

INSIGHT

Commissioning

HEALTHCARE PROFESSIONALS
WORKING IN PARTNERSHIP

ISSUE 19 JUNE 2025



**ENVIRONMENTAL SUSTAINABILITY:
CARING FOR OUR PLANET.**

**> MILESTONE FOR SUPPORTED
LIVING IN BURY.**

**> COMMUNITY IN ACTION:
GIVING BACK, TOGETHER.**

WELCOME

It's an exciting time at Northern Healthcare, and I'm proud to share just a few of the milestones and moments that reflect our continued commitment to delivering person-centred, recovery-focused supported living.

This spring, we marked a significant achievement with the official opening of Saxon House in Bury, our newest move-on supported living service, created in close partnership with Bury Council. The open day brought together people supported by the service and colleagues who made the vision a reality. Saxon House is more than bricks and mortar; it's a symbol of collaboration, recovery, and what can be achieved when we work in partnership.

We've also celebrated incredible personal achievements, such as Ashley's journey at Montgomery House. From developing daily living skills to forming lasting relationships and ultimately moving into his own flat, Ashley's story is a powerful reminder of how meaningful outcomes are made possible through compassionate care and consistent support.

Beyond individual progress, the power of community continues to shine through across our services.

From bake sales and 5K runs to ultra-marathons and nationwide fundraising for mental health charities, our teams and those we support are constantly finding ways to give back and lift each other up. During Mental Health Awareness Week, the creativity and spirit of our services once again reminded us that belonging, purpose, and shared experiences are central to mental well-being.

We also continue to invest in the future, with the graduation of our latest Future Leaders Programme cohort and the launch of our ESG Strategy. These initiatives reflect our long-term commitment to building sustainable, inclusive, and ethically-led services. Whether it's developing new leaders from within or embedding environmental responsibility into our operations, our aim is to partner with commissioners in delivering services that are forward-thinking and high quality.

Each story in this bulletin is rooted in our PROUD values, and together, they reflect the collective impact of dedicated teams, strong partnerships, and the incredible resilience of the individuals we support. As we look ahead, our focus remains clear: to continue creating services that empower people to live well, connect meaningfully, and reach their potential.

Thank you, as always, for your partnership and support.

Nicola Forshaw
CEO

NHC News

**To keep up-to-date with the latest
Northern Healthcare news visit:
[northernhealthcare.org.uk/news-
resources](https://northernhealthcare.org.uk/news-resources)**

A MILESTONE FOR SUPPORTED LIVING IN BURY.

On Tuesday 20 May, team members from across Northern Healthcare came together with local partners and stakeholders to mark the official opening of Saxon House, our newest supported living service in the heart of Bury.

EMPOWERING RECOVERY AND INDEPENDENCE

Saxon House is more than a property development - it's a space built to promote independence, recovery, and long-term well-being for individuals living with mental health conditions and/or learning disabilities.

The open day was a chance to celebrate the hard work and dedication that brought this project to life. Guests toured the service, met with the team, and heard first-hand how Saxon House is already making a positive impact.

Speaking at the event, Nicola Forshaw, our CEO, shared how Saxon House embodies our person-centred approach:

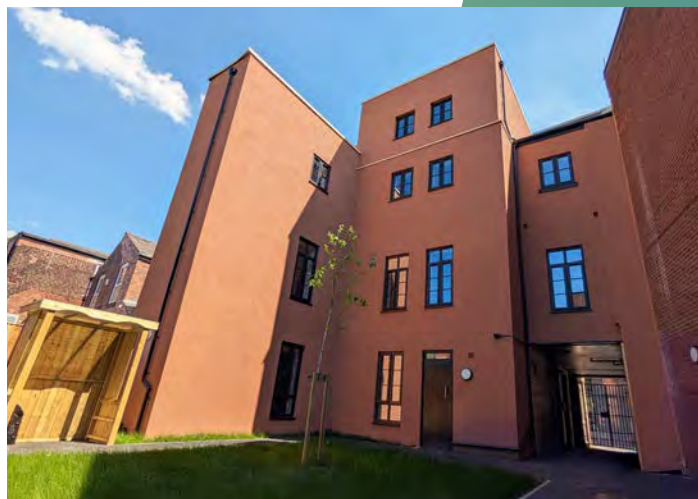
“Saxon House has been thoughtfully created to be more than just a place to live – it's a place to grow. Our aim is to empower each person on their recovery journey by focusing on their strengths and supporting their potential. This is a true partnership; with the people we support, Bury Council, and our wider network. A big thank you to everyone who helped bring this vision to life.”

