

INSIGHT

Commissioning

HEALTHCARE PROFESSIONALS
WORKING IN PARTNERSHIP

ISSUE 16 DEC 2024

**HEARTWARMING STORIES OF
PERSONAL ACHIEVEMENTS.**

**> EMPOWERING GROWTH:
FEEDBACK TO INSPIRE**

**> NHC FUTURE LEADERS
PROGRAMME**

WELCOME

As we come together to reflect on a remarkable 2024 at Northern Healthcare, we are inspired by the dedication and passion that define our community. These bulletins aim to shine a light on the incredible progress we've achieved together and set the stage for the exciting opportunities ahead.

At Northern Healthcare, we believe in the power of collaboration to drive meaningful change. Whether through our transformative Future Leaders Programme, our partnerships with NHS Trusts, Integrated Care Boards and Local Authorities, or the heartwarming stories of personal achievements within our supported living services, every initiative reflects our unwavering commitment to empowering individuals and enhancing lives.

In 2024 we have celebrated milestones that demonstrate the resilience and dedication of our team, the people we support, and the wider community. From acts of generosity that bring comfort to others to innovative programmes that nurture leadership and professional growth, these stories exemplify the values that underpin everything we do: positivity, respect, openness, understanding and dedication.

As we look ahead to 2025, we remain committed to creating environments where everyone can thrive. Together, we will continue to develop a culture of care, empowerment, and excellence.

Working together in partnership with you is at the heart of everything we do, and we deeply value the collaboration and trust that you place in Northern Healthcare. It is through these strong partnerships that we continue to achieve meaningful outcomes for the people we support.

We remain fully committed to delivering the highest quality of care and support, tailored to meet the unique needs and aspirations of each individual. Your input and collaboration have been and will continue to be, vital in enabling us to make a positive and lasting difference in their lives.

Thank you for your ongoing support, and we look forward to continuing our work together in the year ahead.

With best wishes,

Nicola Forshaw
CEO

Northern Healthcare is actively seeking new development areas across the UK. If you have a requirement for a supported living service in your area, please get in touch.

PAINT POT DAY BRINGS WARMTH AND COMFORT TO TENBY HOUSE.

At Northern Healthcare, we were delighted to partner with Encircle Housing for a transformative Paint Pot Day in Barrow-in-Furness. Together, we worked to create a warm, welcoming space for the people we support, giving the lounge and entrance a refreshing new look.

Our collaborative efforts began early, with a dedicated team of five diving into the day's tasks. We carefully removed old branding from the entrance, sanded down walls and paintwork, and filled in any imperfections to prepare the space for a complete makeover. The feature wall was painted in a soft mallow pink chosen by Tenby House, adding warmth and comfort to the lounge, while the surrounding walls were refreshed with a crisp white mist, creating a modern and inviting atmosphere.

Tracey, our Business Development Manager at Northern Healthcare, reflected on the day: "It was fantastic to work alongside the team from Encircle Housing to make a real difference for the people we support at Tenby House. Seeing the lounge and entrance transformed into such a warm, welcoming space was incredibly rewarding. The people we support were so pleased with the results, and the day was a wonderful example of what we can achieve when we work together."

At Northern Healthcare, we are committed to creating environments that promote a sense of home and wellbeing for the people we support. Collaborations like this highlight the importance of teamwork and creativity in making a meaningful impact. We look forward to more opportunities to brighten spaces and lives in the future!



FEEDBACK TO INSPIRE GROWTH AND EXCELLENCE.

At Northern Healthcare, we deeply value the feedback we receive from families and external professionals. Their insights and experiences help us continuously improve the care and support we provide. Here are just a couple of the heartfelt messages we've received, showcasing the impact our services have on the lives of those we support and their loved ones.

"We have a son called Samuel who moved into Kirk House in February 2022. Samuel is severely autistic along with additional learning disability needs. All I can say is, all worries and concerns were soon put at ease. The constant communication that we have with the staff at Kirk House is really overwhelming, we are absolutely delighted with the support, the encouragement, the input that Kirk House staff show our son - it is just amazing. Bruce and the team at Kirk House have been so (involved with) various things that they can help with to support Samuel, communication wise and various activities that they feel he will benefit from.

All we've ever wanted for Samuel is (for him) to have his own happy place that he calls Sam's house, and that place is Kirk House. We owe everything to the staff there, from Jill the Learning Disability Nurse, to Emma who will take phone calls endlessly in the office. All we can say is all the staff there have a huge, huge heart which is absolutely full of pure gold. We thank you dearly." **Samuel's Mother**

"I am writing to express our heartfelt gratitude for the exceptional care and unwavering support you have provided to Kieron over the past few years. Your dedication and commitment to his wellbeing have made an immense difference in his life, and for that, we are profoundly grateful.

