

INSIGHT

Commissioning

HEALTHCARE PROFESSIONALS
WORKING IN PARTNERSHIP

ISSUE 18 APRIL 2025



**NEW MOVE-ON SUPPORTED LIVING
SERVICE OPENS IN BURY.**

**> EUPD TRAINING: SUPPORT
WITH UNDERSTANDING**

**> RIO'S JOURNEY TO
INDEPENDENCE**

WELCOME

Welcome to this edition of Commissioning, where we celebrate progress, partnership, and the power of person-centred care.

This issue marks an exciting milestone for Northern Healthcare with the opening of Saxon House - a new move-on supported living service in Bury. The launch reflects our ongoing mission to deliver flexible, person-centred care that meets people where they are in their recovery journey.

We also celebrate the inspiring progress of individuals like Rio, whose story at Olton Grange is a powerful reminder of what compassionate, consistent support can make possible. From gaining confidence to travelling independently and entering employment, Rio's achievements are a testament to her resilience and the transformative impact of personalised care.

I'm equally proud of the initiatives across our wider services—from Moss Lodge's vibrant one-year anniversary celebration to Milnshaw House's upcoming Cross Bay Walk in support of mental health charity Lancashire Mind. These stories reflect the heart of our community spirit and our deep-rooted values of inclusion, collaboration, and respect.

Finally, I want to highlight the evolving success of our Emotionally Unstable Personality Disorder (EUPD) training, which is equipping our teams with the knowledge and empathy needed to support some of the most complex needs with understanding and dignity.

Thank you to everyone who helps make these achievements possible. Together, we continue to build a brighter, more inclusive future.

Nicola Forshaw
CEO

NHC News

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Northern Healthcare news visit:
[northernhealthcare.org.uk/news-
resources](https://northernhealthcare.org.uk/news-resources)

NORTHERN HEALTHCARE CELEBRATES THE OPENING OF SAXON HOUSE.

Northern Healthcare is proud to announce the official opening of Saxon House, a new move-on supported living service located at 137 The Rock, Bury, BL9 0ND. Developed in collaboration with Bury Metropolitan Borough Council, this service is designed to help individuals with mental health conditions and/or mild learning difficulties transition from 24/7 supported living or hospital care to greater independence within the community.

Conveniently located in a well-connected area, Saxon House features 13 modern, fully furnished apartments across 4 floors. Each apartment offers a private bedroom, living area, kitchen, and bathroom, creating a comfortable and secure environment. The service also includes a shared courtyard and easy access to public transport, ensuring accessibility and convenience for individuals as they transition toward greater independence.

A STEPPING STONE TO INDEPENDENCE

Saxon House is dedicated to empowering individuals in their recovery journey, encouraging independence while minimising the risk of hospital readmissions. Offering extended daytime support, the service helps individuals develop vital life skills, effectively manage their health, and build meaningful social connections.

At the heart of Saxon House is a strengths-based approach focusing on each individual's unique potential. This personalised method builds autonomy, resilience, and a solid foundation for long-term mental and physical well-being.

By offering flexible, person-centred support tailored to individual recovery goals, the program enables individuals to progress toward independent living.

ALIGNED WITH COMMUNITY GOALS

Saxon House supports the goals outlined in the **Bury Housing with Additional Needs Strategy (2012–2025)**, which prioritises community engagement and personal development. Individuals have access to opportunities in education, training, volunteering, and employment, empowering them to achieve their goals and integrate into the community.

A COLLABORATIVE APPROACH

"We are delighted to open Saxon House, an important addition to Bury's network of support services," said Dawn Cropper, Operations Director at Northern Healthcare. "Our passionate team is committed to building resilience, supporting recovery, and creating a welcoming community atmosphere that empowers individuals to thrive. We aim to support individuals in achieving their recovery goals and integrating into their communities with confidence. This service represents a key step in addressing mental health support needs locally, and we are proud to work in partnership with Bury Council to bring this vision to life."

With support from the Bury Community Mental Health Team, Saxon House empowers individuals to take meaningful steps toward a brighter future. Councillor Tamoor Tariq, Cabinet Member for Adult Care, Health and Well-Being, said: "Saxon House represents a significant milestone in our journey to provide high-quality accommodation and support, helping individuals develop independent living skills. We are excited to collaborate with Northern Healthcare to enhance the quality of life for people across the borough. This scheme is a testament to our commitment to expanding the availability of homes in Bury for those with mental health needs, ensuring they have the support and resources to thrive in their communities."