A COLLABORATIVE APPROACH

Cllr Tamoor Tariq, Deputy Leader of Bury Council, added:

“Saxon House is a testament to our commitment to expanding specialist mental health accommodation in Bury. We're proud to collaborate with Northern Healthcare to enhance quality of life for residents.”

Thank you to everyone involved in launching Saxon House, whether you were on-site or working behind the scenes. It's another brilliant example of how we can deliver meaningful, life-changing support through collaboration, compassion, and community spirit.



STEPS FORWARD: ASHLEY'S PATH TO CONFIDENCE, COMMUNITY AND A HOME OF HIS OWN.

Ashley is 33, has a diagnosis of Paranoid Schizophrenia and moved to Montgomery House in December 2022 following a referral from The Edenfield Centre in Prestwich. The Montgomery team provided encouragement and guidance, working with him to develop strategies for building confidence, improving his social skills, and enhancing his ability to manage daily tasks. The team identified collaborative goals with Ashley, based on what is important to him:

- ✓ Increase socialisation, build confidence and gain greater independence
- ✓ Learn new skills and have an effective routine
- ✓ Become independent in managing medication
- ✓ Form and maintain therapeutic relationships

CELEBRATING EACH STEP

Since joining Montgomery, Ashley has been a truly valued member of our community. His consistent engagement with both the team and his peers has helped him grow in confidence and build strong, trusting relationships. From day one, he has shown a natural ability to bring people together — always making an effort to include others and promoting a welcoming, supportive environment.

Ashley's empathy, generosity, and commitment to others have made a lasting impression. Whether taking someone shopping, attending football matches, or simply offering a listening ear, he's always ready to support those around him. His efforts were deservedly recognised when he was named a finalist in the 'Inspiration in Action' category at the Northern Healthcare Awards — a reflection of the positive impact he's had on our service. He leads by example, creating a culture of kindness and inclusion that resonates throughout the service.

Ashley's journey over the past three years has also been marked by personal growth and independence.

He has developed the skills to manage his medication, schedule and attend appointments confidently, and form meaningful therapeutic relationships. In addition to his everyday achievements, Ashley embraced new experiences — from trips to Blackpool and Hebden Bridge to proudly completing his first Race for Life, a milestone that reflects both his determination and progress.

“As Ashley moves on to this exciting new chapter, the team and individuals supported by Montgomery House will miss his presence and wish him all the very best for the future. We are incredibly proud of how far he has come and look forward to seeing what he achieves next.”

