



The Burrows

Our Residential Home in
Cromer, Norfolk



External Audit Report

Rated Outstanding



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.

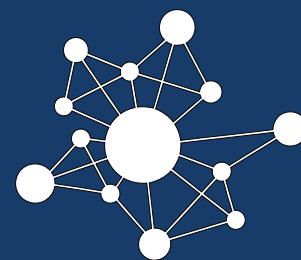
Our approach is rooted in **Positive Behaviour Support (PBS)** and **PROACT-SCIPr-UK**, ensuring support that is person-led and focused on promoting independence and wellbeing. All team members receive **PBS** and **PROACT-SCIPr-UK** training tailored to the needs of the people they support. This collaborative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



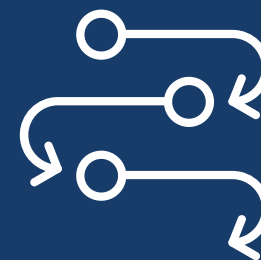
Access to expertise from our internal PBS specialists for complex behaviour



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

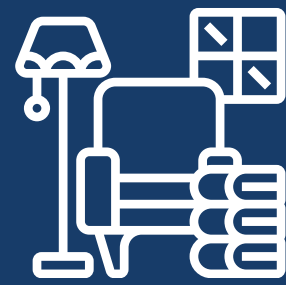
We'll work with you to tailor the environment to the specific needs of the person moving in.



Private Bedroom



Quiet Village
Location



Shared Communal
Spaces



Nearby Community
Centre



Near the Coast



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.



John, The Burrows' Registered Home Manager

John is an experienced Registered Manager with over 35 years in health and social care, passionate about delivering high-quality, person-centred services that improve people's 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.

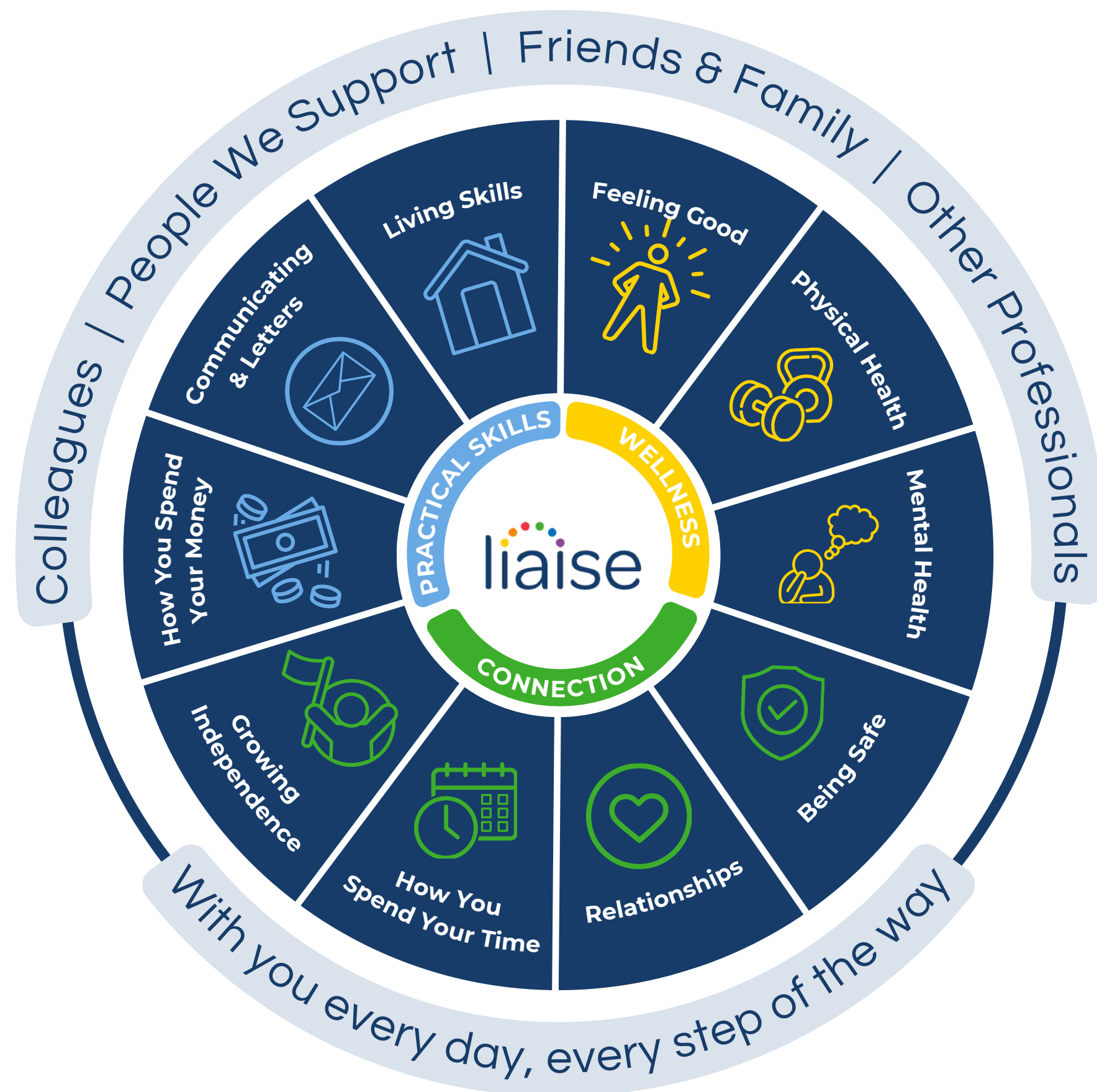


Every Day, We Help People Thrive

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

When David arrived at Salcasa, he struggled to trust others and communicate, having spent over 18 months in a restrictive hospital setting with little community contact. His behaviour was unpredictable, and he often engaged in obsessive and self-injurious actions.

Seven years on, David has made remarkable progress. His vocabulary has grown, harmful behaviours have significantly reduced, and he now enjoys meaningful moments - most recently celebrating his birthday with his parents, fully engaged and smiling throughout.



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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