STEPS TOWARD STRENGTH: RIO'S STORY OF GROWTH AND HOPE.

At Northern Healthcare, our mission is to provide a safe and supportive space where individuals can rebuild confidence and take meaningful steps toward independence. Recovery is a deeply personal journey, and we are proud to walk alongside those we support as they build resilience and rediscover hope.

The following testimonial is from Rio, a person supported at **Olton Grange**. Her powerful story offers a personal perspective on the challenges she has faced, the progress she has made, and the new opportunities Rio is embracing.

"I am Rio, and this is my journey at Olton Grange. I have been diagnosed with autism, anxiety, depression and EUPD.

I have been at Olton a year and a half now and when first arriving I was excited for a new start, but I was also struggling with my anxiety and depression. I found it hard to talk to staff and other residents and I wasn't sure where my place was – like I didn't fit in."

In the early days at Olton, Rio often isolated herself, stayed in her room, and felt uncertain about the future. Daily tasks and interactions, like answering the door or engaging with others, felt overwhelming.

"I was very reliant on my parents... I felt I didn't have a purpose or any goals."

But over time, things began to change. With consistent support, understanding, and the encouragement to explore different coping strategies, Rio started to build confidence and communication skills.

"As time has gone on I feel I have got to know myself better and looking back I feel I have taken strides in communicating better with everyone... This has been facilitated by the understanding and time given by the Olton Grange staff... I feel I am more confident in myself, and I can express myself more which means that problems I have tend to get solved quicker."

As Rio began to feel more at home, she engaged more with daily life at Olton Grange, taking part in activities, cooking sessions, and crafts - often even leading them.

"Now I participate in more activities, and I engage really well with staff and other residents. I am happy to take the lead in cooking and baking activities and I also enjoy doing crafts with staff and teaching them... When I meet a goal staff are always supportive and help me reflect on it in a positive way. I don't always see the good I have done myself so it's good when staff help me reflect on my achievements and tell me what a good job I have done.

Now because I feel more confident, and my depression is more manageable I spend more productive time on my own as well as with support from other people which I was not able to do before and (it) is a good time to reflect and recharge."

Personal care and home management tasks, which were once difficult due to sensory sensitivities, have also become more manageable. Small victories - like using a vacuum or clearing out the fridge - have added up to big steps in independence.

"Now I feel I can do this thanks to support and encouragement from staff... I have managed to learn to deal with [the noise] by at first using headphones... now I have got used to the noise."

Perhaps most transformative has been Rio's growing confidence to travel independently - a milestone she never imagined reaching before arriving at Olton Grange.

"I have also struggled with transport, before I got to Olton I had not left the house without someone supporting me. Since being at Olton I have progressed with this. Now I am able to go out on public transport on my own and go for walks by myself. I have been on the bus and train by myself, and I have also got taxis by myself to go to choir."

Attending choir, performing solos at church, and starting a new role at Newlands Bishops Farm have all been major achievements. Rio now works two days a week as a project worker, engaging in gardening, crafts, and digital skills.

"I feel I have grown so much. When I first got here I did not know what direction I was going in, I would never have gone to choir by myself or imagined myself to be working. Now I have been involved in solo performances at the church, and I have started working at Newlands Bishops Farm. I have been given a uniform to wear now - this felt like an achievement to wear this. I am a Project Worker at the farm and I have now been there 6 weeks. I am involved in gardening, crafts and computer skills. I attend the farm every Tuesday and Thursday 9am – 3.30pm. Working with animals is also a good therapy for me. On these days I am up ready and dressed by myself by 7am and then spend the morning with staff engaging with them before I get my taxi."

Reflecting on their journey so far, Rio shares a deep sense of gratitude and pride in how far she has come.

"Noticing my accomplishments and seeing how far I have come I feel a lot more confident in myself and I am a lot happier than I was when I first started. I want to thank all those involved in my care for helping me to get to this point and I am optimistic and excited to see what happens next."



MAKING A DIFFERENCE IN THE COMMUNITY.

