



# NORTH WALES SUPPORTED LIVING SERVICES



## **We provide support to people in their own homes across Conwy County, Wrexham and Denbigh**

Our personalised support is provided to people with a range of conditions and abilities, including learning disabilities, Autism Spectrum Condition (ASD), Acquired Brain Injuries (ABI), physical disabilities, and mental health conditions.

Services vary from individual flat projects, single person supported living and shared accommodation. All our tenants are encouraged to develop skills for independence, budgeting, maintaining tenancy, gaining work experiences, promoting meaningful leisure activities and social activities.

In **DENBIGH** our tenant group is mainly for those with mental health conditions, all of whom have their own tenancy. We have several different projects in the town, ranging from single tenancy providing support up to 24 hours, to shared accommodation with strategic support in order to meet individuals needs.



**Rhyl Road**  
2 bedroom cottage



**Park Street**  
3 flats for up to 7 tenants

**“ Without the considerable efforts of staff to make the technology work E would have been unable to take part in the outreach that Erlas walled Garden have been putting in place thank you ”**

*Parent*

In **WREXHAM**, the main support group is for people with learning and physical disabilities. Projects are mainly shared for a maximum of four tenants. Accommodation has been adapted to support the changing physical needs of our tenants and to enable each individual to participate fully and have control of the management of their lives.



Back garden of a supported living project in Wrexham



Kitchen area of a supported living project Wrexham

**“ Staff are approachable and responsive, a homely atmosphere and clean and well presented ”**

*CIW Report*

In our **CONWY** services we have currently three distinct provisions.

We have a three bed project for young adults with ASD, behaviour and communication difficulties.

This requires a high level of staffing 24 hours a day in order to support and enable the tenants who live there to achieve outcomes through the active support model.

Staff are trained in a personalised way ensuring the people living at the service can increase their skills and are supported to live in a safe environment which meets their changing needs.

**“ The family are very happy with team leaders regular contact and feels listened too. ”**

*Social Worker*



Outside area, conservatory and living room area of the project

We also support people within a seven bedroom house in **Craig-y-don**, with shared facilities. The support here has been tapered to meet the changes and increased independence of tenants. People are supported to access local facilities, work placements and leisure pursuits independently

We also have a project for people with mental health diagnosis comprising of six individual flats as part of a pathway for people stepping down from residential services.



**“ Thank you  
so much for everything  
you’re all doing ”**

*Sister of person we Support*

We also provide community based outreach support for tenants in all areas, again this is to enable access to preferred, meaningful activity, socialising and leisure

**“ She feels they staff have supported the transition really well and her son seems so much happier now. She is grateful for the staff support of her son ”**

*Social Worker*



Within all of the projects the ethos is to promote independence skills for the individuals we support, and to develop their well being and self esteem by pro-actively encouraging the people we support to develop skills and capabilities in order to live their own lives.

## WHY POTENS?

We remain committed to '**Supporting your Choice**'

We have over 30 years' experience of delivering specialist community, residential, supported living, respite, educational and day opportunities services for children and adults with learning disabilities, autism, mental health and complex needs.

### 4 Reasons to Choose Potens

#### TRUST

Ensure that all communications are truthful, understandable to those it affects and maintains the relationship of reliability.

#### POSITIVE REGARD

Recognising and respecting the differences that every individual brings, both good and bad, and making the necessary adjustments to assist individuals to positively grow.

#### SHARED LEARNING

An undertaking to: the sharing of knowledge, skills, attitudes and understanding which would ensure that any activity that will be undertaken, will be done to the best of our collective abilities.

#### EQUALITY

Treating everyone differently in order to afford them the same opportunities. Through personalisation, empowering individuals to make choices and overcome obstacles.

## What Happens Next?

It all starts with an informal chat with one of our managers. They will build an understanding of an individuals needs and preferences, making sure the service is right for them. To Learn more about our North Wales Supported Living Services contact:

**REBECCA WYKE**

*Registered Manager*

rebecca.wyke@potens-uk.com

01978 758854

[www.potens-uk.com](http://www.potens-uk.com)



@Potens\_UK



Potens-UK

