



LIAISE LODDON
Celebrating the positive

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LIAISE LODDON LIMITED

STATEMENT OF PURPOSE

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We're in it TOGETHER and it works!

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Company Overview

Values, Vision, Mission

Values

We are Positive

This means that we:

- Engage with and manage co-workers positively
- Respect everyone's contributions
- Focus on the positive in those we support

We are Empowering

This means that we:

- Create a positive learning culture
- Enable people to take responsibility
- Give people opportunities for personal growth

We are Open

This means that we:

- Ensure all our communications are easily understood
- Embrace our duty of candour
- Have clear, shared goals

Vision

Positive and sustainable services for people with complex needs

Mission

To be the first choice company for individuals with complex needs and autism within the Central Southern Counties by providing individualised community-based residential services with skilled, motivated co-workers underpinned by the PROACT-SCIPr-UK approach.

Introduction to Liaise Loddon

Liaise Loddon was established in 1995 and provides personalised community-based residential care and continuing life skills for individuals with severe learning disabilities and complex restrictive and challenging behaviour usually associated with autism. We call behaviours ‘restrictive’ if they reduce the SU’s opportunities to take part in the life of the community, both within the home and in the wider community, where behaviours can be seen to be challenging.

All our homes offer person centred 24 hour programmes, integrating care and activities, designed to encourage the development of independent life skills and involvement in the local community. Individual planning is underpinned by the continual development of positive behaviour support, health action planning and the exploration of the spiritual and emotional aspects of each individual’s lives to ensure that our service meets the needs of the whole person. All Liaise Loddon Ltd homes are registered with the Care Quality Commission (CQC).

Our homes provide 52 week residential service for adults with severe learning disabilities and complex restrictive behaviours including life threatening self-injury usually associated with autism who require support to achieve their maximum potential for life.

Placements are suitable for individuals who require a minimum of 1:1 support to access the community and who may have additional needs associated with epilepsy and sensory impairments.

Principal Aims & Objectives

The aims and objectives across all of the Liaise Loddon homes are designed to achieve a consistent environment, appropriate to meeting the individual’s needs. It is an environment in which the individuals, the co-workers and the parents / advocates may work together to achieve a common goal.

- Provide consistent person-centred programmes and support throughout the 24-hour day with a fully integrated, multi-disciplinary co-workers team.
- Develop and maintain 24 hour individual person centred support plans to meet their needs in all aspects of daily living and achievable goals to ensure positive progress and a happy healthy life
- Support the development of communication skills to enable the individual to understand others, express themselves and make choices in their everyday lives.
- Analyse each individual’s complex restrictive behaviour and teach alternative adaptive and functional skills to enhance further development and learning using only non-aversive methods.
- Develop our people’s socialisation skills and ensure each individual has opportunities to be involved in his/her local community and to support the development of appropriate skills to enable this.
- Meet our people’s spiritual, emotional and physical needs.
- Work in collaboration with parents/families advocates and placing authorities to ensure the highest standard of service is provided at all times.
- Use the most appropriate methods of positive learning suited to each individual’s needs.

- Use medication only when it is in the paramount interest of the individual and under medical supervision.
- Provide times for relaxation and leisure without pressure to join in every activity on offer.
- Train all co-workers to use only positive reactive strategies to assist in the physical management of unmanageable behaviour and to recognise no other form of restraint.

Principles and Person-Centred Approach

Care Planning and Person-Centred Planning

At the root of the care planning process is each individual's Person Centred Plan. This is developed using input from the individual's family, social workers, health professionals and Liaise Loddon Ltd co-workers.

The care planning process is ongoing and each individual's plan is reviewed and updated on a regular basis in line with changing needs and interests. The home will provide formal annual review to discuss care plans with the service purchasers and the individual's family. The company also conducts interim internal reviews.

Religious, racial and cultural requirements

Every effort is made to accommodate individuals' religious requirements, including dietary preferences. Co-workers are sensitive to the delivery of care in relation to racial, cultural and religious needs.

Social events and activities

We offer all individuals a wide range of social activities, developed from their person centred support plan.

During the day, individuals are offered a choice of activities such as cooking, arts and crafts, drama, outdoor games, massage and sensory activities, local walks and using community facilities such as shopping, pub trips, newsagents, swimming pools and other recreational facilities of their choosing

Outings

Parents, family members and advocates are encouraged to take service users out, although they must inform the senior person on duty if they intend to do so. The senior person in charge will ensure that a risk assessment is conducted, as with all trips out, and ensure that the service user is kept safe by either suggesting that an outing is not safe at present, or provide co-workers to go with the service user if appropriate. All such decisions are at the discretion of the person in charge.

If a risk assessment indicates that there is no requirement for co-workers to attend and that it is safe for the service user to go with their family/advocate into the community, the person in charge will remind the family/advocate that as they are going out without Liaise co-workers, the directors of the company are therefore unable to accept responsibility for the service user during this time and therefore are unable to indemnify the family/advocate or members of the public should an incident occur.

