liaise

Your goals are our goals

Willow Court

Our Warm and Welcoming Residential Home in Waltham Cross, Essex

Care Quality Commission

Inspected and rated

Good

SRG Care Consultancy & Training

External Audit Report

Rated Good



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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 i**n-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



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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



The Ground-Floor Bedroom Offers:

- **Fully-Furnished Bedroom:** Includes a bed, dresser, wardrobe, and a chair.
- **Private En-Suite Bathroom** with a shower



Click to tour Willow Court



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.



Anmolpreet, Operations Manager for London

Anmolpreet recently joined Liaise in 2026, bringing vast experience, 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.



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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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