

INSIGHT

Commissioning

HEALTHCARE PROFESSIONALS
WORKING IN PARTNERSHIP

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**FROM STRUGGLE TO STRENGTH:
A JOURNEY TO CONFIDENCE AND
INDEPENDENCE.**

> **SHOWCASING INCLUSION AND
CONNECTION IN ACTION.**

> **DEVELOPING A VIBRANT
COMMUNITY HUB.**

WELCOME

At Northern Healthcare, everything we do is grounded in a simple but powerful belief: that everyone deserves the opportunity to feel included, valued, and connected. This edition of our bulletin is a celebration of that belief in action; from our Social Inclusion Day at Radcliffe Football Club, to the transformation of Montgomery House's garden, to the inspiring stories of personal growth and recovery that remind us why our work is so vital.

The Social Inclusion Day was a true celebration of community and choice, bringing together the people we support, our teams, and our partners for a day filled with laughter, friendship, and opportunity. It was more than an event; it was a space where people could explore their interests, build confidence, and reconnect with others. The reunion of two friends, meeting again after four years apart, was a moving reminder of the power of inclusion to restore relationships and reduce isolation.

We are equally proud to highlight the incredible progress being made across our services. Stories like Anthony's journey at Olton Grange show what's possible when personalised support and individual determination come together. From struggling with confidence and independence to now managing his daily routines, health, and social connections, Anthony's transformation is a testament to what can be achieved when people are supported to take control of their lives and their recovery.

At Montgomery House, the transformation of an underused outdoor space into a vibrant garden has created more than just a physical change, it has built a place of connection, pride, and well-being.

Seeing the people we support lead the project from design to completion, and now enjoying a space that reflects their ideas and efforts, has been truly inspiring. These stories highlight what we can achieve when we empower the people we support to shape their environments and their futures.

Looking ahead, I'm delighted to announce the appointment of Dawn Cropper as our Chief Operating Officer. Dawn's leadership, expertise, and passion for person-centred care will be instrumental as we continue to strengthen our services, embrace innovation, and grow sustainably. Her commitment to operational excellence and her deep understanding of mental health support will help us build on our successes and expand our impact in the communities we support.

To our teams, partners, commissioners, and, most importantly, the people we support: thank you. Your hard work, trust, and collaboration are what make these achievements possible. Together, we are building more than services; we are creating communities where inclusion, dignity, and opportunity can truly thrive.

Nicola Forshaw
CEO

PROMOTING INCLUSION AND WELL-BEING: SOCIAL INCLUSION DAY AT RADCLIFFE FOOTBALL CLUB.

Our supported living services across the North West recently hosted an inspiring Social Inclusion Day at Radcliffe Football Club, bringing together the people we support and team members for a day of choice, connection, and community.

The event offered a variety of activities, from football and cricket to live music, stadium tours, and a buffet, ensuring that everyone felt welcome and engaged.

EMPOWERING CHOICE AND ENGAGEMENT

One of the key strengths of the day was the range of activities, which allowed attendees to choose experiences that matched their interests. The stadium tour was particularly popular, sparking curiosity and conversations as people learned about the club's history, famous players, and operations. This combination of education and entertainment created a dynamic environment for learning.

A DAY OF INCLUSION AND CONNECTION

The event successfully promoted social inclusion, providing opportunities for individuals to meet new people, build relationships, and feel a sense of belonging. Team members supported attendees to feel comfortable and confident in conversations, helping many people to form new friendships and connections based on shared interests.

“It was inspiring to see true social inclusion in action. Everyone felt welcome and valued, and it was a pleasure to watch the people we support access the opportunities and resources they need to feel confident and connected.” – **Lois Wild, Service Manager, Moss Lodge**

REBUILDING FRIENDSHIPS

A particularly moving highlight of the day was the reunion of two individuals supported by Montgomery House and Milnshaw House, who had not seen each other in over four years since meeting in hospital. The friends exchanged contact details and are already making plans to meet again, a powerful reminder of how inclusive events can help rebuild social networks.

POSITIVE OUTCOMES FOR WELL-BEING

The day was filled with laughter, smiles, and moments of genuine connection, achieving the event's goal of promoting emotional well-being and confidence. By offering safe, inclusive spaces where individuals can explore interests and develop relationships, events like this play a vital role in enhancing mental health, independence, and overall quality of life.

We look forward to working with commissioners and partners to build on this success, continuing to create opportunities that reduce isolation, empower choice, and promote meaningful community inclusion.



NORTHERN HEALTHCARE ANNOUNCES APPOINTMENT OF DAWN CROPPER AS CHIEF OPERATING OFFICER.

Northern Healthcare is proud to announce the appointment of Dawn Cropper as Chief Operating Officer (COO), a newly created executive role that reflects the organisation's commitment to strengthening leadership and delivering on its long-term growth and quality-of-care strategies. Dawn's promotion marks a significant milestone in her impactful journey with Northern Healthcare, which began in 2021.

As COO, Dawn will take executive responsibility for the day-to-day operations of the business, with oversight of the Operations, Quality, and Commercial functions. She will work closely with the Senior Executive Team (SET) and CEO Nicola Forshaw to enhance operational efficiency, promote cross-functional collaboration, and ensure the organisation remains aligned with its mission to deliver person-centred, recovery-focused support to individuals living with mental health conditions.