Meals; special diets; alcohol; smoking

Menus are developed around each individual's preferences while ensuring that a balanced diet is achieved. Information is kept on special diets, food allergies and special feeding requirements, and regularly updated, to ensure the best possible individual nutrition and enjoyment.

Meals may be taken in the dining room, sitting rooms or in private rooms, according to preference.

It is the right of every Individual to smoke if so desired, subject to appropriate documented Risk Assessment. Individuals will only be allowed to smoke in any allocated areas and in the grounds.

It is the right of every Individual to consume a "social" level of alcohol if so desired, subject to appropriate documented Risk Assessment.

Fire precautions and associated emergency procedures

The home operates rigorous fire prevention and safety procedures. Please observe all fire notices. For more information, please request a copy of the Creating a Safe and Supportive Environment (CSSE) policies.

Visiting

Visiting hours are unrestricted, although it is preferable to avoid times when individuals may be sleeping. Many individuals enjoy an outing with family and friends. However, we do appreciate knowing in advance when someone is going to be taken out! Please consult the Registered Manager, so that we can ensure the individual is ready to go out, that medications are organised and co-workers can be assigned, if required.

Please note that if the visitor is not known to the co-workers at the home, identification will be requested and if appropriate, relatives will be contacted to confirm their relationship to the individual.

Privacy and Dignity

All our co-workers strive to preserve and maintain the dignity, individuality and privacy of each individual within a warm, caring atmosphere and support individuals to develop new skills that will be useful in their daily life.

Involvement of the Service Users in the Running of the Home

We make all possible efforts to involve the individuals we support in the running of the home. Because of their levels of disability, it is inherently difficult to get direct input and feedback from them. However, our underlying principle of providing a personalised service ensures that we continually tailor the environment and activities to their requirements.

We also ensure that all co-workers that are recruited spend time within the homes meeting the individuals before any offer of employment. We actively continue to seek further methods to involve the individuals. We also

encourage parents and advocates to provide continual feedback on our service. All co-workers have a DBS before they commence employment at Liaise.

Programmes of Care

Person Centred Support Planning

At the root of the care planning process is each individual's person centred plan. This is developed using input from the individual, the family, care managers, health professionals and co-workers.

Our person centred approach looks at each individual's dreams, interests and motivators and aims to ensure that they are "happy and healthy" within their daily life at Liaise Loddon.

The design of all the positive programmes is supported by the work of La Vigna and also 'Low arousal approaches' as advocated by Dr Andrew McDonnell.

The care planning process is an ongoing one and each individual's plan is reviewed and updated on a regular basis in line with changing needs and interests. The home provides formal annual reviews to discuss care plans with the service purchasers and individual's family. Those who know the individuals well are encouraged to add ideas for the everyday life of the individual from their experience of living with or working with the individual.

Medical Practitioners

Medical practitioners and psychiatrists are in regular contact and visit the homes whenever necessary. All individuals are registered with a general practitioner close to their home. They will be supported by co-workers to visit the surgery or for those who find this too difficult the doctor visits them at the home. Individuals are supported by co-workers when seeing a medical practitioner.

The homes provide psychology support through the senior team within each home who meet regularly with our consultant clinical psychologist.

Co-workers work with the local community teams when required to enable individuals to access the support and care from them as required.

In line with every person's health action plan, co-workers ensure that regular contact is made with other medical practitioners such as Optician, Dentist and Chiropodist in the method most appropriate to the individual.

Should emergency dental treatment be required, and no urgent access to NHS dentistry is available, then the cost of the treatment will be borne by the service user.

Therapeutic Practitioners

Within each home, we provide access to a range of Therapeutic Practitioners. These vary according to the needs of the individuals and to the availability of local resources and can include, for example, osteopathy, drama therapy,

For more information on the currently locally available resources, please contact the individual home. Every effort will be made to meet the individual's needs.

Daily Life

Each of our homes offers person centred 24 hour programmes, integrating care and activities, designed to encourage the development of independent life skills and involvement in the local community. Individual planning is underpinned by the continual development of positive behaviour support plans, communication plans, health action planning and the exploration of the spiritual and emotional aspects of each individual's lives to ensure that our service meets the needs of the whole person and especially reduces anxiety.

All our co-workers strive to preserve and maintain the dignity, individuality and privacy of each individual within a warm, caring atmosphere and support individuals to develop new skills that will be useful in their daily life aiming to provide them with a happy and healthy lifestyle.

Each individual has a team which co-ordinates the assessment, planning, implementation and regular review of the support plan including the daily activity schedule. The activities are selected to reflect what each individual is motivated by and enjoys doing and also to promote ongoing learning and the development of life skills. The individual's learning is delivered and celebrated through the use of the Assessment and Qualification Alliance (AQA) Unit Award Scheme and, when appropriate, ASDAN Towards Independence Learning modules. AQA validates the units of learning developed for each individual by co-workers at Liaise Loddon.

