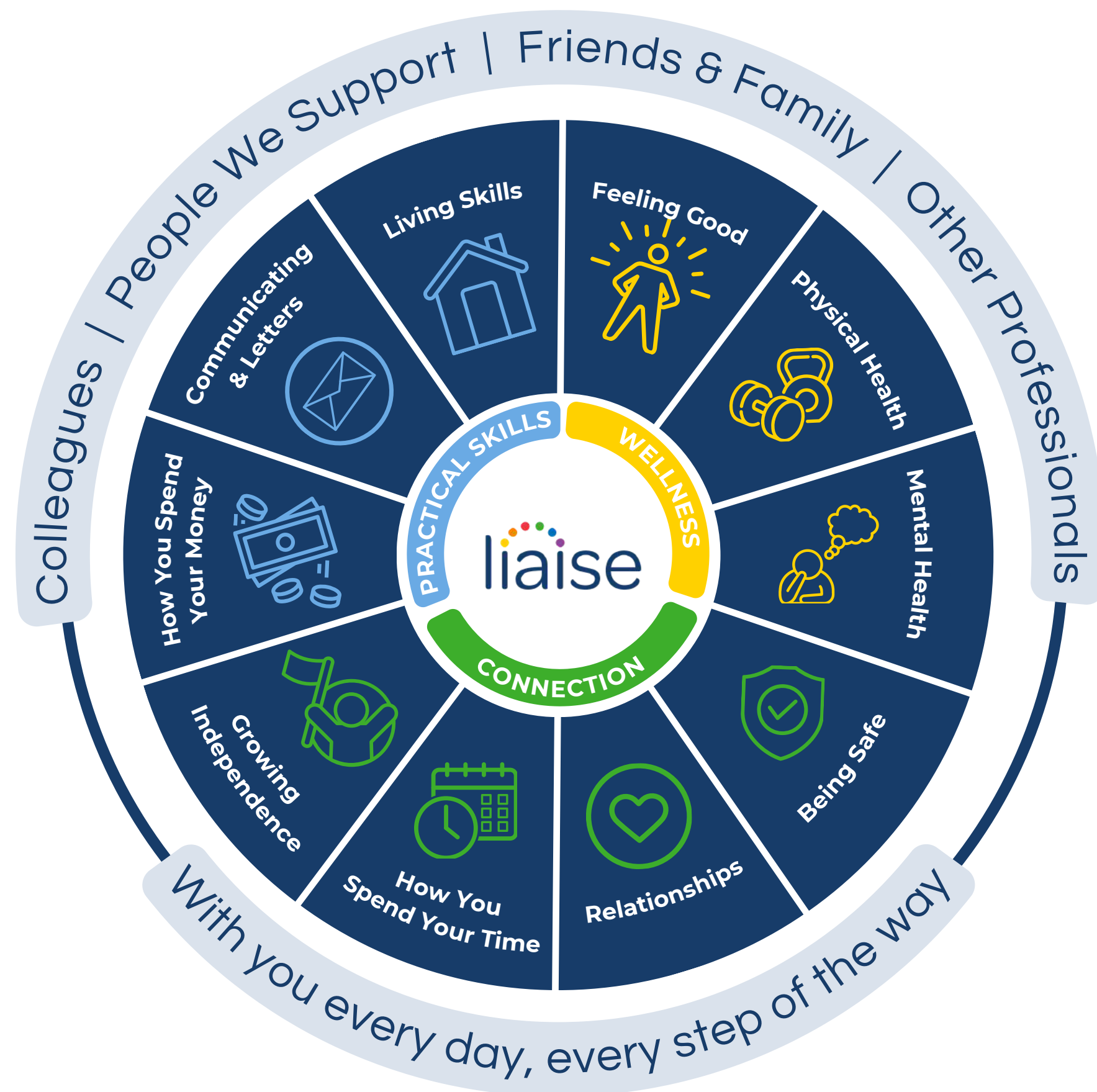


Every Day, We Help People Thrive

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/>



LiaiseUK



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