

INSIGHT

Commissioning

HEALTHCARE PROFESSIONALS
WORKING IN PARTNERSHIP

ISSUE 21 OCTOBER 2025



TOGETHER IN RECOVERY:
CELEBRATING PEOPLE,
PARTNERSHIPS & PROGRESS.

> INSPIRING STORIES OF
RECOVERY & COLLABORATION

> LAINGBUISSON AWARDS
FINALIST – SAXON HOUSE

WELCOME

As we reach the end of another busy and inspiring few months, I'm incredibly proud to reflect on the dedication, compassion, and collaboration that shine through every story in this edition of our bulletin.

This has been a season of achievement and connection across Northern Healthcare, from being named a finalist at the 2025 LaingBuisson Awards for our partnership with Bury Metropolitan Borough Council on Saxon House, to seeing so many examples of recovery-focused progress and community engagement across our services.

Every page of this bulletin reflects what makes Northern Healthcare special: people supporting people, working together to make recovery possible. Whether it's the people we support hosting fundraisers for causes close to their hearts, teams marking World Mental Health Day with open conversations, or individuals like Helena and Mark taking incredible steps towards independence, these moments show the true impact of person-centred care.

I'm also delighted to see how our partnerships continue to make a difference. The successful 18-month collaboration between Holland House and Lancashire County Council is a powerful example of what can be achieved when health and social care teams come together with a shared purpose. The outcomes, 41 individuals supported to move on from hospital, speak for themselves.

To our colleagues, commissioners, and partners, thank you. Your continued support, professionalism, and belief in what we do make these successes possible. And to the people we support, thank you for sharing your journeys with us and reminding us why our work matters.

As we look ahead to 2026, our focus remains clear: to build more partnerships, create more opportunities for recovery, and ensure that every person we support has the chance to live with confidence, purpose, and independence.

Thank you all for being part of that journey.

Nicola Forshaw
CEO

NHC News

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

NORTHERN HEALTHCARE NAMED FINALIST AT THE 2025 LAINGBUISSON AWARDS.

We're proud to announce that Northern Healthcare has been shortlisted as a finalist in the Public Private Partnership category at the 2025 LaingBuisson Awards, recognising our successful collaboration with Bury Metropolitan Borough Council on the development of Saxon House.

This nomination highlights the power of partnership in creating innovative, recovery-focused supported living that helps individuals move from hospital or 24/7 care into greater independence and community inclusion.

CELEBRATING COLLABORATION AND IMPACT

Being named a finalist reflects how effective public-private collaboration can deliver sustainable, cost-effective, and life-changing outcomes.

It showcases the shared commitment between local authorities and specialist providers to improve housing, recovery, and well-being for people with complex mental health needs.

"We are honoured and absolutely thrilled to be nominated as a finalist in the Public Private Partnership category at this year's LaingBuisson Awards.

This recognition reflects the outstanding dedication, collaboration, and hard work of the entire team.

Working alongside Bury Metropolitan Borough Council to bring Saxon House to life has been an incredible experience, and we're proud to see the positive difference it's making in people's lives." — **Nicola**

Forshaw, CEO, Northern Healthcare

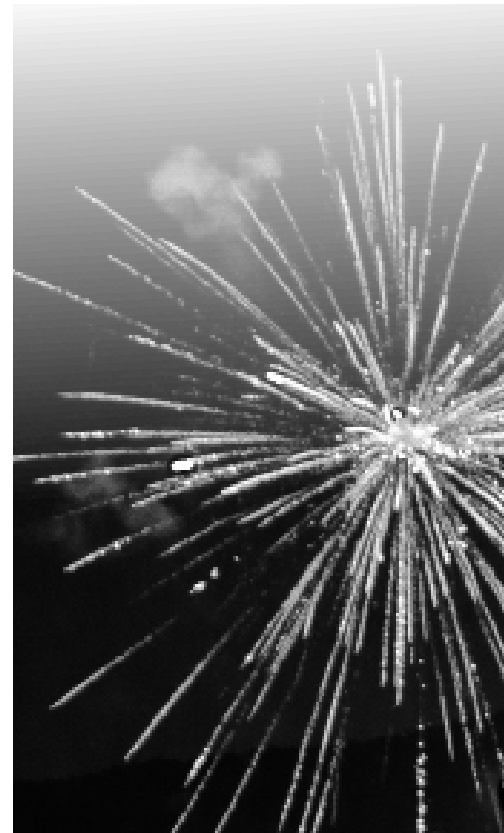
LOOKING AHEAD – BUILDING ON SUCCESS

This finalist recognition is not only an organisational milestone, but also a celebration of the people and partnerships that make recovery possible.

