



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

4 Chester Road



4 Chester Road, Wrexham, LL12 7AD



01978788595



www.potens-uk.com

The inspection visits for this service took place between 22/04/2026 and 01/05/2026

Service Information:

Operated by:	Potensial Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	6
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:



Well-being

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Excellent

Summary:

4 Chester Road provides residential care for autistic people over the age of 18. It is based in Wrexham, close to the centre and a wide range of local amenities. People can expect to experience excellent well-being outcomes, as the staff, led by the manager, are open and willing to try new techniques and strategies to help people achieve their full potential. Support staff follow personal plans which have been compiled with input from relatives and professionals to ensure good care and support is delivered.

People live in an environment which is suitable and comfortable for their needs. The provider considers how to improve the building to enhance people's living environment. People live in a good environment as a result, and this is an area of continuous development.

Leadership and management of this service is excellent, with clear enthusiasm and drive from the manager who motivates the staff team, to achieve the best possible outcomes for people. Several innovative ideas have been developed which have driven improvement in the service.

Findings:



Well-being

Excellent

People experience a high level of well-being, with strong evidence that they are supported to lead meaningful, healthy, and fulfilling lives. A clear strength of the service is the way individuals are empowered to exercise choice and control in their daily routines. People are actively involved in decisions about meals, activities and how they spend their time. They are supported to choose, shop, and prepare a meal of their choice each week and share it with their peers. This strong approach supports independence, whilst creating opportunities to build and strengthen relationships.

The manager and support staff are committed to supporting clear and inclusive communication with people. A range of personalised tools are in use, including visual aids, communication passports, “Now and Next” boards and social stories. These approaches have been developed with specialist input, reflecting a strong commitment to inclusive communication. This has significantly improved people’s ability to express themselves and for their voice to be heard.

People have achieved excellent well-being outcomes in the service. There is evidence people are supported to increase their independence, develop new skills, and engage more actively in their communities. Individuals are supported to try new experiences in line with their interests. Examples include activities such as volunteering opportunities, trampolining, social discos, and holidays. Feedback from family members highlights the positive impact of the service, with noticeable improvements in confidence, happiness, and emotional well-being. One relative told us, “*X has been opened up to try new things.*” Incident reductions and increased engagement in daily routines further reflect this progress. A professional told us about the journey for one person since moving to the service had been “*amazing*” and they described the service as “*A fantastic place.*”

People have developed trusting relationships with staff and benefit from dedicated support to maintain relationships with family and friends. Support staff facilitate meaningful contact and reconnection where appropriate. There are regular resident meetings for people to express their views, and learn about their rights, such as accessing advocacy. These meetings have recently taken place during visits to places of Welsh cultural significance. People and support staff learn about Welsh culture and some associated Welsh words and phrases during these visits.

Safety is well embedded within day-to-day practice. Support staff demonstrate a clear understanding of safeguarding responsibilities, and systems are in place to ensure concerns are appropriately identified and addressed. People are supported to understand their rights and are encouraged to raise concerns in a way that suits their communication needs.

The environment also contributes positively to well-being, offering a homely, personalised space with sensory areas to support relaxation and emotional regulation. Plans for further development demonstrate an ongoing commitment to enhancing people’s lived experience.



Care & Support

Good

The service demonstrates a strong commitment to delivering person-centred care and support that enables individuals to achieve meaningful outcomes. Personal plans contain clear detail about people's preferences, routines, and communication. This includes information such as sensory profiles for autistic people. This means support staff are well informed of individual needs, and any sensory triggers which may affect people. Care planning is thorough, regularly reviewed and clearly informed by collaboration with people, their families, and a wide range of professionals. This coordinated approach ensures that care is responsive, consistent, and reflective of individuals' evolving needs.

The manager has built strong relationships with health and social care professionals and there is good evidence of multi-disciplinary input into daily practice. Recommendations from professionals such as speech and language therapists, positive behaviour support practitioners and other specialists are clearly reflected in personal plans. This has resulted in significant progress for some people, and there is ongoing work to trial new strategies with all people who are supported. This ensures that individuals receive well-informed, tailored care that supports both their health and independence. Individuals have made considerable progress in areas such as independence, physical health, and community participation. This is evidenced by improved routines, increased engagement in meaningful activities and enhanced communication.

Support staff are committed to continuous improvement and their dedication to trialling new strategies with people, has resulted in positive outcomes for people. Interactions between support staff and people are consistently caring, patient and person-centred. Observations show that staff understand individuals well and adapt their approach to meet their specific needs. Positive behaviour support plans and communication passports are used effectively to promote consistent, proactive support.