Community experiences are integral to the activity schedule and, using the home's own vehicles and public transport, individuals access the local community daily for activities such as recycling, shopping at supermarkets and high street shops, using sport facilities and visiting pubs and cafes as well as the many local opportunities for exploring the local countryside on our doorstep.

PROACT-SCIPr-UK®

The philosophies of PROACT-SCIPr-UK® are integral within all the services that we provide. This places an emphasis on a positive proactive approach to care and supports individuals through times of behavioural crisis in a sensitive and caring manner so that the needs of the whole person are met. Physical interventions are only used minimally and only when essential for safety and are non-aversive and supportive. Liaise staff never use face-down restrictive holds preferring to teach individuals to respond to appropriate cues when there are triggers to challenging behaviour.

Currently, there is a team of over 700 instructors teaching this programme in schools, care settings, hospitals and community homes and the programme was the first to obtain re-accreditation from the BILD for its teaching of Physical Interventions. Liaise has a team of instructors registered to teach and monitor PROACT-SCIPr-UK®.

Responsible Individual and Area Managers

Responsible Individual for the Homes

Cathie Wyatt is the Director of Care for Liaise Loddon and the Nominated Individual for all of the homes. Cathie has been with Company since its inception and set up the first two homes as Home Manager. She has an NVQ Level IV in Care and the Registered Managers Award, In Service Certificate in Social Care, an NVQ Level 3 in Training & Development, and City & Guilds Advanced Certificate in Social Care Management. She is an NVQ Assessor and also a PROACT-SCIPr-UK® Instructor. Cathie is supported by two managers who supervise and develop the registered managers along with ensuring high quality of service within our new homes and new services.

Sarah Trievnor-Long – Basingstoke Area Manager

Sarah Trievnor-Long is the Area Manager for the Basingstoke area of Liaise Loddon. Sarah has been with the Company since January 1997 where she joined as a Shift Leader. She then progressed and took on the role as a Registered Manager in 2000 and managed the home for 9 years. Sarah then took on the role as Area Manager. She has an NVQ Level 4 in Care and the Registered Managers Award, an advanced certificate in care management, she is an NVQ Assessor and also a PROACT-SCIPr-UK® Instructor.

Paul Smithson – Romsey Area Manager & Service Development Manager

Paul Smithson has a dual role as the Area Manager covering the Romsey based services as well as leading on the development of new services. Paul joined Liaise Loddon in 2014. Paul's last post was as a Quality and Compliance Manager auditing care homes, and he has previously managed a care company's Training department, has worked as a Placements Manager (managing assessments and transitions for new service users) as well as managing a number of different care homes. Paul has a degree in Psychology, a Level 7 Diploma in Strategic Leadership & Management with the Chartered Management Institute, a level 3 frontline management qualification with the Institute of Leadership & Management, and has completed a Registered Managers Award.

Homes Management Team

Each home has a Registered Manager – see individual homes for more information on the Registered Manager. Due to the small size of our homes, and their close proximity, we sometimes have a Registered Manager who supports two homes. The Registered Manager will be supported by a local management team comprising of a Deputy Manager and / or Positive Support Coordinator(s) suitable for the location.

Positive Support Coordinators have backgrounds in psychology, autism, behaviour support, education and healthcare. They work hands-on so that they have personal and intimate knowledge of each individual's physical, mental and emotional needs. This enables them to effectively evaluate and develop care plans and ensure that co-workers have a high level of supervision and ongoing training.

Deputy Managers provide support to the Registered Manager when needed due to the size of the home and / or staff team.

This team provides on-site support to the Support Workers, both day and waking night. They ensure that all staff are well-supervised and that care plans are regularly updated in line with the individual's needs. They work hands on in order to model good practice and in periods of high need.

Ancillary workers provide cooking and cleaning support within the homes, and maintenance staff are shared across the organisation.

The local management teams are supported by Regional Managers, administration staff and a Head Office Team comprising of the Directors, Positive Support Specialists (Education, Behaviour, Health), along with Finance and Human Resources staff.

Staffing Levels

The size of the team of Support Workers is dependant in the needs of the individuals within the home.

Co-workers are on waking duty 24 hours a day and a senior co-worker is always available either on site during the day or on-call at night.

Staffing levels vary according to the needs of the current individuals, with additional staffing whenever necessary; and the standard staffing levels are substantially higher than the minimum legal requirements.

During the night, all co-workers are on full waking duty and make regular discreet checks on the individuals according to their individual needs.

Co-worker Learning and Development

We believe that good quality co-workers are the key to providing a high quality service. The emphasis on training means that all members of the team have the knowledge, skills and experience necessary to perform their jobs.