At Saxon House, the people we support are gaining independence, rebuilding confidence, and reconnecting with their communities, tangible proof of the impact of this collaborative model.

We're excited to continue expanding recovery-focused supported living across the UK, working with local partners to ensure more people can step confidently into the next stage of their recovery journey.

Winners will be announced at the LaingBuisson Awards Ceremony on Thursday, 20th November 2025.



HOLLAND HOUSE AND LANCASHIRE COUNTY COUNCIL CELEBRATE STEP DOWN SUCCESS.

A successful 18-month partnership between Holland House and Lancashire County Council has supported 41 individuals to move on from hospital and into the community.

Over 18 months, Holland House and Lancashire County Council have worked in close partnership to deliver a highly successful Step Down and Crisis Support programme, designed to reduce hospital admissions and support people moving from long-term mental health care into the community.

The initiative provided six temporary supported living placements for individuals referred by Lancashire County Council, offering up to twelve weeks of tailored support to promote stability, recovery, and independence.

As part of this integrated model, the Holland House team supported individuals to secure suitable long-term accommodation, develop essential life skills, and confidently manage their recovery journey, all while providing 24/7 background support and a minimum of eight hours per week of dedicated one-to-one support.

"As well as the emotional and mental health support that individuals often need following a long-term stay in an inpatient setting, there are lots of practical support elements that we often take for granted. The goal is always to safely return to independent living, our team at Holland House provide individuals with safe spaces, the support and the time to do so." —

Amanda Hartley, Service Manager, Holland House

DELIVERING REAL OUTCOMES

The collaboration is a testament to the success of the person-centred, flexible approach developed through this partnership.

"Through our collective hard work, dedication, and unwavering commitment, we have supported 41 individuals to move on from Holland House, each with their own story and journey. The outcomes speak for themselves: the majority have moved on to supported tenancies, housing association placements, or returned to family and friends, with only a very small number requiring commissioned support or settings."

- Emma Burt, Mental Health Social Care Lead

Emma went on to highlight the collaborative spirit behind the project's success:

"What truly made this project a success was the way we worked together. The excellent working relationships, mutual respect, and camaraderie shown week in, week out, have been nothing short of inspiring."

Referrals

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

She added: "It has been a privilege to work alongside such a dedicated and compassionate team. I am proud of what we have achieved together and confident that the learning and relationships built through this project will continue to benefit our service users and our wider work."

COLLABORATION THAT CREATES CHANGE

The success of the programme has had a lasting impact across services, influencing future housing and mental health support models across Lancashire and South Cumbria.

"A project such as this only works when you have leaders managing things firmly and efficiently, sharing the vision across teams and who pull together across different organisations to make it work." - **Clare Davies, LSCFT Associate Director of Operations & LCC Integrated Discharge Lead**

Clare also recognised the leadership and commitment that underpinned the programme's success: "Amanda, without you I really don't think we would have had the same successes. Your hard work, focus (and humour) has helped us all through this challenge."

She continued: "The team at Holland House who have been supporting people to move on and get into longer term housing has really impacted on the residents we serve and I'm so grateful for this."

Reflecting on the wider system learning, Clare noted: "We have learnt so much from this adventure and it's helping us to shape how we need to support people with mental health needs into housing, define our step down models, helped us create a homeless SOP within LSCFT and has given us the data and knowledge to move forward in our request for a joint housing strategy with system partners."

"We often don't say thank you or recognise the work that goes into these schemes, so I wanted to make sure this was shared. THANK YOU!"

A LEGACY OF PARTNERSHIP AND PROGRESS

As the collaboration comes to a close, both organisations reflect proudly on what has been achieved: a model that demonstrates the power of partnership, communication, and shared purpose in delivering better outcomes for people with complex mental health needs.

The learning, relationships, and success stories from Holland House will continue to shape how integrated mental health and housing support is delivered across the region, leaving a legacy that will benefit individuals, teams, and services for years to come.

HOME LIFE HIGHLIGHTS: CONNECTION, COMMUNITY AND RECOVERY IN ACTION.

Over the past few months, our teams and the people we support have been busy across Northern Healthcare, coming together to celebrate awareness days, support national campaigns, and take part in creative, community-focused activities.

From heartfelt fundraising and empowering events to learning new skills and exploring work and volunteering opportunities, these moments capture the spirit of Northern Healthcare, connection, recovery, and collaboration in action.

WORLD MENTAL HEALTH DAY

Our services marked World Mental Health Day with a series of Tea & Talk events, creating safe, welcoming spaces to share conversations about mental health over coffee, cake, and plenty of biscuits.