MOSS LODGE CELEBRATE THE SERVICE'S ONE-YEAR ANNIVERSARY

On Thursday 20th March Moss Lodge hosted an afternoon of celebrations whilst reflecting on a busy first year since they opened in March 2024 and honouring all the people that make the service special. Our Moss Lodge team and the people we support invited friends, family and external health and social care professionals to mark the occasion. The day focused on celebrating the dedication of our team members and the truly inspiring support journeys of the people we support!

Adding to the joy of the day, Moss Lodge also raised funds and awareness for a fantastic cause. In the spirit of community, one of the people we support nominated Andy's Man Club as Moss Lodge's chosen charity. Thanks to everyone who took part in our celebratory raffle, we raised an amazing £136 for Andy's Man Club!

A heartfelt thank you from Andy's Man Club Rochdale:

"I would like to extend our gratitude to the outstanding staff who took the time to talk to us and learn more about what we do. Thank you for the support."



Lois Wild, Service Manager at Moss Lodge, reflects on a remarkable first year:

"I am incredibly proud of how Moss Lodge has grown, thrived, and truly come into its own during our first year. None of this would have been possible without our dedicated and compassionate team, the unwavering support from families and care professionals, and most importantly, the inspiring individuals we support every day.

Together, we've built more than just a service - we've created a vibrant, empowering environment where people can develop their skills, achieve personal goals, and feel genuinely at home. It's been a privilege to witness the progress and confidence gained by the people we support, who have played an essential role in shaping Moss Lodge into the warm, inclusive, and thriving community it is today.

As we step into our second year, I'm excited about the future and the opportunities ahead to reach even more individuals in need of support. I'm deeply thankful for the partnerships we've developed within the local community, which have helped establish Moss Lodge as a respected and valued part of the area."

MILNSHAW HOUSE TAKE ON THE CROSS BAY WALK FOR MIND

This May, team members at Milnshaw House will be lacing up their walking boots and taking part in the historic Cross Bay Walk - a challenging trek across the sands, marshland, and waters from Arnside to Grange - all in support of Lancashire Mind.

Lancashire Mind plays a vital role in supporting mental health across the county, and every donation matters:

- ✓ £5 provides a young person with a mental health resource booklet
- ✓ £25 helps fund a community group for those living with mental health conditions
- ✓ £50 covers a one-to-one well-being coaching session
- ✓ £100 provides essential household items for someone moving into Lancashire Mind housing

Milnshaw House has already raised £255 for the walk taking place on Saturday 24th May. To find out more, support and spread the word for this important cause, visit and share the Milnshaw House fundraising page:



HOW EUPD TRAINING IS TRANSFORMING CARE AT NORTHERN HEALTHCARE.

At Northern Healthcare, delivering person-centred, informed care is at the heart of what we do. One of the most powerful tools we've developed to support this mission is our specialist training for team members supporting individuals diagnosed with Emotionally Unstable Personality Disorder (EUPD), also known as Borderline Personality Disorder (BPD).

The EUPD training was created in response to the complex challenges often faced by healthcare teams - particularly those new to the field - when supporting people with this diagnosis. These challenges range from managing high-risk behaviours, such as self-harm, to maintaining professional boundaries, all while navigating the stigma that still surrounds EUPD.

A UNIFIED, COMPASSIONATE APPROACH

One of the core aims of the training is to promote a consistent and compassionate approach across all teams. "Getting it right from the start is paramount for a successful placement," shares Sophie Thomas, Mental Health Lead, "We also aim to challenge the stigma often associated with this diagnosis. Our goal is to help staff better understand the reasons behind certain behaviours, learn how to offer supportive responses, and document interactions in a more thoughtful and compassionate way. At the same time, we work to empower individuals to build greater independence."

By equipping team members with a deep understanding of EUPD and the historical factors that may contribute to certain behaviours, the training ensures all team members are aligned in how they respond to incidents, support emotional regulation, and communicate with the people we support.

Terminology is a key focus - language matters, and the training encourages staff to move away from stigmatising terms like "attention-seeking," and instead explore the 'why' behind behaviours. This shift not only empowers team members but also helps individuals feel seen and validated in their experiences.

REAL-WORLD IMPACT

The positive impact of this training is being felt across Northern Healthcare, with one service in particular demonstrating remarkable outcomes. Staff have worked intensively with an individual who has a significant history of hospital admissions and complex risk behaviours.