All co-workers receive a comprehensive induction, and regular ongoing training in key areas such as PROACT-SCIPr-UK®, Safeguarding Adults, Person Centred Planning, manual handling, fire safety, food hygiene, and first aid, with courses provided both in-house and at local training centres. All co-workers are provided with the opportunity to undertake QCF qualifications relevant to their roles.

Complementing our training, Liaise is committed to promoting and providing ongoing learning and development opportunities for all co-workers. This is achieved through regular supervision, mentoring and the hands on work

of our skilled senior staff. It is underpinned by our Knowledge and Skills Framework linked to a comprehensive and flexible Competency Framework.

Admissions

We aim to provide a lifelong placement for all individuals and tailor the environments to their particular needs and preferences so to provide a home for life. Liaise Loddon do not take emergency admissions. Because of the complex needs of the individuals we support, Liaise Loddon generally do not take emergency admissions. However, if you have an urgent requirement, please contact us to discuss if we can support you.

Assessment Procedure

Prior to admission we assess all individuals to ensure that we can provide the care and facilities they need. A qualified senior staff member will visit the prospective individual and discuss their needs and requirements, both with them and with their current carers and relatives. Information will also be sought from their GP and any other medical professionals involved in their care.

This initial assessment links in with future support planning, and covers a wide variety of areas, including the individual's dreams and aspirations, personal care; physical well-being; restrictive behaviours; diet and oral health; sight, hearing and communication; mobility and dexterity; continence; medication usage; mental state and cognition; social interests, hobbies, religious and cultural needs; personal safety and risk; carer/family involvement and other social contacts/relationships.

Once a placement has been agreed by the service purchasers, a transition plan will be designed around the individual's needs. This may include visits at the current placement by Liaise Loddon co-workers and trial visits to the new home.

Restrictions & Age Range

We are registered to provide care home services without nursing (CHS) where we provide personal care and accommodation. We do not provide any nursing care. The majority of our individuals age from 18-40. All have complex needs and a wide range of seriously challenging and restrictive behaviours usually associated with autism.

We will only accept someone for care if we feel we can cater for their particular needs. We will also take into account the needs of the other individuals already living in the home to ensure that the home will provide the right environment for each person.

Fees & Payments

Fee Range

Fees vary according to the individual needs; they are reviewed annually in April. If a change of need occurs during the year, the service purchaser will be contacted to renegotiate an appropriate fee level.

Our fees are personalised to each individual that we support. Our basic fees include one-to-one support during the day along with at least two waking night staff per home. Additional support is agreed based on the assessment of the individual's needs and is regularly reviewed.

Payment terms

Fees are payable monthly in arrears by standing order. More details can be found in our Terms and Conditions.

Inclusions & Exclusion

From the Fees, Liaise Loddon Ltd will provide:

- Bedroom: Bed, Appropriate storage for clothes & personal possessions, General Fixtures, Basic Linen (Each year: 2 x Bedding, 2 x Towel sets), 2 Chairs (if appropriate), Single Mattress (Max 1 per 2 years), Floor coverings & rugs (as appropriate). Re-decoration of room (Max 1 per year)
- Food: offered three times daily including at least one cooked meal and a range of drinks and healthy snacks to meet individual needs are available at all times. Special diets will be accommodated (additional fees may be negotiated for complex dietary requirements)
- Laundry: General laundry on the premises
- Communal Areas: TV / DVD, Gardening equipment, Shared Outdoor activity equipment
- Vehicles: as appropriate
- Staffing: Registered Manager, Deputy Manager, Positive Support Coordinators, Support Workers (Day/Night) as stated in individual reviews plus Admin / Ancillary / Maintenance Staff.
- Central Management: Finance, HR, Care Management, Quality Management, IT support, Health and Safety Support.
- Travel: Staffing & transport to support local activities and, where negotiated within the fee levels, home visits.
- Holiday: Up to £275 per year to spend on a holiday (or special activities days if that is more appropriate). Any additional costs for transport / accommodation / staffing will be at the individual's expense (as agreed with the care manager).
- Property Costs: Properties Costs, Repairs / Renewals / Maintenance, Heat, Light, Water, Drainage, TV licenses.
- Administration Costs: Telephone / Postage / Printing / Stationery, Professional Fees, Insurance, Medical: Facilitated access to local CCG support (e.g. GP and Dental Services, Speech and Language Therapy, Physiotherapy)

- Specialist education and communication support, General household life skills and sensory equipment (please note that this does not include the purchase of personal possessions – see below)
- Specialist Behaviour Support, Ongoing development of all support plans and activity plans, PECs and Makaton Training.