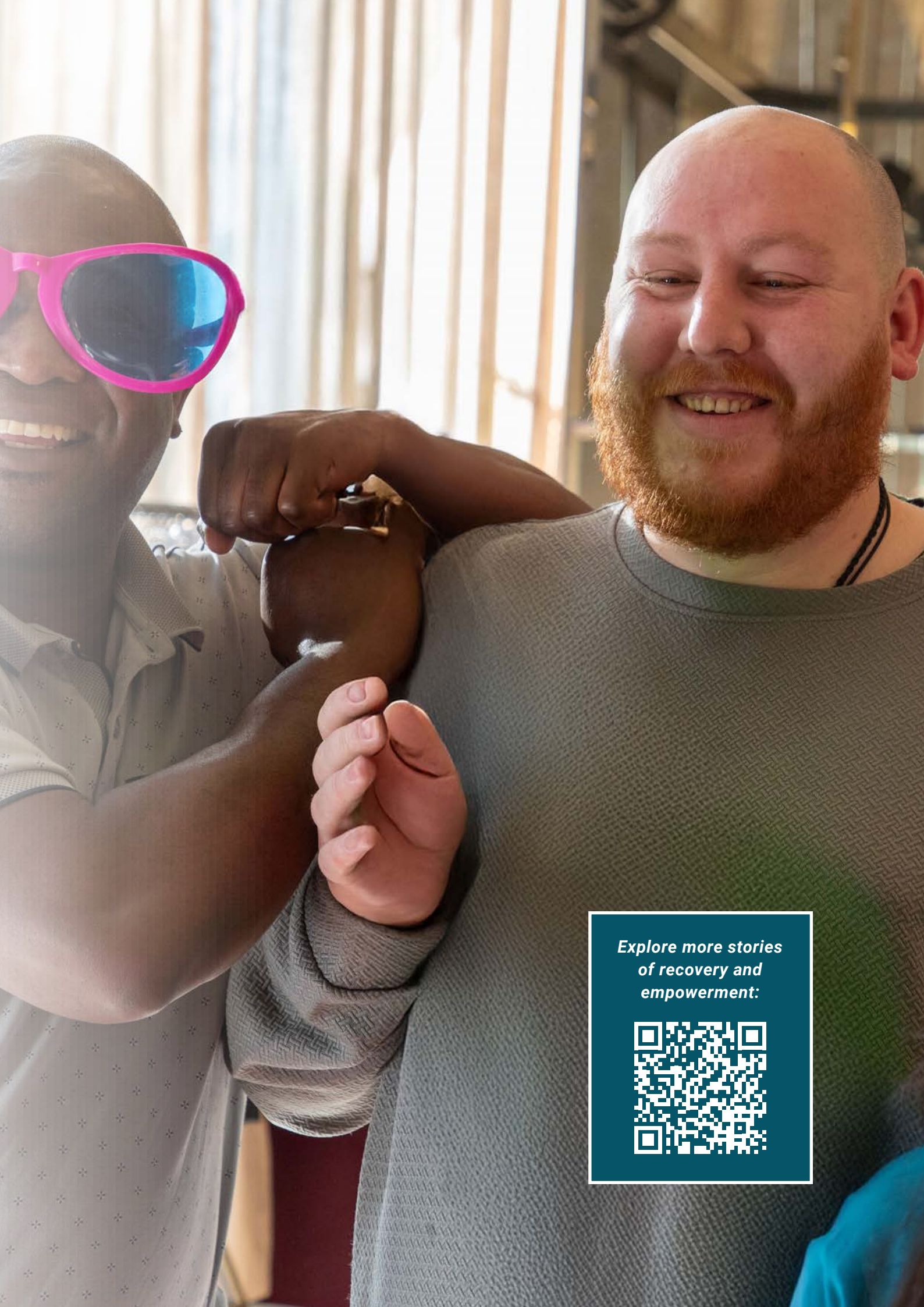
- Montgomery House Service Manager

LOOKING TOWARDS THE FUTURE

Ashley has consistently met the goals he set for himself, showing incredible perseverance and personal growth along the way. In 2025, Ashley reached the major milestone of securing a flat of his own. This step represents a meaningful leap forward in his recovery journey and highlights the progress he has made in managing his mental health and building a stable foundation for the future.

“Everyone has treated me with respect. It has been a good community spirit here. The staff have always been understanding and very supportive. I have been on trips out and have done loads of activities with staff and residents. My time at Montgomery House has been a good journey and a good step in my life. Thanks to everyone who has supported me.” **- Ashley**

As he moves forward, Ashley does so with a renewed sense of purpose and optimism, ready to embrace all that lies ahead with strength, resilience, and a solid foundation beneath him.



*Explore more stories
of recovery and
empowerment:*



COMMUNITY IN ACTION: GIVING BACK, TOGETHER.

At Northern Healthcare, our commitment to recovery goes hand in hand with compassion, connection, and community spirit.

Over the past few months, we've seen incredible examples of charitable giving and community action, from bake sales and ultra-marathons to national campaigns like Mental Health Awareness Week. These moments reflect the heart of Northern Healthcare: people uniting with purpose, uplifting one another, and creating lasting impact.

BRUCE'S ULTRA CHALLENGE!

This month, Bruce Maclaren, Kirk House Service Manager, took on an extraordinary challenge: running two ultra marathons just one week apart. He did this to raise money for Mind, a leading mental health charity in England and Wales.

Bruce successfully completed both challenges and raised **over £700** for Mind.

Mind offer vital services, support, and advice to people facing mental health challenges; ensuring that no one has to struggle alone.

Thank you to everyone who supported Bruce's journey and contributed to this important cause. Every donation, big or small, made a difference.

MILNSHAW HOUSE TAKE ON THE CROSS BAY

A huge congratulations to the incredible team at Milnshaw House, who recently braved the elements to complete the famous Cross Bay Walk, all in support of Mind!

Through muddy sands and wet conditions, the team powered through with determination and smiles, raising an impressive **£395** to help support vital mental health services.

Their commitment and passion are truly inspiring, showing what can be accomplished when people come together for a cause that matters.

"A huge thank you to you and the team for joining us on Saturday - we really appreciate your support - and a big congratulations on smashing your own fundraising target too. You were our third highest fundraiser at the event!!!!" - **Lancashire Mind**



MONTGOMERY HOUSE RACE FOR LIFE

We're proud to share that our team and people we support from Montgomery House took part in this year's Race for Life at Heaton Park. Together, they completed a 5K walk/run, showing incredible spirit and determination in support of Cancer Research UK.