From the moment Kieron joined Hyde Park, it was evident that he was in a nurturing and supportive environment. The staff's professionalism, compassion, and genuine care have been remarkable, and it has been a great comfort to know that he was in such capable hands.

Please extend our sincere thanks to every member of your team who has contributed to Kieron's wellbeing. Your collective efforts provided him with a second home, and the impact of your care and support will be cherished forever.

Once again, thank you for everything you have done for Kieron and our family. We will always hold Hyde Park in the highest regard and be eternally grateful for the positive difference you have made in Kieron's life." **Kieron's Father**

Names have been changed to protect confidentiality.

NHC News

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

"XX suffers with anxiety (and) has never been able to go out in the community alone without having panic attacks and always required support. Since XX has been at Olton Grange he has grown immensely, he is now going to the shop alone. He also recently went on a family holiday all the way to Jamaica for his sister's wedding and was able to walk her down the aisle."

External Professional, Olton Grange

"In my nursing career, I have visited and liaised with many care providers and I think Kirk House is exceptional."

External Professional, Kirk House

"I had a read through XX's care plans and I was really impressed with how thorough and person-centred they are, they're really easy to read and they demonstrated a really good understanding of XX's history, triggers, warning signs and symptoms, what works well to support her and what might not work so well and just how to generally keep her well."

External Professional, Amy Johnson House

"I just want to say as the son of a resident of Adamson House for a number of years, the people who work there and run the place deserve a commendation. In today's climate where the healthcare sector has never been under so much stress these people are managing to provide something very special and others should follow suit. Over time the transformation of my mother is astounding, and we owe it all to the staff who work here. After another short period in hospital, they were able to work closely with her and she is going back to Adamson House for a second time, and I know that they have been her strength and mine throughout. Thank you so much to the team. Amazing!"

Family Member, Adamson House

"Many thanks for the update, I completely agree that XX is thriving at Holland House and both XX and his parents have nothing but praise for the service and staff."

External Professional, Holland House

"Amanda and I wanted to acknowledge the hard work and skill of you and your staff team in supporting XX for a period of 8 years in which she has not experienced a further acute hospital admission due to a deterioration in her mental health presentation. This has been far from an easy task when taking into account the challenges identified in her last hospital admission and the difficulties experienced by previous providers."

I was very impressed by how well you knew and understood XX's needs, the evident care and concern around her wellbeing and your willingness to speak with us about how we can all work together to try and keep her safe. It is a real achievement that XX has made such positive progress at Glen Garth House and testimony to the hard work of the team."

External Professional, Glen Garth House

CELEBRATING REMARKABLE ACHIEVEMENTS!

Making a Difference in the Community

We're thrilled to share some fantastic news! One of the people we support at Milnshaw House has recently secured a voluntary position with the Prospects Foundation, with support from our amazing staff.

This exciting opportunity allows him to contribute to vital environmental projects and conservation efforts that make a real difference in our community.

In his new role, he'll be involved in activities like:

- ✓ Tree planting to protect local ecosystems
- ✓ Growing local food to promote sustainability
- ✓ Sustainable transport initiatives
- ✓ Waste reduction, energy saving, and environmental awareness campaigns

We are incredibly proud of his hard work and dedication to supporting our environment. The team at Milnshaw House can't wait to see all he achieves in this inspiring role!



A Milestone in Learning and Personal Growth

At Kirk House in Carlisle, we are incredibly proud to celebrate the success of one of the people we support, who has recently completed a Level 2 Certificate in Skills for Further Learning and Employment. This accomplishment represents not only a significant academic milestone but also a testament to his hard work, perseverance, and dedication to personal growth.

To mark this special achievement, he attended the awards ceremony accompanied by his proud parents and grandmother, who were beaming with joy as they celebrated this memorable moment together. It was a heartwarming occasion that highlighted the support and encouragement of his family, as well as the importance of striving for new goals.

Everyone at Kirk House is thrilled to see him reach this milestone, and we can't wait to see what he accomplishes next.



Home Life

Read more inspiring support journeys and find out about life at our services online: northernhealthcare.org.uk/home-life



AMY JOHNSON HOUSE BRINGS JOY TO THE RSPCA.