Individual will provide from their personal allowances including Disability Living Allowance:

- Personal Possessions: Games / Books / Magazines, CD's / Video's / DVD's, TV, Video, Computer, ipad / tablets, Music System, Camera, bikes, personal sensory equipment
- Clothes: All clothing will be bought by the service users. (Please note that it may be the case that due to certain behaviours, an additional clothing allowance can be agreed within the fees)
- Activities: e.g.: Horse riding, swimming, trampolining, drama, cinema trips
- Holiday: Personal contribution to holiday expenditure to cover additional expenses as above.
- Food: Snacks and “treat” food outside the home which is not in place of a main meal (e.g.: MacDonald's, fish & chips etc)
- Bedroom: Pictures / Posters, Additional soft furnishings, Additional bedding, Additional personalised furniture
- Personal Care: Additional toiletries over basic requirements (e.g. Perfumes, aftershave, personalised items such as those from “Body Shop” or “Lush”), Massage oils, Complementary Medicines (e.g. homeopathic, vitamins, omega 3 oils unless prescribed by a health professional)
- Laundry: Specialist cleaning e.g.: Dry Cleaning
- Presents: Family Christmas & Birthday presents

Please note that this list is not exhaustive and more details are provided within each individualised service proposal document.

Comments, Suggestions and Complaints

Any comments, suggestions or complaints should be addressed in the first instance to the senior co-worker on duty or to the Registered Manager.

Where the Registered Manager is unable to resolve any matter satisfactorily, individuals or their representatives should ask to speak to one of the Directors.

Should this procedure not meet their concerns, the Local Government Ombudsman will be pleased to act as an intermediary in further discussions. Please contact them at the address below.

Local Government Ombudsman

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH



Phone: 0300 061 0614. The helpline is open from 8.30am to 5.00pm, Monday to Friday.
You can also make your complaint online at: www.lgo.org.uk/

How to Contact Us

Head Office (Registered Office)

Liaise Loddon Limited, Field House Barn Chineham Lane,
Sherborne St John, Basingstoke, Hampshire RG24 9LR
Tel: 01256 812 663, email: info@liaise.co.uk

Address for Service of Documents (for all homes)

Cathie Wyatt, Liaise Loddon Limited, Field House Barn Chineham Lane,
Sherborne St John, Basingstoke, Hampshire RG24 9LR
Tel: 01256 812 663, email: cathiewyatt@liaise.co.uk

More information can be found on our website at
www.liaise.co.uk

Our Homes

Each of the care homes has its own unique culture which is defined by the people who live there. None of the homes provide nursing care. The environments are designed to comfort and stimulate our people and provide a long term quality of life. The environments are continually risk assessed and allow for individual expression and a shared community life. Each environment is adapted to meet the ongoing needs of each individual.

Below is an overview of each of our homes.

Applelea

The Harrow Way, Basingstoke RG22 4BB

Tel: 01256 364044, email: applelea@liaise.co.uk

Registered Manager

Abi Tala is the Registered Manager for Applelea. Abi started working at Liaise in 2009. Abi has a degree in Learning Disabilities, as well as a QCF Level 5 in Health & Social Care. Abi is a PROACT SCIP-r UK Instructor.

The Area Manager is: Sarah Trievnor-Long

About the Home

Applelea is a small residential home for four adults with autism and restrictive behaviours. Each individual has their own room with ensuite facilities or their own bathroom. The house has an open entrance hall, shared lounge and a large conservatory to give plenty of room for everyone to have their own space.

This opens into a large garden made up of mainly lawn, with wooden swings and other garden games. We are located in the Brighton Hill area of Basingstoke, close to lots of local facilities; shops, church, hairdresser and Health centre to name a few.

There is a large team of well trained and dedicated co-workers that support the individuals to lead the lives they want, promoting independence and person centred support. The people we support enjoy a variety of activities in the community such as joining in with a local friendship group, local shopping, walks, drama and occasional weekends away.

At home we have a range of resources to ensure the individuals have the opportunity for stimulation and development as well as relaxation and leisure. Everyone is encouraged to have an active part in daily living tasks, working at their own pace, with the support they need.

There are good connections with our health team and we have support from our internal specialist team to make sure that we support each individual with all of their needs to be happy and healthy.

This modern home is a detached house with communal lounge and kitchen. A large conservatory / dining room is being constructed which will open out to a paved area and large garden.

The home has four bedrooms including one on the ground floor. Three bedrooms have en-suite bathrooms and there is a fourth separate bathroom. All the bedrooms are large and exceed the minimum space requirements. The rooms are personalised according to individual preferences and needs.

The home is registered to support 4 adults.

Baytrees

246 Old Worting Road, South Ham, Basingstoke RG22 6PD

Tel: 01256 466274, Fax: 01256 466274, email: baytrees@liaise.co.uk

Registered Manager

Andrew Key is the Registered Manager for Baytrees. He has a degree in Social Care Studies and NVQ level 4 qualifications in both Health and Social Care and Leadership and Management. Andrew has been a PROACT-SCIPr-UK Instructor since 2007.

The Area Manager is: Sarah Trievnor-Long

About the Home

Baytrees is home to four amazing people, whilst they may have challenges such as autism, learning disabilities and epilepsy it is a privilege to support them.

