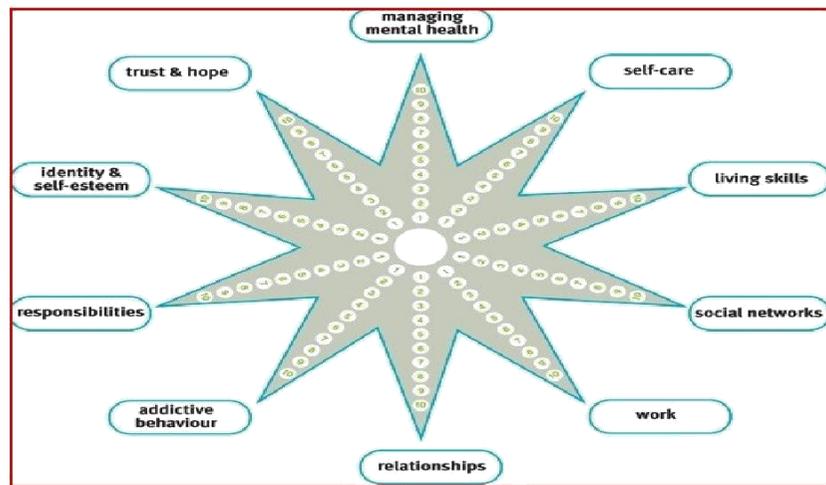


The Oak Unit provides appropriate support and liaison with local professionals and organisations focused around the ten outcomes of the **Mental Health Recovery Star**:



When an individual is admitted to the Oak Unit, the Recovery Star system is used to value the service user's perspective, enable empowerment & choice plus support recovery and social inclusion.

Using this intensive support method, individuals progress towards rehabilitation, recovery and independent living, often within a 12 to 24 month period.

Please contact the Manager at

The Oak Unit, Queens Court

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Potens provides a range of specialist support services for adults with complex needs throughout England, North Wales and Northern Ireland.

www.potens-uk.com



Oak Unit

- ◆ **Registered Residential assessment & rehabilitation unit for people with mental health issues and complex needs**
- ◆ **Support is provided to encourage independence & relapse intervention strategies**
- ◆ **Rehabilitative support focused around the outcomes of the Mental Health Recovery Star**
- ◆ **Encouraging inclusion in the local community**

The Oak Unit in Queens Court is close to the community centre and activities of Old Colwyn. The service offers people with high support needs a package which includes individualised support & care, in a stable environment, aiding rehabilitation & recovery.



The skilled staff team benefit from further training and awareness around mental health needs, risk assessment, person centred planning, SOVA, daily recording, s k i l l s d e v e l o p m e n t f o r independent living and relapse intervention strategies.

The Oak Unit provides support around:

- personality disorder
- bi-polar -
- schizophrenia -
- depression
- self harm

Support can also be offered for clients on a Community Treatment Order or Section under the Mental Health Act.

Staff work in partnership with other concerned professionals to involve individuals with local therapeutic resources such as CPN's, mental health clinics and substance misuse teams.



Supporting people with complex mental health needs

The Oak Unit is a registered residential home supporting adults with complex mental health needs, which takes a person centred approach to individual needs using the mental health recovery star support model.

Lucy's Story—Background

Lucy was admitted to the Oak Unit from a local Treatment Hospital under Section 2 of the Mental Health Act. She was diagnosed with severe depression and anxiety. She was in poor physical and mental health, lacked motivation and struggled with communication difficulties as her first language was not English (or Welsh).

Lucy had been living in another country, in a long term relationship, with full time employment and had had some contact with mental health services abroad but there were few details.

Her family lived locally though, and were very supportive. Psychiatric and support reviews were carried out regularly to assess her changing needs and her progress. Support plans suggested that she needed to be in a safe, trusting environment.

Using the Mental Health Recovery Star—Case Study

Managing Mental Health-staff spent time with Lucy to build trusting support relationships and identify any triggers which caused relapses in her mental health. It was recognised that Lucy was not aware of her mental health deteriorating, so with psychiatric involvement, coping strategies and distraction techniques, coupled with medication as needed, (supported by weekly then monthly blood tests), after an eight month period, this was no longer required. Eventually after 12 months, Lucy began self medicating with staff support, in readiness for her move into supported living.

Self Care-once settled onto the unit, Lucy was supported to improve her personal care and physical wellbeing using a structured routine and in time, prompts were no longer required.

Living Skills-staff supported Lucy with cooking, shopping, managing finances, attending necessary appointments, and making informed choices for a healthier lifestyle. Over a period of time, Lucy's confidence and road skills grew, until she could go alone to medical appointments and counselling sessions.

Social Networks-Lucy had a large social network in the past with family, friends and work colleagues, but due to moving areas and losing confidence, Lucy rarely socialised outside of the Oak Unit. With the support of staff, and working hard on her confidence & social skills, she started to visit some old work colleagues, alongside rebuilding relationships with her family.

Work-Lucy had several full time jobs in the past including working for her brother in the family business, but at first Lucy showed no motivation or had faith in her ability to work. With staff support, Lucy started to help voluntarily for a few hours each week at the local family business which built up to three days of work each week unsupported.

Relationships-Lucy was in a long term, but reportedly abusive relationship in her home country, which caused significant emotional trauma. But with staff support and recent counselling intervention, Lucy is coping well and has developed a better understanding of her past relationship.

Addictive Behaviour-no issues reported

Responsibilities-initially Lucy found it difficult to socialise with other service users in the unit, but with continuity of support from the team, Lucy has developed lasting friendships which have continued since she has left the unit, alongside a combined approach with her peers to ensure that task responsibilities such as cleaning and keeping areas tidy are completed.

Identity and self esteem-Lucy initially seemed very shy and lacking in confidence around other people, however with intensive support, Lucy has increased in confidence and feels able to get involved in many social situations.

Trust & Hope-When she arrived at the Oak Unit, Lucy hoped that she could eventually feel better so that she could obtain a job and her own home. After spending around 12 months on the unit, Lucy works voluntarily for 3 days per week, has found a home in the local community and maintains social networks with old and new friends. Lucy visits the Oak Unit frequently to meet with old friends and support staff and keep them informed of her progress.