

INSIGHT

Commissioning

HEALTHCARE PROFESSIONALS
WORKING IN PARTNERSHIP

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#WeAreNHC

Northern and P
driven by values



CELEBRATING EMPLOYEE ENGAGEMENT,
GROWTH AND SUCCESS

> CELEBRATING OUR PEOPLE
> FUTURE LEADERS RISING

> GROWING TOGETHER AT NHC
> STORIES OF RECOVERY

WELCOME.



Welcome to the latest edition of Insight Commissioning. This issue shines a spotlight on the people, programmes and partnerships that continue to strengthen Northern Healthcare and support the delivery of outstanding, person-centred care across our services. At the heart of every achievement shared within these pages are the colleagues, leaders and individuals whose commitment and compassion shape our organisation every single day.

Throughout this edition, you will see how employee engagement continues to play a vital role in our culture and success. From the Northern Healthcare Awards to the graduation of our latest Future Leaders cohort, we are proud to celebrate the dedication, growth and ambition of colleagues across the organisation. These initiatives not only recognise achievement but also reinforce our belief in investing in people and creating opportunities for development at every level.

This issue also highlights the importance of building strong foundations for the future. Our refreshed induction programme and recent recruitment open days demonstrate our continued focus on attracting, supporting and developing talented individuals who share our values. By creating welcoming, inclusive and supportive environments for new colleagues, we are strengthening the quality and consistency of care across our services.

Alongside celebrating our teams, we remain deeply committed to ensuring the people we support are at the centre of everything we do. Jenny's story from Montgomery House is a powerful example of the impact that consistent support can have over time. Her progress reflects the dedication of our teams and the importance of building trusting relationships that empower individuals to regain confidence, independence and hope for the future.

We are equally grateful for the positive feedback shared by family members, healthcare professionals and partners throughout this edition. Their words of appreciation reinforce the value of collaboration, communication and compassionate care. These partnerships remain essential as we continue to grow and evolve, ensuring we deliver safe, effective and meaningful support within every service.

As an organisation, we recognise that our success is built on the passion and professionalism of our people. Whether through leadership development, recognition initiatives, recruitment, learning and development or day-to-day care delivery, our teams consistently demonstrate the values that define Northern Healthcare: Positive, Respectful, Open and Honest, Understanding and Dedicated.

Thank you for taking the time to read this edition of Insight Commissioning and for your continued support of Northern Healthcare. We hope the stories shared throughout provide valuable insight into the progress we are making together and the positive impact our colleagues continue to have across the communities we serve.

Warm regards,

Nicola Forshaw
CEO

Celebrating Our People at the Northern Healthcare Awards.



Last month, colleagues from across Northern Healthcare came together for one of the most anticipated events in our calendar, the Northern Healthcare Awards 2026.

The awards brought together teams from across the organisation, including support workers, service managers, regional teams, central office colleagues, senior leaders and shareholders, all united to celebrate the people who make Northern Healthcare what it is.

The afternoon was a chance to reflect on the incredible work taking place every day across our services and recognise the compassion, professionalism and dedication shown by our teams. From heartfelt speeches to plenty of laughter and celebration, the event captured the spirit of Northern Healthcare perfectly.

We were also delighted to welcome Emmerdale star and special guest Bradley Johnson, who joined members of our Senior Executive Team to present awards and celebrate the achievements of our finalists and winners. His support helped make the occasion even more memorable.

The Northern Healthcare Awards are a celebration of achievement, but equally an opportunity to recognise the positive impact our people make every single day. Whether through leadership, teamwork, compassion or innovation, every finalist and winner demonstrated the values that sit at the heart of our organisation. A huge congratulations to all of our finalists and winners. Your hard work and care continue to make an immeasurable difference across Northern Healthcare.

Take a look around our brand new website:
northernhealthcare.org.uk



Building Strong Foundations: New Induction Programme Launches.

Northern Healthcare recently launched its refreshed three-day induction programme, led by Laurence Walter, our Learning & Development Manager.

The programme plays a key role in welcoming new colleagues into the organisation and ensuring every individual receives a consistent, high-quality introduction to life at Northern Healthcare. It reflects our continued commitment to building confidence, strengthening capability and embedding our values from the very beginning of each colleague's journey.

Designed to be structured, engaging and supportive, the induction provides a comprehensive overview of the knowledge, skills and expectations needed to thrive within our services. Alongside an introduction to our culture, values and approach to equality, diversity and inclusion, the programme places strong emphasis on person-centred care and dignity, which sit at the heart of everything we do.

Core operational training is also covered, including health and safety, fire awareness, moving and handling, risk assessment, and infection prevention and control. These essential elements ensure colleagues are equipped with the practical understanding needed to deliver safe and effective care. The programme explores key areas of professional practice such as communication, documentation, professional boundaries, and the Mental Capacity Act, supporting confident, ethical decision-making in day-to-day roles.

By the end of the induction, colleagues are equipped with a strong foundation of knowledge and understanding, helping to ensure they feel confident, prepared, and aligned with the standards and values that define Northern Healthcare.

This continued investment in learning and development reinforces our commitment to supporting colleagues at every stage of their journey, while maintaining the highest standards of care across our services.



Opening Our Doors with Recruitment Days.

Earlier this spring, we were pleased to host two successful recruitment open days at our Yorkshire services, Merchants House and Amy Johnson House, welcoming a wide range of candidates interested in joining Northern Healthcare.