They are well known in the local community and regularly go to many places including local pubs, supermarkets, swimming and the gym in the leisure park, cinema and into town.

The families of the people we support are complimentary of the service we provide and are part of a team to make sure we give the best service possible.

At Baytrees and Liaise we are committed to lifelong learning, our service users have come a long way since we began supporting them, it could be said that our biggest challenge is keeping up with their potential.

The home is a four-bedroom detached house with a communal lounge and dining room that opens out to a large garden, containing sensory flower beds, a large relaxing swing and a pond.

Each person has their own bedroom, which is spacious and personalised according to their individual preferences and needs. Three bathrooms are shared between the individuals.

The home is registered to support 4 adults.

Cornfields

98 Roman Road, Basingstoke RG23 8HD

Tel: 01256 844603, email: cornfields@liaise.co.uk

Registered Manager

Lynne Hester is the Registered Manager for Cornfields. She joined the Company in July 2011. Lynne has an MSc in Profound Learning Disability and Sensory Impairment, as well as the NVQ Level 4 Health and Social Care along with the RMA award. She is a PROACT-SCIPr-UK® Instructor.

The Area Manager is: Sarah Trievnor-Long

About the Home

Cornfields is home to three adults, which is perfect as they all have very different but complex needs. It was the very first Liaise home and has been open for 20 years this year.

We are fortunate to have a huge garden where we grow lots of flowers and vegetables at the top of the garden and down the bottom of the garden we have a bench swing and single seated swing which is a really nice place for service users to relax.

We are also lucky to have a cabin in the garden which offers an alternative place to host activities in the multi-functional sensory room.

Opposite Cornfields there are huge fields which we use for walking and behind Cornfields we are minutes away from the village centre. This mix of urban and rural works really well for us.

And we're not too far from town and the leisure park, offering us more things to do and see.

The home is a three bedroom detached house with a communal lounge and conservatory/dining room that opens out to a paved patio area. There is also a separate large building in the grounds used for individual sessions and social group activities. The laundry facility for the home is also located within this building. Behind this building is a further area of garden laid to lawn with a large relaxing swing.

Each person has their own spacious bedroom which is personalised according to their individual preferences and needs. One bedroom has an en-suite and there is a shared bathroom for 2.

The home is registered to support 3 adults.

Cornview

124 Roman Road, Basingstoke RG23 8HF

Tel: 01256 350827, Fax: 01256 350827, email: cornview@liaise.co.uk

Registered Manager

Lynne Hester is the Registered Manager for Cornview. She joined the Company in July 2011. Lynne has an MSc in Profound Learning Disability and Sensory Impairment, as well as the NVQ Level 4 Health and Social Care along with the RMA award. She is a PROACT-SCIPr-UK® Instructor.

The Area Manager is: Sarah Trievnor-Long

About the Home

Cornview is a bungalow situated in the north-west suburbs of Basingstoke. It home to 3 young adults who are supported to live their life the way they choose.

Across the road is large farmland which the service users walk through to burn their energy and enjoy community involvement. They often mingle with other local people on their walk, especially dog walkers.

The co-workers and service users all enjoy getting involved in the walks and using the local amenities including shops, cafes and the recycling centre which means they are well known to neighbours and the wider community.

The home is a three bed roomed detached bungalow with a communal lounge, and dining room that opens out to a paved patio area. The home offers a large garden with large relaxing swings.

Each person has their own bedroom, 1 has an en-suite which is spacious and personalised according to their individual preferences and needs. There are 2 other bathrooms within the home.

The home is registered to support 3 adults.

Glebelands

14 Wallis Road, Fairfields, Basingstoke RG21 3DN

Tel: 01256 844607, email: glebelands@liaise.co.uk

Registered Manager

Alexandra Moldrzykova is a Registered Manager for Glebelands, although she will be de-registering as manager soon as will be transferring to manage another service. She joined the company in March 2013 and supported opening of Sansa House, becoming the registered manager the next year. Alexandra has a MA in Pedagogy and Social Work as well as Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services. Alexandra is a PROACT-SCIPr-UK® Instructor.

The Area Manager is: Sarah Trievnor-Long

About the Home

Glebelands is a spacious building situated in a peaceful neighbourhood community in Basingstoke. It is a three bedroom house; all rooms are en-suite allowing for personal space, privacy and other person centred activities.

Adjoining the house is a one bedroom self-contained flat which is home to one of the four young people who live here. The rooms are very spacious and decorated according to each individual's needs. We have exercise equipment for our individuals in the house. This is situated in the upper part of the very large hallway.

The atmosphere in the house is generally fun filled as we engage in a lot of indoor activities like bowling, dart board games and music. We also have a very big garden divided into several areas that allows our service-users to play football and throw balls in the summer, but also use the swing or have quiet time when needed.

Thanks to the efforts of our co-workers we now have a beautiful array of flowers and a small vegetable garden that our individuals are encouraged and supported to help maintain. Our staff room is well equipped to cope with the weather changes, and provides co-workers with some rest time.

