



Because we care

Holland House & Villas

Residential Home in North Wales

Holland House & Villas

An eight-bed and neighbouring three-bed property which form a residential home, for men aged 18 and over with mental health conditions or those who have autism or a learning disability.

Holland House comprises of two neighbouring terraced properties. The main house accommodates up to eight residents, while Holland House Villas offers a more independent setting for three individuals.

We provide a step-down service for those transitioning from hospital or other care settings, supporting residents in developing or enhancing essential life skills. Our dedicated staff team works in close partnership with each resident, offering personalised 1:1 guidance to support their journey toward achieving their outcomes.

At Holland House the team provide tailored support for individuals who need just a little extra help before transitioning to more independent living. The level of care required is often less intensive than in traditional residential care settings, making Holland House an ideal final step on the journey toward community living.



Denbigh



11 beds set over two homes



Men aged 18 and over



Learning disability and/or mental health conditions and/or autism, acquired brain injuries, alcohol or substance misuse.



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Surrounding area

Holland House & Villas are located in the charming and historic market town of Denbigh, North Wales, an area renowned for its rich heritage and picturesque landscapes.

Denbigh offers a variety of parks and green spaces, perfect for outdoor activities. It is home to Denbigh Castle, a local landmark that provides residents and staff with the opportunity to enjoy the town's cultural and historical surroundings.

The town's leisure centre offers a range of sports and fitness facilities that promote health and wellbeing, while the local shops and markets ensure residents have easy access to essential goods and services, all within close reach. Denbigh also offers valuable opportunities for both voluntary work and paid employment, supporting residents in gaining meaningful community involvement.

Social inclusion is encouraged through the town's welcoming cafés and public houses, where residents can participate in local pool and darts leagues which helps build connections within the wider community.

Educational opportunities can be found at Cynnig and the Community HWB which offer a range of courses including computer and digital skills, machine sewing, confidence building, emotional health and wellbeing, and basic DIY.

Denbigh benefits from strong public transport links, making it easy to access nearby towns such as Ruthin, Mold, Rhyl, Chester, and Llandudno, as well as the scenic North Wales countryside.

The town is also well-served by Denbigh Hospital and other local healthcare services, ensuring that residents have reliable access to medical care when needed.



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What we do

Holland House & Villas provide structured support for their residents, helping them develop or build upon essential life skills that prepare them for more independent living.

Each resident receives a core package of at least 49 hours of direct support per week, with flexibility to increase support when needs change. Regular reviews ensure that care remains responsive, effective, and tailored to each person.

Both homes operate under a shared ethos of promoting advanced independence, offering a supportive environment where individuals can maintain and enhance their skills. The service supports adults with a range of needs, including mental health conditions, autism, and learning disabilities. This may include, but is not limited to, schizophrenia, bipolar disorder, personality disorders, and Acquired Brain Injuries (ABI). Support is also available for individuals with a history of alcohol or substance misuse.

All staff receive specialist training to understand the diverse conditions and challenges residents

may face. This enables them to provide respectful and dignified care at all times. Residents are actively encouraged to make their own decisions and have a voice in all aspects of their daily lives.

If a resident's mental health fluctuates, the team is skilled in managing this through proactive support and close collaboration with healthcare professionals. Care is delivered through a Person-Centred approach, incorporating Active Support and Positive Behavioural Support to empower individuals and promote wellbeing.

Staff also assist residents in accessing essential health services, such as arranging GP or other medical appointments when required. Building strong, trusting relationships is a priority, and the team takes time to understand each person's needs, preferences, and goals, ensuring support is always meaningful and appropriate.



People are encouraged to increase their independence; pursue the things they are interested in and are working towards achieving their own goals.

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How we do it

The team at Holland House & Villas focus on empowering residents to develop life skills and progress toward more independent living.

A strong Person-Centred approach ensures that each individual's unique needs, preferences, and aspirations are respected and central to all care planning.