The appointment is part of a broader strategic initiative designed to equip Northern Healthcare for the next phase of its evolution. With an expanded focus on consolidation, innovation, and service quality, the organisation is laying the foundations for sustainable growth and stronger partnerships across the adult health and social care sector.

A TRUSTED LEADER WITH DEEP CLINICAL AND OPERATIONAL EXPERTISE

Dawn brings to the COO role over 25 years of experience in mental health nursing and clinical leadership. Her expertise spans frontline care, service development, quality assurance, and strategic operations, making her uniquely positioned to lead Northern Healthcare through the increasingly complex and evolving health and social care landscape.

Since joining the organisation as Clinical Development

Director in 2021, Dawn has driven a number of successful initiatives to improve care and support standards, enhance team member development, and embed best practices across services. She is widely recognised across the organisation and sector as a passionate advocate for mental health awareness, the reduction of stigma, and person-led support.

Nicola Forshaw, CEO shared: "We are thrilled to appoint Dawn Cropper as our Chief Operating Officer. Dawn has been an integral part of Northern Healthcare since 2021, and her promotion reflects both her exceptional leadership and our commitment to building a strong, values-led executive team.

Her wealth of experience in mental health services and her dedication to operational excellence make her uniquely suited to this role. As we continue to grow and evolve, Dawn's leadership will be central to ensuring we deliver the highest standards of care, strengthen partnerships, and expand our impact across the communities we support."

NHC News

To keep up-to-date with the latest Northern Healthcare news visit:
northernhealthcare.org.uk/news-resources

A CHAMPION FOR POSITIVE CHANGE

Reflecting on the future of Northern Healthcare and her commitment to challenging outdated perceptions of mental health **Dawn comments:** "I've dedicated my career to improving mental health care by focusing on what truly matters - listening, understanding, and making people feel safe and valued. At Northern Healthcare, we're not just providing a service; we're changing lives.

Stepping into the COO role is a tremendous honour. I look forward to building on the incredible work already underway, driving innovation, strengthening our teams, and ensuring that everyone receives the care and respect they deserve. Together, we can continue to break down stigma and create services that help people not only recover but thrive."

LOOKING AHEAD

Dawn's appointment represents more than just a leadership change, it reflects a deep commitment to compassion-driven care, operational excellence, and inclusive leadership. Throughout her career, Dawn has championed the awareness that mental health recovery is achievable when people feel heard, respected, and supported. As Chief Operating Officer, Dawn will continue to build supported living services that reflect these values and help shape a future where mental health care is empowering, human-centred and transformative.



BUILDING INDEPENDENCE: ANTHONY'S STORY OF GROWTH AND HOPE.

IN THE EARLY DAYS

Anthony, 45, was referred to Olton Grange by the Maple Leaf Centre CMHT. He moved in on 21st November 2023, and has now been with us for over a year and a half. Prior to this, Anthony lived with family and was diagnosed with EUPD, PTSD (with symptoms including paranoia, delusions, confusion, emotional outbursts, and social isolation), and is currently awaiting an assessment for autism.

When Anthony first arrived, even during assessment, he spoke very little on his own behalf, often relying on his brother and social worker to express his thoughts and needs. He struggled to communicate emotions and felt disconnected from the idea that a fulfilling life could be possible despite his diagnosis. Personal care was infrequent, meals were irregular, and previous coping mechanisms had included alcohol and drug use.

COLLABORATIVE SUPPORT GOALS

Working together, we established goals that focused on rebuilding confidence and daily living skills:

- ✓ To take full responsibility for managing and safely storing his own medication.
- ✓ To independently book and attend his health and support appointments.
- ✓ To stay on top of daily tasks and routines, including personal care and housekeeping, with minimal reminders.
- ✓ To secure a council property and move on to live independently.
- ✓ To feel confident expressing his needs, concerns, and preferences clearly and in his own words.

Anthony has not only worked towards these goals, he has achieved them with determination and pride.

CELEBRATING EACH STEP

Anthony has shown immense progress in all aspects of his care and daily life. When he first arrived, he struggled to communicate and relied on others to speak for him. Today, he speaks confidently and clearly advocates for himself in meetings and day-to-day interactions. This growth in self-expression has been pivotal not only in building trust with the team but also in helping Anthony feel heard and empowered.

His medication management is now completely independent. From ordering prescriptions to safe storage and daily administration, Anthony has taken full ownership of a task that once required significant support. This independence extends to his health appointments, which he now books and attends without needing prompts or escorting, an impressive step forward from the early days of staff-led coordination.

Anthony prepares all of his meals confidently, demonstrating awareness of nutrition and food safety. He maintains a tidy, liveable space and attends to all personal care needs consistently. Budgeting has also become second nature to him, allowing him to shop weekly and ensure he has everything he needs - financially and practically.

Outside of his progress with health and independence, Anthony enjoys camping and cherishes weekends spent with his granddaughter, daughter, and brother. These connections have been a grounding part of his journey, reminding us of all of the importance of family, routine, and personal joy.

