

INSIGHT

Commissioning

HEALTHCARE PROFESSIONALS
WORKING IN PARTNERSHIP

ISSUE 24 JULY 2026



CELEBRATING THE PEOPLE, PARTNERSHIPS
AND OUTCOMES SHAPING SUPPORTED
LIVING.

> RECOVERY IN ACTION
> GIVING BACK TOGETHER

> MEASURING OUR IMPACT
> CAREER PROGRESSION IN ACTION

WELCOME.



Welcome to the latest edition of our quarterly Insight Commissioning.

At Northern Healthcare, we believe that exceptional supported living is built on strong partnerships, skilled colleagues and a commitment to helping people achieve meaningful, lasting outcomes. This edition showcases what that looks like in practice.

You'll read Roy's inspiring recovery journey at Merchants House, demonstrating how person-centred support can empower individuals to build confidence, independence and achieve goals they once thought were out of reach. You'll also see how we measure success across our services, with outcomes that reflect the quality of care we provide and the trust placed in us by the people we support.

Alongside these stories, we're celebrating the dedication of our colleagues. From fundraising for charities that make a real difference to communities, to Chloe Hills' inspiring progression from Support Worker to Regional Operations Manager, you'll see the passion, expertise and leadership that drive our organisation forward every day.

As demand for high-quality mental health supported living continues to grow, we remain committed to working collaboratively with commissioners, healthcare professionals and partners to deliver safe, recovery-focused services that enable people to live healthier, more independent lives.

Thank you for taking the time to read this edition. We hope it provides a valuable insight into the people, partnerships and outcomes that define Northern Healthcare, and we look forward to continuing to work together to make a positive difference.

Kind regards,


Chief Executive Officer

 **Northern
Healthcare**

Roy's Journey at Merchants House.



When Roy, 63, arrived at Merchants House in 2023, he'd spent the previous four years as an inpatient at The Active Pathways. Living with a diagnosis of paranoid schizophrenia, Roy was understandably anxious about the move; quiet, guarded and at times, reluctant to interact with staff at all.

But beneath that caution was a clear message: Roy valued his independence, and he wanted a say in his own future.

Staff listened. They worked to give him as much autonomy as possible in his daily routine and arranged for an advocate to make sure his voice was heard in his care planning. Eighteen months on, that trust has paid off in a big way.

Building Skills, One Step at a Time

With steady support around daily living, keeping his space tidy and staying on top of his routine, Roy began taking on more for himself. Bit by bit, he learned to manage his own medication safely and independently, needing only minimal input from staff today.

Then came a bigger ambition as Roy wanted to travel! Working with his Support Worker and his Social Worker, Roy planned his first-ever independent holiday, a seven-day trip to Egypt. Roy was initially reluctant to share

his travel plans or check in while away, which understandably worried the team. Rather than take away his independence, staff talked it through with him, explaining why staying in contact mattered and how they could support him. Together, they agreed on a plan for reaching him in an emergency, and Roy's cooperation grew from there.

A Milestone Moment

Roy completed the entire trip on his own and returned safely, a genuine first for him and a reflection of how far his confidence, decision-making, and independence have come. Roy said, "I had a brilliant time in Egypt, and I will do it independently again!"

Staff describe a real shift in his mood since. He's happier, more relaxed and more engaged than ever before.

What's Next for Roy

Roy's sights are already set on his next trip. Staff will continue supporting him while keeping the focus firmly on what matters most to him.

Read more support stories:
northernhealthcare.org.uk

Success of Supported Living

At Northern Healthcare, our focus is on the real difference we make for the people we support. From building independence to improving wellbeing and creating stronger connections with the community, our work is about outcomes that truly matter.



91%

Confidence in our teams

Demonstrating strong trust in staff and collaborative care.

89%

Positive feedback on support & decision-making

Reflecting that individuals feel involved, informed, and empowered.

88%

Satisfaction with safety and protection

Showing strong confidence in our teams to create safe environments.

Read more about our impact here:

northernhealthcare.org.uk

Making Every Mile Count: Fundraising Across Northern Healthcare.

From lacing up running shoes to taking on personal challenges, colleagues and the people we support at Northern Healthcare have been going the extra mile to raise money for causes close to their hearts. Together, these incredible fundraising efforts have supported charities making a real difference to people and communities across the UK.

Adam's Race for Life Challenge

We're incredibly proud of our Facilities Manager, Adam Dinsdale, who recently completed Cancer Research UK's Race for Life 5K in an unforgettable way.

Adam took on the challenge in memory of his former rugby captain and close friends who sadly lost their lives to cancer, while also celebrating an incredible milestone closer to home: his mum, who is now four years in remission.

After losing an astonishing 50kg over the past 18 months, Adam completed part of the 5K carrying 50kg, representing the weight he once carried every day. It was a powerful way to reflect on his personal journey while raising awareness and vital funds for Cancer Research UK.

Thanks to the generosity of friends, family and colleagues, Adam raised £260, with an additional £57.50 in Gift Aid, helping to support life-saving research and improve treatments for people affected by cancer. Adam's resilience and compassion are truly inspiring. By sharing his own journey and fundraising in honour of those affected by cancer, he has reminded us all of the impact that one person's commitment can have.



Montgomery House Goes the Distance

Staff and the people we support at Montgomery House also came together in support of Cancer Research UK, taking part in the annual Race for Life 3K at Heaton Park.

