INSIGHT
Commissioning

HEALTHCARE PROFESSIONALS
WORKING IN PARTNERSHIP

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PEOPLE, PURPOSE AND PROGRESS: SHAPING THE FUTURE OF SUPPORTED LIVING.

> RECOGNISING RISING STARS
> SMALL STEPS, BIG MILESTONES
> FUNDRAISING WITH HEART
> MEET OUR CEO

WELCOME.



Welcome to the latest edition of our quarterly Insight Commissioning.

At Northern Healthcare, we believe meaningful progress in supported living comes from putting people first, working in partnership and recognising the individual achievements that make a lasting difference.

In this edition, we share Tom's journey at Radcliffe Lodge, celebrating the progress he has made towards greater independence and the confidence he has developed along the way. We also recognise our colleagues shortlisted at the LaingBuisson Awards, celebrating the talent and dedication across our organisation.

You'll also discover how the team at Adamson House brought people together to raise an incredible £710 for Mind, demonstrating the positive impact that community spirit and shared purpose can have.

This issue also features a conversation with me about my journey in health and social care, what makes Northern Healthcare special and our ambitions for the future. I'm incredibly proud to lead an organisation where compassion, professionalism and a commitment to continuous improvement are at the heart of what we do.

As we look ahead, our focus remains on working closely with commissioners and partners to deliver high-quality, person-centred support that helps people achieve their goals, build independence and live fulfilling lives.

Thank you for your continued trust and collaboration. I hope you enjoy reading this edition and find the stories within it both insightful and inspiring.

Kind regards,

Chief Executive Officer

Northern Healthcare

Celebrating Our Stars.

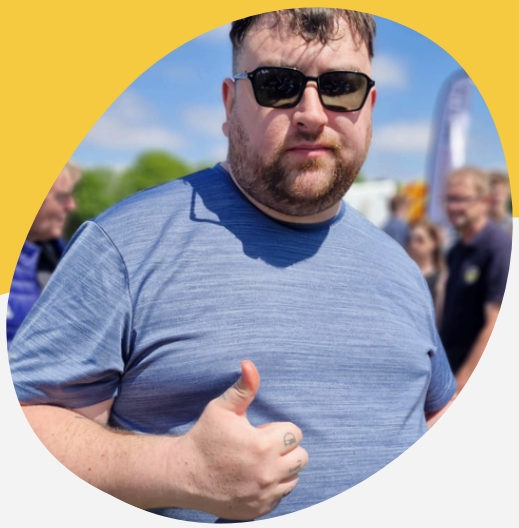
There’s lots to celebrate at Northern Healthcare as we’re incredibly proud to have been shortlisted for Recruiter of the Year 2026 at the prestigious LaingBuisson Awards.

But the celebrations don’t stop there. **We’re also delighted to see three members of our team recognised as Rising Star 2026 finalists.** A huge congratulations to Chloe Hills, Joe Scott and Rachel O’Brien on this fantastic achievement.

Being recognised alongside some of the best in the sector is a wonderful reflection of the passion, dedication and talent that exists across Northern Healthcare. **Every day, our people go above and beyond to make a difference, and these nominations are a brilliant reminder of the impact they have.**



Tom’s Journey at Radcliffe Lodge.



Tom, 37, has a diagnosis of schizophrenia. He was referred to Radcliffe Lodge by Leeds Local Authority, moving in during October 2023 after a long stay in hospital, ready to begin his journey towards independent living. He arrived in good spirits and stayed that way, though the change was significant: after so long in a hospital setting, meeting new people and settling into supported living made him anxious at first. That anxiety didn't last. Tom quickly made friends with other people at the service and built strong working relationships with staff, relationships that shaped everything that followed.

Support and Progress

Tom continues to manage anxiety with reassurance from staff and support to build confidence in the local area. He now independently manages his medication and attends Clozapine clinic appointments. Staff also helped him secure a volunteering role with Cancer Research UK, ensuring it continued when his original branch closed. His Social Worker and Care Co-ordinator provide regular support, encouraging him to explore housing options, while his wider care team remains involved through regular placement reviews.

Celebrating Each Step

Tom’s progress is clear in his growing independence. He cooks for himself and others, manages his medication and attends clinic appointments alone. He volunteers regularly, visits the gym and enjoys trips locally and further afield. His doctor is also working with the Ministry of Justice to begin lifting his restrictions, reflecting how far his confidence and independence have grown.