Using resources from the Mental Health Foundation, teams encouraged open, supportive dialogue and reminded everyone that taking time to talk can make a real difference.

At Milnshaw House, the team also proudly took part in Lancashire Mind's Wear It Blue Day, standing together to raise awareness and show solidarity for mental health in their local community!

JAMIE'S MINISTRY OF FOOD

At Radcliffe Lodge, Aidan, one of the people we support, joined Jamie's Ministry of Food UK, an exciting 8-week, hands-on cookery course designed to help people build skills and confidence in the kitchen.

Aidan created what he proudly called "the best pizza", bringing it home to enjoy for tea! He shared how much he enjoyed the experience, meeting new people, learning new recipes, and taking pride in what he'd made himself.

We're so proud of Aidan for embracing new opportunities with such enthusiasm.

AUTISM AWARENESS – AUTISTICON 2025

Michael, one of the people we support, took centre stage this year as host of Autisticon at Nexus, a free annual event that celebrates and educates about autism through talks, performances, and art by autistic people.

Joined by Service Manager Joanne and Support Worker Claire, Michael delivered an inspiring talk about his experiences at Radcliffe Lodge, sharing his achievements and praising the incredible support from his team.

Michael was proudly featured in the event programme: "Michael is an autistic Leeds resident who is a member and volunteer at Leeds Autism Services. He also visits businesses, schools and public services to share his experiences as an autistic person and to promote equal rights and inclusion for autistic people as well as working as an accessibility consultant for Community Integrated care."

We're honoured to see Michael thriving and leading the way in raising autism awareness.

MACMILLAN COFFEE MORNING

In September, our teams across services and at Central Office once again came together to support Macmillan Cancer Support, raising over £600 through coffee mornings, cake sales, and donations.

The annual Macmillan Coffee Morning is a much-loved tradition across Northern Healthcare and every year, our colleagues and the people we support show their generosity and community spirit through homemade bakes, brews, and big-hearted giving.

Every penny raised goes directly to Macmillan to help fund vital services for people affected by cancer and their families.

ENGAGING WITH THE LOCAL COMMUNITY

Across our services, volunteering and employment opportunities continue to play an important role in helping the people we support develop purpose, structure, and community connection.

At Mary Seacole House, one of the people we support continues to volunteer with St John Ambulance, contributing to the patient transport service, a role that demonstrates his reliability, commitment, and growing confidence.

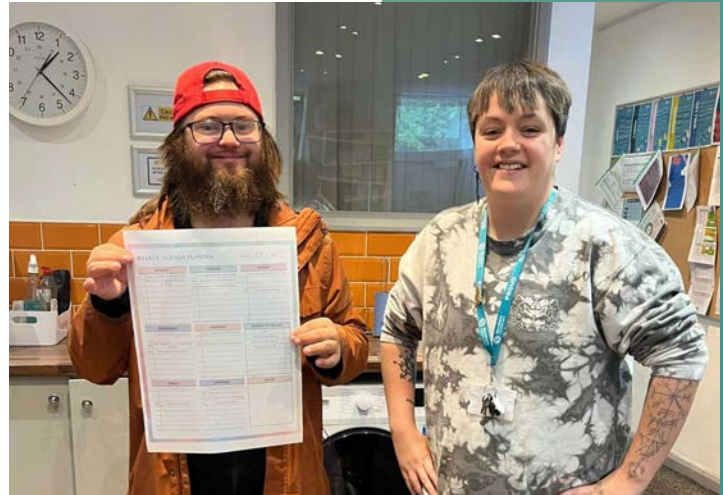
Another individual, who recently moved into Mary Seacole House on a step-down placement, is working several days a week in a dental clinic alongside a family member. This opportunity is helping him to build transferable skills, confidence, and a stronger sense of independence.

At Grainger House, a person we support has made impressive strides toward employment and greater independence. With staff support, he recently completed and distributed his CV, personally visiting local stores to introduce himself and seek opportunities. His initiative has already led to a new work experience placement with a local tool shop, a significant achievement that reflects his motivation and progress.

This success highlights their determination, confidence, and the positive impact of the practical, strengths-based support provided by the team at Grainger House.

Our services host regular community drop-in sessions focused on work, volunteering, and education opportunities. Informative displays and posters encourage participation and help individuals explore interests and connect meaningfully with their community.

Across all services, we remain committed to supporting meaningful recovery through opportunity, inclusion, and engagement empowering each person to take confident steps toward independence and a fulfilling life.



STEPS OF STRENGTH: LEANNE'S INSPIRING JOURNEY FOR EDEN VALLEY HOSPICE.