LOOKING TOWARDS THE FUTURE

Anthony is now actively bidding on council properties and has applied for a priority band change to support his move to independent living. With growing confidence and self-reliance, both he and his support team agree he's ready for this next chapter.

His time at Olton Grange has been transformational. In just over a year and a half, Anthony has gone from withdrawn and dependent to confident, capable, and hopeful. With determination and consistent support, he has taken control of his care and reconnected with a sense of purpose and self-worth.

*Explore more stories
of recovery and
empowerment:*



A GARDEN WITH PURPOSE: MONTGOMERY HOUSE TRANSFORMS ITS OUTDOOR SPACE.

This summer, Montgomery House, our supported living service in Greater Manchester, celebrated the transformation of its outdoor space – turning a plain, underused area into a vibrant, welcoming garden designed for connection, relaxation, and well-being.

The project began earlier this year when the people we support submitted their ideas for the Encircle Housing Outdoor Makeover competition, and won! Their vision, brought to life with support from Encircle Housing, Northern Healthcare team members, and local partners, has created far more than a garden; it has built a shared space that reflects community, pride, and purpose.

“It has been incredible to see our tenants’ vision for their garden come to life at Montgomery House in Radcliffe after they won our Outdoor Makeover competition.

The garden is now a place where everyone comes together in a peaceful, welcoming area with a real sense of belonging.” – **Peter Aviston, Managing Director, Encircle Housing**

FROM VISION TO REALITY

The makeover started with a splash of colour: cornflower blue fences and deep charcoal trellises brought character, while fresh decking and soft artificial grass created a low-maintenance, green backdrop for all seasons. Planters filled with bright flowers and evergreens were added, alongside a small kitchen garden where fresh rhubarb is already growing.

“I am really overjoyed with the new renovation of the garden area; it’s been fantastic to see all the hard work and dedication in completing this process. Both people we support, staff, and Encircle worked really hard to ensure this was completed. This renovation was very personal to all of the people that live here at Montgomery House. Each person adding their own little touch, this has been heartwarming to see the happiness it has already brought, and we are looking forward to spending much time enjoying the space in the sun.” – **Jade Herdson, Service Manager, Montgomery House**

A SHARED EFFORT

This was a collective achievement, with the people we support actively involved at every stage, from clearing and painting to choosing plants and colours. Their input has created a sense of ownership and pride that runs through the entire project.

“From start to finish, this was a really exciting process of the renovation, it was really positive to get all the people we support involved in designing their dream garden area. Now finished, it’s a welcoming and relaxing environment for people to socialise and enjoy together.” – **Kimberley Taylor, Team Leader, Montgomery House**

Referrals

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

CELEBRATING COMMUNITY

To mark the transformation, Montgomery House hosted a summer celebration where the people we support, staff, and partners enjoyed food, conversation, and sunshine in their new space.

Looking forward, finishing touches, such as outdoor lighting for evening use, are planned to make the garden even more versatile. A new fence and gate have already been installed, enhancing privacy and security.

“I like the garden, it’s more private from the public with the fences and I feel safe. It’s brighter and makes me feel happy. I am looking forward to summer more.” – **Person We Support, Montgomery House**

A LASTING IMPACT

What started as an idea submitted to a competition has blossomed into something much deeper, a shared space where people feel safe, connected, and proud. It’s a testament to what can be achieved when people are empowered to shape their own environments.

“A special thank you to our tenants and the care staff at Northern Healthcare for helping us with the project, and to Tidy Gardens and EEM (a not-for-profit procurement consortium) for their generous donations to help us make this happen.” - **Peter Aviston, Encircle Housing**

The Montgomery House garden is proof that when people are given the tools and support to create spaces that reflect their aspirations, the results can transform not just the environment, but the community itself.



LISTENING, VALUING AND SUPPORTING AT NORTHERN HEALTHCARE.

At Northern Healthcare, every story begins with understanding the person behind the diagnosis. Recent feedback from the people we support and their families shines a light on how compassionate, personalised support is helping people live more independently and confidently.

"May I take this opportunity to thank you, Rachel and your staff teams for all your care and support over recent months."

External Professional, Mary Seacole House

"I can't thank you all enough for being there when I needed people like you most! Thank you also for helping me make the very important progress that I have made here. I am going to miss you a lot! Wishing you all the very best on your own journeys."

Person We Support, Holland House

"It was lovely to meet you both, and to visit the service. I was really impressed by what I saw; all the staff were very welcoming and friendly, and I especially enjoyed the cake."

External Professional, Montgomery House

"Staff have been very supportive during visits made, time has been allocated to allow a staff member to share good practice and gather relevant information around a service user who has recently resided in the service/home. A particular thank you to Leona, who has been very welcoming and attentive. A credit to your service."

External Professional, Milnshaw House

"I went with my colleague to Holland House, Preston to review a number of patients for the ICB, which we jointly fund with the relevant Local Authorities. We met with Amanda Hartley, Manager at Holland House, she was invaluable in the information she provided, it was lovely to have someone as knowledgeable and caring as her."

External Professional, Holland House



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