Residents are actively involved in decisions about their support, with opportunities to build practical skills such as cooking, budgeting, personal care, and engaging in training or education which is tailored to their abilities and goals. Each resident is supported by a dedicated Keyworker, who helps set realistic and meaningful outcomes. These goals are broken into manageable steps, regularly reviewed, and celebrated to maintain motivation and build confidence.

The environment at Holland House & Villas encourages positive risk-taking and learning through experience. Residents are supported

to try new things while receiving guidance and reassurance when needed.

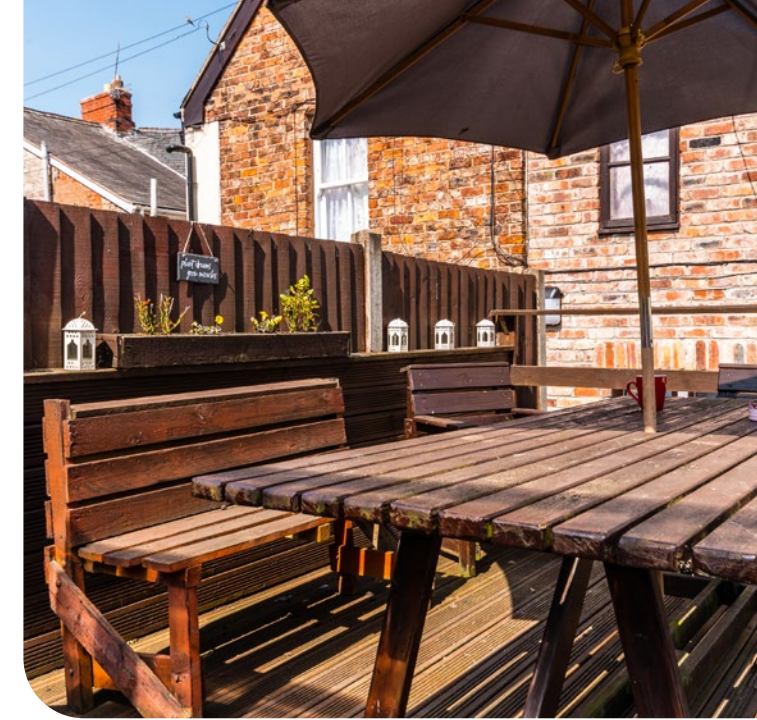
Safeguarding is a priority, there are procedures in place to protect residents from harm, including partnership working with local authorities and adherence to whistleblowing and safeguarding policies.

Regular reviews, including monthly Keyworker sessions and quarterly assessments, ensure support remains effective and responsive. Open feedback is encouraged, helping identify progress, remove barriers, and strengthen trust between residents and staff.

Through these strategies, Holland House & Villas foster a safe, inclusive, and empowering environment where individuals are supported to thrive and work toward their personal goals.

Facilities

- Holland House, eight-bed, (three ensuite) terraced house
- The Villas, three-bed adjoining terraced house
- Community facing
- Garden and outdoor seating area
- Separate ADL kitchen



Registered Manager

Crystal Pritchard is the Registered Manager of Holland House & Villas, bringing nearly 15 years of experience in the care sector, with a background spanning both residential and domiciliary settings across Wales.

Crystal began her career at MHC at just 18 years old as a Support Worker. Over the years, she progressed through various roles within the organisation, gaining invaluable experience and insight into high-quality care provision. After 12 years of dedicated service, Crystal briefly pursued opportunities elsewhere before choosing to return to MHC, reaffirming her deep commitment to the values and vision of the organisation.

Throughout her career, Crystal has worked with a wide range of individuals with diverse and complex needs, including learning disabilities, mental health conditions, autism, physical disabilities, forensic backgrounds, substance misuse, and communication challenges.

Crystal's leadership is grounded in empathy, compassion, and respect. She believes in building trusting relationships with residents and empowering them through advocacy, collaboration, and a person-centred approach. Under her guidance, Holland House & Villas continues to be a warm, inclusive, and supportive environment, where individuals are not only cared for but also encouraged to achieve outcomes that may once have seemed out of reach.



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