Glebelands co-workers won the first Liaise Loddon outstanding team work award in September 2014. Glebelands enjoys the benefit of cultural diversity as we have co-workers from various parts of the world. This enables our individuals to have a variety of experiences, for example, of food-tasting experiences and different cultural music. The home is a large detached bungalow with three en-suite bedrooms and one self-contained bed sit with lounge, bedroom and en-suite. Shared with the rest of the house is a TV lounge, dining area. There is also a large garden and separate laundry and office.

Each person has their own bedroom, which is spacious and personalised according to their individual preferences and needs.

The home is registered to support 4 adults.

Willow Tree Lodge

189 Kempshott Lane, Kempshott, Basingstoke RG22 5NA

Tel: 01256 346 241, email: willowtreelodge@liaise.co.uk

Registered Manager

Marlon Serafica is the registered manager for Willow Tree Lodge. He joined Liaise Loddon in December 2010 and has NVQ L4 and A1 (Assessor) qualification. He has been the manager in Willow Tree Lodge since August 2011 and was registered by CQC in September 2012. Marlon is also a PROACT-SCIPr-UK instructor for Liaise Loddon and is currently working on his Diploma in Leadership in Health and Social Care (QCF Level 5).

The Area Manager is: Sarah Trievnor-Long

About the Home

Willow Tree Lodge offers a safe and friendly environment to people with severe to profound learning disability and autism. The people engage in different physical activities indoors and out in the community.

They actively participate in social inclusion activities that interests them such as gym sessions, drama, horse riding, bowling, bike ride, swimming, basketball, cinema trips, shopping, trips to pub and restaurants and lots of community and countryside walk activities.

The home is a large detached house with three bedrooms with two en-suite and one other bathroom.

It also has one self-contained bed sit with lounge, bedroom and en-suite.

Shared with the rest of the house are two lounges and a dining area. There is also a large walled garden and separate laundry and office.

Each person has their own bedroom, which is spacious and personalised according to their individual preferences and needs.

The home is registered to support 4 adults.

Timaru

Greatbridge Road, Romsey, Hampshire SO51 0HB

Tel: 01794 523731, Fax: 01794 523732, email: timaru@liaise.co.uk

Registered Manager

Ismail Ozogul is the Registered Manager for Timaru. He joined the company in October 2008 as Senior Specialist Worker, becoming the manager in January 2009. He has completed his NVQ level 4 and his Leadership and Management Award and is a PROACT-SCIPr-UK® instructor for the Company.

The Area Manager is: Paul Smithson

About the Home

Timaru means a 'place of shelter' and the home is regarded as a favourite haven for the people who live here.

In our home we have the ability to make the people we support feel comfortable and unique as well as providing them with their specific needs.

We offer a home for life for adults with severe learning disabilities and complex restrictive behaviours, usually associated with autism, including self-injury. They may have additional needs associated with epilepsy and sensory impairments. Continuous, 24-hour, one-to-one or greater support is provided, including waking night workers. The home is registered for six adults aged from 16 to 64.

The environment is continually risk-assessed and adapted to meet the ongoing needs of each person. It allows for individual expression and a shared community life. We provide many in-house and community opportunities that enable people to develop life skills and engage in activities that they enjoy. We have 2 vehicles to use for taking service users out to the many activities they enjoy participating in such as swimming, horse-riding, visiting local shops, walks in The New forest and Fishlake Meadow.

Timaru is a large detached house on the outskirts of Romsey, close to local facilities such as shops, pub and a garden centre. Romsey is a small market town with good road links to Southampton, Winchester and the New Forest. It has a railway station with services to the South West and connections to other local main stations. The home is a large detached house. Timaru was refurbished during 2016/2017 so that it now provides six semi-self-contained flats, each comprising of a lounge, bedroom & en-suite bathroom. There is also a TV lounge and conservatory. There is also a large well established garden.

Each person's flat is spacious and personalised according to their individual preferences and needs.

The home is registered to support 6 adults.

Marika House

Romsey Road, Stoneymarsh, Michelmersh, Romsey, SO51 0LB

Tel: 01794 368352, email: marika@liaise.co.uk

Registered Manager

Michal Zakrzewski is the registered manager for Marika House and has joined Liaise Loddon in August 2015. He has Master's Degree in Psychology and NVQ L4 qualification. Prior to joining Liaise he managed two residential homes for people with mental health problems as well as learning disabilities, challenging behaviours and associated complex needs. Michal is a First Aid at work instructor and a PROACT-SCIPr-UK instructor.

The Area Manager is: Paul Smithson

About the Home

Marika House is a home for five adults (four males and one female). The home has a real homely feel and all rooms are person-centred to reflect the individuals needs and preferences of the people we support.

There is a large garden with raised beds and plenty of space for outdoor activities.

Within the grounds, there are two bespoke built homes which has been completely adapted to meet personalised needs and have their own gardens.