Together, everyone crossed the finish line, demonstrating fantastic teamwork. Thanks to the incredible efforts of everyone involved, the team raised an amazing £500, exceeding their annual fundraising target.

A huge congratulations to everyone who took part!



Lucy's 100-Mile Challenge for Mind

Lucy Mechan, our Finance Business Partner, set herself an ambitious goal this June: to walk 100 miles throughout the month in aid of Mind.

The challenge supported a cause that means so much to so many, helping Mind continue to provide essential mental health information, advice and support through its helplines, local services, online community and campaigning work.

Anyone who knows Lucy will also know that she's never claimed to love long walks, making the

challenge even more impressive! Her determination to complete all 100 miles in support of better mental health is something to be incredibly proud of.

Through her fundraising, Lucy has helped raise awareness of the importance of mental health support while encouraging others to back an organisation that provides a lifeline to thousands of people every year. Lucy has officially raised £250, with every donation helping Mind continue its vital work.

A huge thank you to Adam, Lucy, everyone at Montgomery House and everyone who supported and cheered them on. Your fundraising efforts demonstrate the community spirit that make Northern Healthcare such a special place.

From Support Worker to Regional Operations Manager

Chloe Hills' Career Progression at Northern Healthcare.



When people ask what a career in health and social care can really look like, we point them to colleagues like Chloe Hills. In just a few years, Chloe has progressed from frontline Support Worker to Regional Operations Manager; earning every promotion through her leadership, her commitment to the people we support, and a genuine passion for getting things right.

We sat down with Chloe to talk about her journey, what's driven her at every stage, and her advice for anyone thinking about building a career in care.

How did your career at Northern Healthcare begin?

I started as a Support Worker on the frontline, and that experience still shapes everything I do today. I quickly realised this wasn't just a job for me, it was something I genuinely cared about, and that's never changed.

You've held a remarkable number of roles since then.

I went from Support Worker to Team Leader, Deputy Service Manager, Service Manager, Regional Support Manager and, most recently, Regional Operations Manager, a step I took within the last 12 months. Each move brought new responsibilities, from managing budgets and compliance as a Service Manager to overseeing performance across a whole region. Every role taught me something I carried into the next one.

What made that progression possible?

A strong work ethic and a willingness to take on more, but also Northern Healthcare gave me a clear pathway to grow into. Promotions were earned, not handed over. I've also invested heavily in my own development alongside the day job. I began with my NVQ Level 2 and I'm currently working through my Level 5 Leadership and Management qualification, alongside our internal Future Leaders Programme. I'd love to progress to Level 7 and into senior leadership in the sector.

What does the Regional Operations Manager role involve day to day?

A lot of it is strengthening service quality and supporting colleagues. I mentor Service Managers across my region, helping them develop their leadership and embed a positive culture. I also lead on Infection Prevention and Control, and I've made medication management a real focus, analysing incident trends to put targeted support in place that's helped reduce medication-related incidents and build staff confidence. I've helped develop our co-production work too, making sure the people we support stay at the centre of decisions.

You were named Northern Healthcare's Team Player of the Year at the Northern Healthcare Awards. What did that mean to you?

A great deal. It recognised my commitment to building a positive culture and supporting colleagues across multiple services, which is something I really value.

Developing other people seems central to how you lead.

Investing in people is how you build resilient teams that deliver consistently high standards of care. My style is person-centred and values-based; I try to lead by example and coach people to build their confidence and take ownership. Our Regional Operations Manager, Bianca Aylwin, once described working with me as "consistently positive and highly impactful," and honestly, that means more to me than any single achievement.

Your work clearly goes beyond the core role.

I provide on-call support across multiple regions and step in during challenging periods, whether that's staff shortages or complex situations. I've also led recruitment events in schools and colleges, talking to students about careers in care. Outside of work, I love getting involved in charity work; we've supported Mind, Race for Life and Andy's Man Club.

What advice would you give someone just starting out as a Support Worker?

Throw yourself in, take every opportunity to learn, and never underestimate where a frontline role can lead. My time as a Support Worker is still the foundation of how I lead today. Invest in yourself, say yes to training, ask for feedback and reflect honestly on where you can improve.

To make a referral or for more information please get in touch with our team:
[referrals@ northernhealthcare.org.uk](mailto:referrals@northernhealthcare.org.uk)



Follow us on LinkedIn!

**Want to see what we get up to?
LinkedIn is the place to be!**

Follow us for a behind-the-scenes look at the amazing things our people we support, colleagues and teams achieve every day.



Supporting People. Empowering Lives.

"I just wanted to say a big thank you again for all the help I received whilst at Montgomery House. I really feel like my life has worked out the best it could have. I see you all helping others and it's really good to see."

Person We Support, Montgomery House

"(Staff Are) supportive and professional when helping someone I work with to settle into the service. (Staff are) knowledgeable and responsive."

Lauren Myers, Professional, Merchants House

"I spent yesterday with our university link from Edge Hill (Jodie). We visited Mary Seacole, Montgomery & Adamson House to complete audits and to show her around the services. Jodie and I were very impressed with Amanda Jackson's enthusiasm and professionalism in preparing to have students in service. Jodie stated "She is someone who should do her nurse training; she is amazing" This is a credit to Amanda."

Jodie Roberts, Professional, Adamson House

P

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Call us on: 0161 974 7210

Email us at: contact@northernhealthcare.org.uk

Or write to us at: Northern Healthcare Limited, Barton Hall
Business Park, Hardy Street, Manchester, M30 7NB