What's Next for Tom

Tom is now bidding on properties in the community and considering private renting. With a strong foundation from Radcliffe Lodge, his medication managed, anxiety under control and a supportive care team behind him, he is ready to take the next step towards independent living.

“When Tom first came to service, he did present with anxiety more than he does now. Going to the Clozapine clinic independently was a huge goal for Tom and also his volunteering work.”
Claire Bradley, Support Worker

Read more support stories:
northernhealthcare.org.uk

Money Raised for mind



Staff and the people we support from Adamson House came together for an incredible day of fundraising and fun - **raising an amazing £710 for Mind.** The team transformed the service into a carnival of activities, food and entertainment, creating a brilliant day for everyone involved.

Activities Champion, Chloe, spent days preparing for the event, creating sweet cones and decorations, including an impressive blue and white balloon arch.

Service Manager, Mandi, arrived at 10:45am dressed in a Manchester City kit and ready to take on her fundraising challenge: walking 3½ miles in four-inch heels! With an umbrella in hand, Mandi set off from Urmston. The walk was certainly a challenge, but she completed it in an incredible one hour and was greeted with cheers from staff and the people we support as she arrived back at Adamson House.



We’re incredibly proud of the team at Adamson House for raising an amazing £710 for Mind and creating such a fantastic day filled with fun, laughter and team spirit.

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.

Our People, Our Purpose, Our Future

A conversation with our CEO, Nicola Forshaw.



In this interview, Nicola reflects on her career in Health and Social Care, what inspired her journey, and the experiences that have shaped her approach to leadership. She also shares her ambitions for Northern Healthcare, what makes her proud to lead our organisation, and the people who continue to inspire her every day.

You have spent much of your career in Health and Social Care. What first inspired you to work in this sector?
It was the opportunity to make a genuine difference in people's lives. I have always been drawn to roles where I can work alongside people to help them to overcome challenges, build confidence and achieve what is important them individually. Seeing someone living their best life, overcome adversity, recover, regain independence, improve their health and mental wellbeing or reach a personal goal is incredibly rewarding.

I also learned that the best solutions come from listening and understanding peoples lived experiences and working with them to find approaches that genuinely make a difference.

Equally inspiring are the talented colleagues, I have worked alongside. Health and Social Care is full of compassionate, dedicated people who go above and beyond every day, and being part of teams with that shared purpose continues to motivate me.

When work is challenging, it is the people who have supported and inspired me to double down and carry on. Our sector has given me a wonderful opportunity to develop my career, and I am very grateful for that.

Nearly three years into your role, what stands out to you most about NHC and the people who make up our organisation?
From the first day I joined Northern Healthcare I was so impressed by the drive, compassion and talent within our organisation. Working with people who truly care about what they do who want to drive best practise and quality. This is a team that works closely together and who deliver high standards of care and support. Nothing is ever too much, and the team have risen and overcome to every challenge presented to them.

There is an openness and honesty here and suggestions for ways we can improve and drive our services for success. A shared ambition and strong basis of shared values. It was and is a privilege to lead the business and we are ambitious for our future and the difference we can make. It is a great place to work.

What is one thing you would like every colleague at Northern Healthcare to know about the organisation's future direction?
That they are all part of our journey forwards, that we will hold tightly to our values, that every person is important and helping our business to grow and move forward. That they truly are making a difference to people's lives.

What makes you proud to be CEO of Northern Healthcare?
The people. Those we support and those I lead and work alongside. Our company cares and our people go above and beyond.

I am truly PROUD to be CEO at Northern Healthcare.

If you could swap roles with anyone at Northern Healthcare for a day, who would it be and why?
That is a difficult question, I think just now it might be our clinical team.

My COO is also very tolerant of letting me dabble in Operations as my background is very operational and it is an itch I need to scratch sometimes (as it takes me back to my roots.)

Read Nicola's recent feature in Prolific North:
prolificnorth.co.uk/feature/how-i-became-nicola-forshaw-ceo-northern-healthcare/

Putting People First. Always.

“Staff are considerate, complimentary and engage well with service users, listening well to visitors.”

External Professional, Merchants House

“Having worked with your team professionally for some time now, you are amazing people. You go the extra mile and genuinely care, and create positive outcomes for your residents. Very impressive.”

External Professional, Adamson House

“I appreciate our good working relationship and partnership working in general while we continue to provide a good service at Grainger House. The staff team at Grainger are always helpful and professional and support me when I visit and make me feel welcome. This is much appreciated.”

External Professional, Grainger House

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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**