All our residents access a wide range of activities within the community from shopping, bowling, cinema, nail salons, hair salons, going to public houses, tea rooms and much, much more.

Our people are encouraged to be as independent as possible in their everyday lives, to make informed choices about their care and support to enable them to live happy and fulfilled lives. The home is a large detached house with five bedrooms, all with en-suites. Shared with the rest of the house are two lounges and a dining area. Within the house is a laundry and staff areas. There is a large enclosed garden

Each person has their own bedroom, which is spacious and personalised according to their individual preferences and needs.

In addition, there are two self-contained units set away from the house, each for one additional service user. These consist of a bedroom, living room, bathroom and small kitchen. The individuals can also have access to the facilities in the main house, depending on their need and the personalised support plans.

The home is registered to support 7 adults.

Sansa House

39 Cliddesden Road, Basingstoke, RG21 3DT
Tel: 01256 352291, email: sansa@liaise.co.uk

Registered Manager

Alexandra Moldrzykova is a Registered Manager for Glebelands, although will be de-registering as manager soon as is moving to manage another service. She joined the company in March 2013 and supported opening of Sansa House, becoming the registered manager the next year. Alexandra has a MA in Pedagogy and Social Work as well as Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services. Alexandra is a PROACT-SCIPr-UK® Instructor.

The Area Manager is: Sarah Trievnor-Long

About the Home

Sansa House is a lovely home with five flatlet areas for the residents who have their own spacious bedroom, en-suite and lounge, as well as large communal areas to enjoy time together. We are very proud that it is the first of our homes to be awarded an 'Outstanding' rating from CQC.

Our home is situated close to Basingstoke town centre. We have a spacious garden with variety of plants, herbs and vegetables grown by the service users.

Sansa supports young active people who enjoy a range of physical and social activities in the community such as Ten pin Bowling, swimming, Archery, mini golf, cinema, Horse riding, Circus, Fun Fair and shopping.

People who live here also like therapeutic activities within the home including massage, art sessions and gardening. Enthusiastic co-workers support them to increase their independence and maximise their potential through positive approach to the learning. The home is a large detached house with five individual flatlets comprising of bedroom, lounge area and en-suite bathroom. In addition the home has a shared lounge, dining room, kitchen and activity room. There is a separate laundry and office area. The home has a large, secure garden which can be accessed via numerous external exits.

Each person has their own bedroom, which is spacious and personalised according to their individual preferences and needs.

The home is registered to support 5 adults.

3 & 5 Kennet Way

5 Kennet Way, Oakley, Basingstoke RG23 7AP

Email: kennet@liaise.co.uk

Registered Manager

Andrew Key is the Registered Manager for 3-5 Kennet Way. He has a degree in Social Care Studies and NVQ level 4 qualifications in both Health and Social Care and Leadership and Management. Andrew has been a PROACT-SCIPr-UK Instructor since 2007.

The Area Manager is: Sarah Trievnor-Long

About the Home

Numbers 3 to 5 Kennet Way are bungalows next door to each other in the village of Oakley just outside Basingstoke. They are within walking distance of the local shops and amenities and Basingstoke town centre is only a short drive away.

3 to 5 Kennet Way are registered as one service and they share a laundry room and office, they are linked via the large garden at the rear of the properties.

Number 5 is registered for two individuals. It has two bedrooms, two bathrooms and a shared lounge and kitchen.

Number 3 is registered for one individual and is almost identical to the layout on Number 5 except for a spacious lounge/diner and separate toilet and bathroom.

The home is registered to support 3 adults.

Karibu Place

37-39 Mulfords Hill, Tadley, Basingstoke, RG26 3HX

Email: karibu@liaise.co.uk

Registered Manager

Alexandra Moldrzykova is a Registered Manager for Karibu Place. She joined the company in March 2013 and supported opening of Sansa House, becoming the registered manager the next year. Alexandra has a MA in Pedagogy and Social Work as well as Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services. Alexandra is a PROACT-SCIPr-UK® Instructor.

The Area Manager is: Paul Smithson

About the Home

Karibu Place is a suite of six apartments and one respite room. Two of the apartments are self-contained. They comprise of a lounge, full kitchen, bedroom and bathroom and are accessed via their own front door. The remaining four are semi-self-contained – they each comprise of lounge, bedroom and bathroom and three of the four have a kitchenette also. There is then a communal kitchen and dining area and a communal garden. The home also has a communal laundry facility as well as featuring an office and a meeting space.

In addition to the above there is also one respite room which is a large bedroom with en-suite facilities. This room has been designed to support someone who is potentially in crisis and needs to be accommodated at Karibu Place temporarily to allow essential maintenance work to be completed in their bedroom which cannot be completed whilst they are residing there. Due to the addition of this room, Karibu Place is registered to support 7 adults.

Karibu Place is located centrally within Tadley, just north of Basingstoke.