Thanks to their collective effort and the generosity of supporters, an inspiring **£437** was raised to help fund vital cancer research.

Well done to everyone involved, a fantastic achievement for a truly important cause!

SWEET SUCCESS AT KIRK HOUSE!

We're proud to share a heartwarming moment from Kirk House, where one of the individuals we support led an incredible bake sale, raising an impressive **£153** for a local hospice close to her heart.

With encouragement from the team, she took charge of every detail - planning, baking, decorating, and serving up a tempting array of sweet treats. The entire service came together to support the event, showcasing the power of teamwork, community spirit, and compassion.



NEXT UP! MARY SEACOLE HOUSE WALKS FOR CALM

Mary Seacole House, in Bolton, is proud to be taking part in CALM's national "Walk 90 Miles in June" campaign.

CALM (Campaign Against Living Miserably) is a leading suicide prevention charity working to reduce the devastating impact of suicide.

At Mary Seacole House, both the people we support and our team are actively participating, tracking their daily progress on activity boards, walking in local parks, and engaging in conversations about well-being and resilience. The campaign not only supports a vital national cause, but also strengthens local outcomes, encouraging physical activity, routine, and social connection.

"We're proud to walk in support of CALM's lifesaving work while promoting health and hope within our own community," said a team member at Mary Seacole House.

Mary Seacole House's participation is an example of how supported living services can contribute meaningfully to public health through engagement, social value, and partnership with national campaigns.

Best of luck Mary Seacole House!

DRIVING SUSTAINABLE, SOCIALLY RESPONSIBLE, AND ETHICAL SUPPORTED LIVING.

Northern Healthcare is proud to share our first comprehensive Environmental, Social, and Governance (ESG) strategy, a milestone that cements our commitment to high-quality, person-centred supported living services. Grounded in Northern Healthcare's PROUD values and aligned with seven UN Sustainable Development Goals, this strategy offers a transparent, actionable, and enduring framework.

ENVIRONMENTAL RESPONSIBILITY

Northern Healthcare is embedding sustainability directly into our services:

ESOS Compliance: In 2024 we participated in the Energy Savings Opportunity Scheme, with a goal to reduce energy consumption by over 70,000 kWh.

Carbon Footprint Reduction: Actively tracking emissions and implementing changes to lower energy usage, including energy-efficient systems and behavioural change campaigns.

Resource Efficiency: Implementing recycling programs, reducing single-use printed materials, and shifting to digital systems across operations.

Green Practices: Encouraging our team members to adopt electric vehicles, car-share commuting, and team well-being allotments and composting, contributing to cleaner living environments.

By forming a path towards net zero, we're taking a proactive stance aimed at mitigating climate risk and improving the well-being of the communities we support.

SOCIAL IMPACT & INCLUSION

At the heart of Northern Healthcare's approach lies a deep commitment to people, both those we support and our team members:

Supporting Individuals: Delivering flexible, tailored care across pathways and specialities - enhancing recovery outcomes.

Well-being & Development: Team well-being is strengthened through funds, employee assistance programs, flexible work arrangements, and the pioneering Future Leaders Programme.

Equality in Action: Northern Healthcare champions transparency in pay, equal-opportunity hiring, and robust governance of inclusion practices, ensuring all demographics are represented.

Community Engagement: Collaborations with mental health charities like Mind, alongside volunteering and fundraising, nurture local support networks and build social investment.

Our social responsibility strategy aims to empower individuals, develop a resilient workforce, and strengthen communal bonds.

Referrals

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

STRONG GOVERNANCE & ACCOUNTABILITY

Robust transparency, ethical practices, and high compliance standards define Northern Healthcare's governance approach:

Board Oversight & Leadership Commitment: ESG progress is reviewed regularly at board level to ensure accountability.