Recently, Amy Johnson House organised a heartwarming trip to the RSPCA for the people they support, creating a wonderful opportunity to connect with animals and give back to the community.

In the weeks leading up to the visit, the team at Amy Johnson House organised a donation drive. The people we support, our team, and visitors contributed generously, filling a donation box with treats, toys, and blankets for the RSPCA animals.

On the day of the visit, a team member of one of the people we support delivered the donations to the RSPCA. They were warmly greeted by Tracy, an RSPCA worker, along with two adorable dogs, Bella and George. The dogs were quick to charm everyone, adding to the joy of the day.

Tracy from the RSPCA expressed heartfelt gratitude, noting how much these donations mean for the animals in their care. Amy Johnson House also had the chance to learn more about the RSPCA's work and spend time with some of the animals.

A huge thank you goes out to everyone who contributed to this initiative. The visit was a meaningful experience for everyone involved, highlighting the power of kindness and generosity.

We look forward to continuing these acts of kindness and building stronger ties with our community in the future!

SUPPORTING NHS TRUSTS DURING WINTER PRESSURES: OPTIMISING PATIENT PATHWAYS.

Northern Healthcare offers adult supported living placements across the North West, Cumbria, Yorkshire, and the Midlands, providing vital assistance to NHS Trusts during the winter months when hospital bed demand exceeds capacity. Many individuals face delayed discharges or struggle to access the care and support they need due to limited community services.

With our extensive experience working closely with NHS Trusts, Integrated Care Boards and Local Authorities we help alleviate winter bed pressures by optimising patient pathways and ensuring the efficient use of supported living resources. Creating integrated care pathways is key to supporting individuals in their recovery journey, and we are committed to working with the NHS to reduce hospital admissions, shorten inpatient stays, expedite discharges, and minimize the need for out-of-area placements.

Our services not only provide long-term cost savings to the NHS but also ensure individuals have a safe and supportive environment as they transition back to independent living.

How Northern Healthcare Can Assist with Winter Pressures:

- ✓ 12-week discharge-to-assess pathways (available as individual or block contracts)
- ✓ Hospital avoidance pathways for individuals needing short-term or crisis intervention
- ✓ 24/7 community rehabilitation services for long-term mental health care

The success of our past winter pressure initiatives has enabled us to support individuals in successfully transitioning to independent living, finding suitable placements with other providers, or, when needed, continuing their journey with Northern Healthcare for ongoing support.

Referrals

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



SHAPING TOMORROW'S LEADERS.

The Northern Healthcare Future Leaders Programme is a strategic initiative designed to develop the next generation of leaders within Northern Healthcare. This programme focuses on enhancing leadership skills, aligning with our core values, and ensuring individuals have clear professional progression opportunities.

The Future Leaders Programme provides a unique opportunity for both seasoned professionals and emerging leaders to refine their capabilities and prepare for greater responsibilities as Service Managers and beyond!

We are particularly proud to have thirty team members from across Northern Healthcare enrolled in this programme. Their participation exemplifies our commitment to nurturing talent within Northern Healthcare and reinforces our dedication to professional growth and leadership development.

Key Benefits of Joining the Future Leaders Programme:

Skill Development: Participants will cultivate essential competencies like strategic thinking, decision-making, and team management across various business functions.

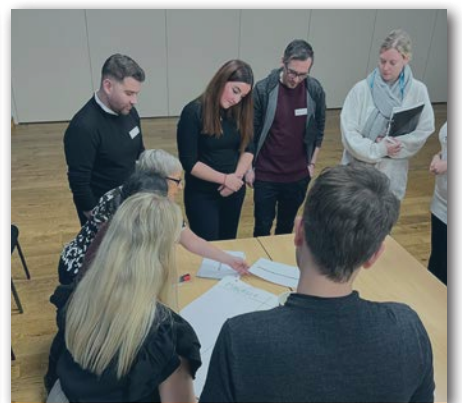
Career Advancement: The course equips participants with insights and experiences to accelerate career growth.

Networking Opportunities: This programme facilitates connections with peers, mentors, and the broader Northern Healthcare team, providing invaluable support and promoting collaboration.

Understanding Organisational Dynamics: Participants will gain insights into Northern Healthcare's strategic goals and culture, which are crucial for informed decision-making.

Personal Growth: The course promotes self-reflection, helping individuals identify strengths and areas for improvement while developing resilience and emotional intelligence.

By participating, individuals will help build a stronger leadership team that drives innovation and a positive workplace culture. We are excited to have so many of our dedicated team members undertaking this programme and we can't wait to see their journeys.



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