The events were held to recruit for full-time, part-time and bank roles across our supported living services, giving potential candidates the opportunity to meet our teams, learn more about the roles available and experience life within our services first-hand.

On the day, our Recruitment Team worked closely alongside the Service Management Teams to meet as many candidates as possible and carry out a large number of interviews throughout the events. One of the most valuable parts of both recruitment days was the involvement of the people we support.

They played an active role in welcoming visitors, showing candidates around the services and asking questions that mattered most to them. This gave candidates a genuine insight into day-to-day life within the services and helped create a warm, open and authentic experience for everyone attending.

Refreshments were available throughout the day, helping candidates feel relaxed and comfortable while getting to know the teams and environments.

The open days also gave people the chance to see first-hand the positive impact our colleagues make every day across Northern Healthcare.

Both events were a huge success, and we are delighted to have welcomed some fantastic new team members who will make a meaningful difference across our services. A big thank you to our Recruitment Team, Service Management Teams and the people we support who helped showcase what makes Northern Healthcare such a special place to work.



Shaping the Future: Meet the Future Leaders of Northern Healthcare.

We recently celebrated the graduation of our latest Future Leaders cohort, marking a significant milestone in Northern Healthcare's ongoing commitment to developing talent from within.

The Future Leaders Programme is our dedicated management development initiative, designed to strengthen leadership capability across the organisation, embed our values in everyday practice, and support the continued growth and success of Northern Healthcare. It provides colleagues with the opportunity to build confidence as leaders, broaden their knowledge, and connect with peers across the business in a supportive and collaborative learning environment. Over the past months, participants have demonstrated real commitment to their development, embracing every opportunity to learn, reflect and grow. Through workshops, shared learning and practical application in their roles, each graduate has shown curiosity, collaboration and a clear drive to make a positive impact.

Graduation marks not just the end of a programme, but an important step forward in each individual's leadership journey. It reflects the investment they have made in themselves, and the investment Northern Healthcare continues to make in nurturing future leaders who will shape the organisation going forward. We are incredibly proud of everything this class has achieved. Their enthusiasm, dedication and willingness to step forward as leaders is already making a difference across our services and central teams.

As they move beyond the programme, we look forward to seeing how they continue to grow, develop and influence the future of Northern Healthcare, strengthening our culture and supporting the people we care for every day.

To keep up to date with the latest news, visit northernhealthcare.org.uk/home-life/





Jenny's Journey at Montgomery House.



At Northern Healthcare, we support people to build confidence, develop independence and move forward in their recovery through personalised, person-centred care. This case study shares a snapshot of Jenny's progress and the difference consistent support can make over time.

Jenny, 37, has been supported at Montgomery House since 2019 following an 11-month hospital admission. Returning to a familiar environment brought mixed emotions, alongside challenges with anxiety, low confidence and intrusive thoughts linked to her mental health conditions.

Working closely with hospital teams, Jenny's care plans were updated to ensure a smooth transition and the right support from the outset.

Jenny received consistent, person-centred support focused on reassurance, listening and developing practical coping strategies.

Over time, she rebuilt confidence, returned to volunteering through a graded approach, and developed greater independence in daily living, including cooking.

This progress was supported through close collaboration with her consultant psychiatrist and counselling services, helping ensure joined-up, consistent care.

Jenny has now met her key goals, including:

- Independent daily living skills, including cooking
- Stable mental health
- Returning to volunteering
- Engaging in activities and group outings

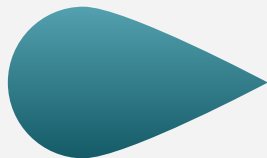
She now enjoys football, day trips and regular volunteering, where she has built strong friendships and social connections.

Jenny continues to focus on increasing her independence and wellbeing, with plans to reintroduce regular exercise and return to the gym. She is working towards her longer-term goal of living more independently.

Her journey highlights the impact of steady support, meaningful goals and believing in long-term recovery, one step at a time.

To read more support stories, visit [northernhealthcare.org.uk/resources/](https://www.northernhealthcare.org.uk/resources/)

PUTTING PEOPLE FIRST AT NORTHERN HEALTHCARE.



“Thank you to everyone at Mary Seacole House for all your help and support with XX’s care needs. We are very grateful for everything you have done for her.”

FAMILY MEMBER OF PERSON WE SUPPORT, MARY SEACOLE HOUSE

“Since RC has moved in, it has been nothing but positive. The manager is very proactive. It is always good to see managers involved in the service”

PROFESSIONAL, MERCHANTS HOUSE



“During my time working with Tenby House and Glen Garth House, we have had excellent open communication between the teams. Staff take the time to get to know the people they support well, which allows them to understand individual wants and needs and provide person-centred support.”

TRACY THOMPSON, REGISTERED MENTAL HEALTH NURSE (RMN), GLEN GARTH HOUSE & TENBY HOUSE

“In reviewing the overall care provided, I am firmly of the opinion that Holly Court have repeatedly demonstrated an exceptional standard of care. They have applied difficult therapeutic and clinical principles effectively and they have pro-actively managed unpredictable risk in highly challenging circumstances. On a personal note, I would like to reiterate that I am extremely impressed with the care, support, and risk management demonstrated by Mike and the entire team at Holly Court.”

MENTAL HEALTH INDEPENDENT SUPPORT TEAM (MHIST), HOLLY COURT



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