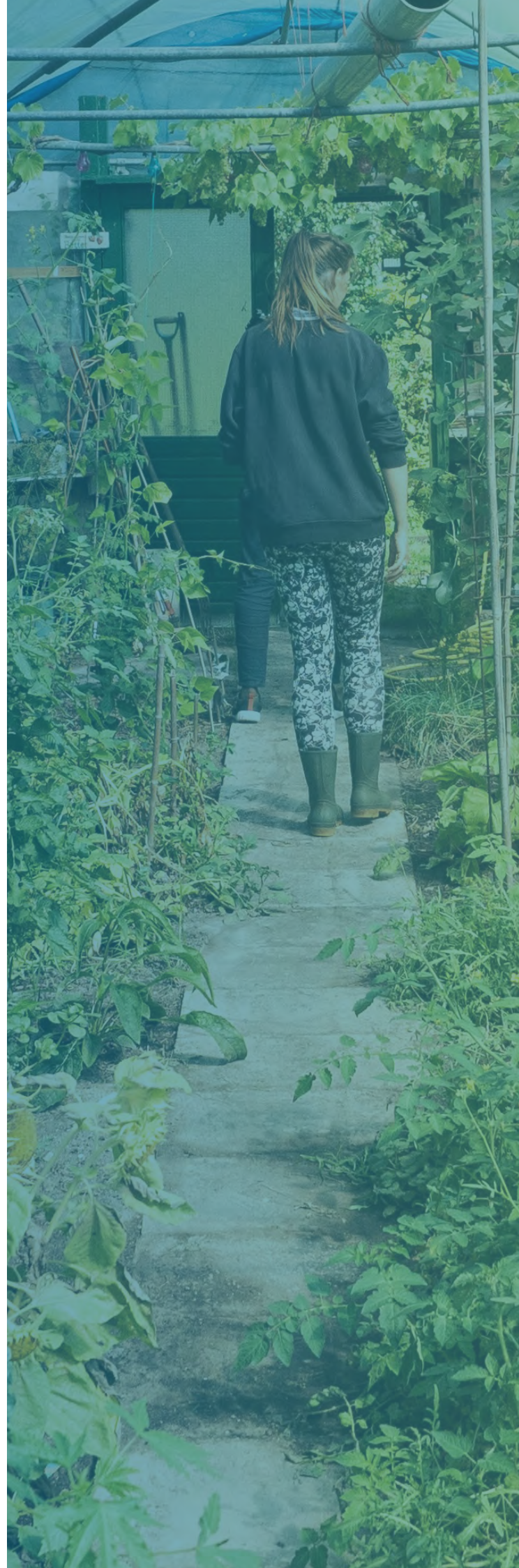
Cybersecurity Assurance: Northern Healthcare is Cyber Essentials certified, safeguarding data and institutional systems.

Risk & Ethics Management: Policies include anti-bribery, modern-slavery zero tolerance, human-rights compliance, and continual risk reporting with stakeholder engagement.

Clinical Governance Integration: Independent audits from mental health professionals, alongside clear feedback mechanisms, solidify compliance and quality assurance for our supported living services.

Northern Healthcare's ESG strategy is a values-driven roadmap designed to enhance outcomes, strengthen partnerships, and future-proof our supported living services. Our strategy outlines how we deliver support that is environmentally sustainable, socially impactful, and ethically governed.

*For more details, visit
our website:*



CELEBRATING OUR NORTHERN HEALTHCARE FUTURE LEADERS 2025.

Northern Healthcare proudly celebrates the graduation of 25 delegates from its flagship Future Leaders Programme - a comprehensive initiative aimed at developing confident, strategic leaders in service management and beyond. The ceremony included a reflective session where participants shared personal growth stories and received certificates from CEO Nicola Forshaw and Chief Operating Officer Dawn Cropper, marking a key milestone in their leadership journey.

The programme's impact is already being realised: 7 participants have secured promotions, while 5 others have stepped into 'acting-up' opportunities.

BUILDING LEADERS FROM WITHIN

Reflecting on the programme's success, Sarah Colling, People Director and founder of the Future Leaders Programme, said: "This programme was built on the belief that great leaders are grown from within. I'm incredibly proud of every delegate – their dedication, resilience, and willingness to step out of their comfort zones have been inspiring. This is just the beginning!"

Delegates engaged in immersive modules covering people management, operational leadership, finance, personal development, and strategic planning. Sessions were delivered by Northern Healthcare's senior leadership team and enriched by external facilitators, who shared their expertise and industry insights.

TRANSFORMATION BEYOND THE CLASSROOM

Nicola Forshaw, CEO of Northern Healthcare, added: "This programme is not just about learning – it's about transformation. We're incredibly proud of our graduates, many of whom are already taking on new responsibilities and leading with confidence. The Future Leaders Programme is a vital investment in our people, our culture, and our future."

The Future Leaders Programme, rooted in Northern Healthcare's PROUD values and succession planning strategy, develops confident, capable leaders who now drive service improvements, champion person-centred care, and develop a positive, empowering culture.

Congratulations to the Class of 2025 – Northern Healthcare's Future Leaders!



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