Since moving into the service in July 2024, and following EUPD training for the care team, there have been no hospital admissions - an outcome that speaks volumes.

While incidents still occur, the approach taken by our EUPD trained team is making a clear difference. The individual has openly acknowledged the positive shift, noting how she feels genuinely understood and supported in a way that respects her autonomy and promotes independence.

Referrals

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

This success is underpinned by ongoing collaboration with care teams, person-centred risk assessments, and therapeutic formulation work carried out with the support of a psychology graduate on site. The training is regularly adapted to reflect the specific needs of individuals within each service, ensuring relevance and impact.

A BROADER CULTURE OF CONFIDENCE AND CONSISTENCY

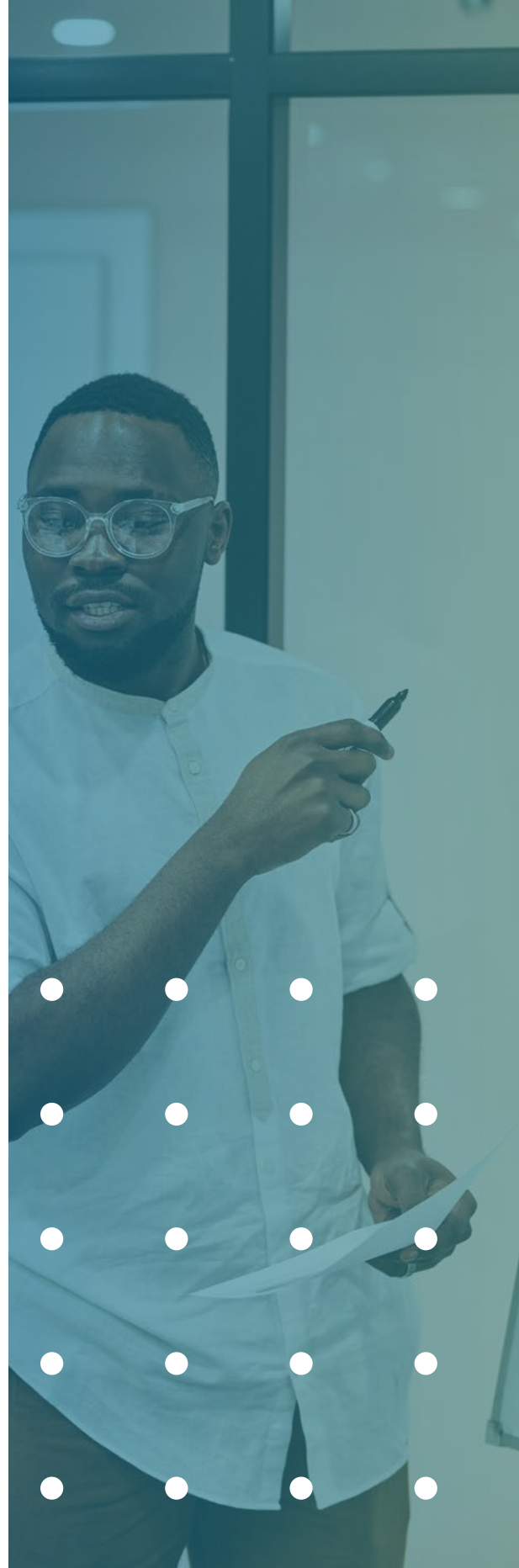
Feedback from other services, such as Radcliffe Lodge, has been equally encouraging. Team members report feeling more confident and capable after completing the training, with a greater appreciation for the nuances of EUPD and the value of consistency, empathy, and appropriate documentation.

Stephen Speed, Quality Improvement Facilitator, notes that the training also helps staff understand co-occurring conditions - such as mood or eating disorders - and the way these can complicate presentations of risk. "It can be anxiety-provoking for staff without healthcare experience, but this training helps demystify the behaviours and promote structured, supportive care."

A STEP TOWARD STIGMA-FREE SUPPORT

Ultimately, the EUPD training initiative supports Northern Healthcare's goal of offering inclusive, stigma-free mental health support. It empowers staff, improves outcomes for individuals, and reflects our core values: respect, dedication, and a commitment to understanding.

For team members, it's more than a training session - it's a shift in perspective. And for those we support, it's enhancing a space where they feel heard, safe, and genuinely cared for.



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