liaise
Your goals are our goals

Willow Court

Waltham Abbey, Essex





Care Quality Commission

Inspected and rated

Rated Good

SRG Care Consultancy & Training

External Audit Report

Rated Good

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Liaise's Specialist Support



We are Liaise.



We provide specialist support for adults.



We help adult people with learning disabilities and autistic people.



This includes people with complex needs and behaviours of distress.

Liaise's Specialist Support



Our approach is rooted in Positive Behaviour Support (PBS).



We also use PROACt-SCIPr-UK.



This means our support is respectful and focused on the person.



We help people become more independent and improve their wellbeing.

Liaise's Specialist Support



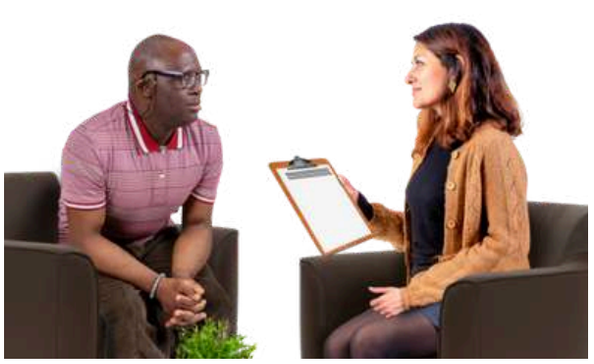
All staff receive special training in PBS and PROACT-SCIPr-UK



We work together as a team.

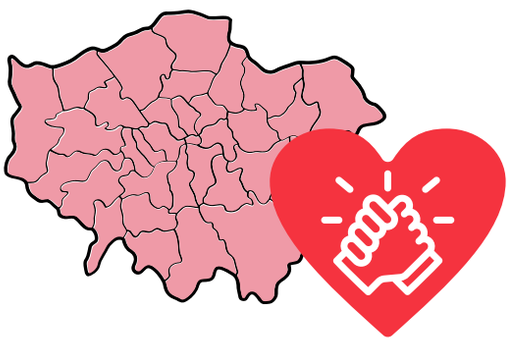


This helps us give high-quality, personalised support.



We focus on what is important to each person.

Liaise's Specialist Support



In our London region, we provide six key areas of specialist support.



We have trained staff who support people with complex behaviour needs.



Our support staff are trained in PROACT-SCIPr-UK to provide safe and positive support.



We have Speech and Language Therapists in our team to support communication and safe eating and drinking.

Liaise's Specialist Support



Some of our services provide specialist support for people with acquired brain injuries (ABI),



and offer short break (respite) care.



We offer both residential homes and supported living options.



We use a person-led outcomes approach to understand what is important to each person and measure their progress.

Our Specialist Support Team



Willow Court is supported by a special team called the **Positive Behaviour Support (PBS) Team**.



PBS helps people understand their needs and find positive ways to feel safe, calm and happy.



The PBS team will help you make a plan that is right for you and your goals.

Our Specialist Support Team



This is Rose.

She is the Speech and Language Therapist for Willow Court.



Rose can help you and your team learn how to speak or use communication aid tools.



She can also help you with eating and drinking.



She will be helping lots of other people with similar difficulties around your home.

About Willow Court



This is Willow Court.

Willow Court is a residential home in Waltham Abbey.



Waltham Abbey is a town in Hertfordshire, North of London.



A residential home is a place where you live with other people and get support where you live.



There are 10 supported people at the home.

The people we support are all adult males and females.

About Willow Court



Everyone at Willow Court has their own bedroom and bathroom.



Everyone at Willow Court is encouraged to join group activities or outings in the community.



The activities include singing gardening, cycling or visiting locations you want to go to.



Willow Court is a happy home.

About Willow Court



This is Room 2, the available room at Willow Court.



This is the Kitchen where you can cook your food.



You can speak to or relax with other people here in the lounge area.



You can also sit and relax or play outside in the garden.

The Waltham Abbey Area



This is where Willow Court is located in Waltham Abbey.

Most places are a 10-15 minute drive from the home.

There are a few bus options near the home to the town centre or the surrounding areas.

This is another Liaise home nearby.

Meet the Team



This is Suzanne.

She is the Regional General Manager for the London Region.



This means she is in charge of all the homes in London.



This is Stoyan.

He is the Operations Manager for London.



Operations Manager means he helps Suzanne and some of the London managers run their homes.

Meet the Team



This is Karen.

Karen is Willow Courts' Registered Home Manager.



Home Manager means she runs the home, with help from Suzanne and Helen.



Karen also supports both you and her team.



She wants to help you reach your goals and live your best life.

Liaise Influencers



Liaise has a special group called The Influencers.



The Influencers are people we support, who help shape what we do.



The Influencers share what matters to people we support.



This helps us make good decisions for you and others.

Liaise Influencers



This is Phillip.



Phillip is a Liaise Influencer.

Phillips lives in St James House.



Phillip recently sat for an interview to share his experience at St James House.

Liaise Influencers



He said having his own space helped him feel independent and safe.



Phillip also recently met the Dartford MP.



The MP was so happy with Phillip, he invited him to their local office.

Liaise Influencers



They had a long talk about Phillip’s experience and his views while having tea.



Phillip was so happy to meet everyone in the office and felt heard by someone in politics.



This experience helped Phillip build confidence and develop his communication skills.

Our Outcomes Pathway Model



We use our Outcomes Pathway Model to plan support with each person.



This means support is designed around what each person wants and needs.



We focus on people's hopes, goals and aspirations.

Our Outcomes Pathway Model



Different professionals work together as a team.



This helps us give high-quality, personalised support.



Liaise wants to support you to live the best life possible.



We will support you to learn the skills you want to learn.

Our Outcomes Pathway Model



Our team will work with you to help you find your goals



They will also help you build skills to live everyday with confidence.



You are always at the centre of your support.



We listen to what is important to you and support your needs, choices and goals.

Get in Touch



This is Theresa.



Theresa is the London Referrals Manager.



If you are interested in visiting Willow Court, you can contact her by phone or email.

Give Us a Call
0330 500 5052

Make a Referral
referrals@liaise.com

You can click the buttons to contact Theresa.

liaise

Your goals are our goals

We provide bespoke support for adults with learning disabilities and autistic people, including those with complex needs, behaviours of distress and co-occurring mental health conditions.

Guided by our in-house Specialist Support Team, our approach ensures support that is always person-led.

Get in touch today to find out how we can help support someone you know

Call **0330 500 5052**

Email **referrals@liaise.com**

Website **liaise.com**

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