People have comprehensive risk management plans in place, enabling them to remain safe while maximising independence. They are encouraged to take positive risks. Assessments are regularly reviewed and include key areas such as community access, medication, and finances. Incident monitoring systems are used constructively to identify patterns and inform ongoing improvements. People who lack capacity to consent to their care and accommodation needs are protected by Deprivation of Liberty Safeguards, which means they have access to a representative to ensure their voice is heard and their rights are upheld.



Environment

Good

The service provides a well-maintained, safe, and welcoming environment that supports people's comfort, independence, and overall well-being. Strong systems are in place to ensure the environment is regularly monitored and maintained, including comprehensive health and safety checks covering fire safety, utilities, and general maintenance. Maintenance issues are addressed promptly, reflecting a responsive and proactive approach. For example, equipment replacements and repairs are carried out without delay, ensuring minimal disruption to people's daily lives. People have up to date personal emergency evacuation plans in place, ensuring support staff know how to assist people in the event of an emergency evacuation.

People live in a service which is homely and personalised, with individuals encouraged to make choices about their own spaces and shared areas. Bedrooms reflect personal preferences, and communal areas are adapted in response to people's wishes, demonstrating a strong person-centred approach. Recent improvements have included the development of sensory spaces within the home. These areas provide important opportunities for relaxation, emotional regulation, and sensory engagement, contributing positively to individuals' well-being. The service continues to build on this, with plans to further enhance sensory provision. The provider is investing in the ongoing development of the environment. There are plans in place to renovate the kitchen and to develop the garden to include sensory areas, making it more autism friendly. Since the last inspection, the dining room has been refurbished with the provision of both a dining room table and a breakfast bar, in line with people's wishes.

The environment also promotes independence using clear signage, visual prompts, and bilingual information. These include bilingual and pictorial labelling on kitchen cupboards and drawers supporting people to use the kitchen as independently as possible. There are rotas in place to support people with routines such as doing their laundry with the support of staff. Environmental risks are managed, for example ensuring hazardous chemicals are securely locked away, and monitoring fridge and food temperatures. We found the building was clean and tidy throughout. Support staff have cleaning schedules in place to ensure it is well maintained.



The leadership and management of the service, provides a solid foundation for high-quality care and positive outcomes for people. There are effective governance systems in place, including regular audits, quality reviews, and oversight from the responsible individual (RI). These processes ensure that the service is well monitored and continuously improving.

The manager demonstrates clear, proactive leadership and a strong commitment to excellence. There is a culture of openness and collaboration, with the service actively engaging with professionals, commissioners, and external organisations to improve practice. The manager has accessed external coaching to assist the staff team in improving and enhancing the service, by working towards specialist accreditations. They have also developed innovative approaches to workforce development. This includes a strong process for providing feedback and suggestions for improvements, based on the idea that dynamic, small changes have a significant impact. Ideas that have developed from this include coaching models, champion roles, and structured learning opportunities for support staff to build confidence and skills. The manager was described by a health professional we spoke with as being “*passionate about providing an excellent service.*”

There is a positive and inclusive culture within the team. Care staff consistently report feeling supported, valued, and motivated. There is robust evidence of teamwork, shared values, and a collective commitment to delivering high-quality, person-centred care. One health professional told us, “*All of the staff are committed to providing the best possible care to their service users.*” Another professional told us “*The culture of the team is the most honest, positive, and open than any I have seen. The team are very caring and carry out the person-centred and active support values the organisation holds.*”

The manager ensures care staff have access to ongoing opportunities for personal development. Training and professional development are well embedded, with care staff benefiting from a range of learning opportunities and reflective practice. They have opportunities to hold shift leader and coaching roles and sit on action groups to develop the service. Supervision and team meetings provide space for discussion, learning, and continuous improvement. People are consulted for their views when new staff join the service, completing probation reviews of care staff.

The RI visits the service regularly, ensuring they speak with a range of people and staff for their views. They provide consistent support to the manager in their development and continuous improvement of the service. The quality-of-care report also reflects a person-centred and evidence-based approach, incorporating feedback, visuals, and outcomes. The service demonstrates a clear focus on learning and development, using feedback, incidents, and innovation to drive improvements. This creates a culture where change is welcomed and embedded effectively.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

Welsh Government © Crown copyright 2026.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*