At Kirk House, we are proud to celebrate the incredible journey of Leanne, one of the amazing people we support, whose determination and kindness have touched us all. Over the past year, Leanne has dedicated herself to raising funds for Eden Valley Hospice, a cause close to her heart in memory of her late husband, and in gratitude for the exceptional care they both received.

A YEAR OF FUNDRAISING

In April, Leanne hosted a bake sale at Kirk House, raising £153 for the hospice. The event brought together staff, people we support, and visitors, who were all eager to support her cause and enjoy her baking efforts. Building on this success, and with encouragement from staff, she began taking daily walks to boost her mood, improve her fitness, and focus her energy. What started as short strolls around the neighbourhood soon developed into a bigger routine, helping her grow in strength and confidence week by week.

By August, Leanne set herself an incredible new challenge: a half-marathon walk. She committed to walking 13.1 miles, something that just a few months earlier she never thought possible. Supported by staff and cheered on by fellow people we support, she trained daily, turning each step into a milestone of strength, healing, and positivity.

When the big day arrived in September, Leanne achieved her goal with courage and determination, completing the full half-marathon distance and raising £135 for the hospice.

PERSONAL GOALS

Throughout this journey, Leanne set herself clear personal goals:

- ✓ To become fitter and develop a more positive outlook.
- ✓ To give back to the hospice in honour of the care given to her late husband.
- ✓ To make her husband, her family, and herself proud.
- ✓ To keep pushing herself so she can continue supporting a cause that means so much to her.

WORDS FROM THE TEAM

The team at Kirk House have been inspired by Leanne every step of the way:

Daniel Nelson, Support Worker - "Leanne has impressed everyone with her kindness and determination to raise money for a good cause. She is an inspiration to us all and I am so proud of her."

Bruce Maclaren, Service Manager - "Leanne is an inspiration to everyone, from the staff team to the people we support. Not only is it inspiring, but truly amazing to see how far Leanne has come since being at Northern Healthcare. I am immensely proud of what she has achieved and what she will achieve moving forward."

WHAT'S NEXT

Leanne is already planning her next fundraising challenge for a sponsored bike ride. With her focus, determination, and the support of her team, we know she'll continue to achieve amazing things.



FROM SELF-DOUBT TO INDEPENDENCE: MARK'S INSPIRING JOURNEY.

Mark joined Amy Johnson House in January 2021, referred by his local authority, Hull City Council. At the time, he presented with a complex history and several diagnoses, including Reactive Attachment Disorder (RAD), Attention Deficit Hyperactivity Disorder (ADHD), and associated Depression and Anxiety.

When Mark first arrived, he found social interactions and trust challenging. He often felt awkward, uncertain about his future, and lacked confidence. Mark genuinely believed he would never be able to secure paid employment or live independently.

SUPPORT AND PROGRESS

From the outset, the team at Amy Johnson House worked closely with Mark to develop a tailored Care and Support Plan focused on stability, confidence-building, and gradual community engagement.

Initially quiet and hesitant, Mark slowly began to open up, forming positive relationships with both staff and peers. Over time, he became one of the most sociable people in the service, known for his sharp wit, sense of humour, and ability to lift everyone's spirits.

With structured, consistent support from our Support Workers, Team Leaders, and the Service Manager, Mark built trust and developed a strong sense of belonging. His confidence grew significantly, and he began to take an active role in shaping his recovery journey.

Together with the team, Mark identified several personal goals to help him build independence and self-esteem:

- ✓ Develop confidence to access the community independently.
- ✓ Obtain and sustain meaningful paid employment.
- ✓ Build the skills and stability needed to live independently.
- ✓ Work towards becoming financially independent and managing debts.

Mark volunteered at the local Scope charity shop, which gave him valuable retail experience and a sense of purpose. He later built on this by securing employment at Iceland's Food Warehouse, a goal he once thought impossible.

Alongside his work achievements, Mark also continued to engage socially and develop his personal interests. He enjoys gaming and is a huge Formula 1 fan - even attending Silverstone. A lifelong fan of The Beatles, Mark also took part in a memorable Beatles trip to Liverpool, which became one of his highlights during his time at Amy Johnson House.

LOOKING AHEAD

Since leaving the service, Mark has moved to Leicester, where he now lives with his partner, an incredible step towards independent living. He continues to build on the confidence and life skills he developed during his time at Amy Johnson House.

The team are immensely proud of Mark's progress and transformation. His journey is a testament to the power of compassionate, person-centred support and the belief that, with the right help, people can achieve lasting independence and fulfil their potential.

**Explore more stories
of recovery and
empowerment:**



ADAMSON HOUSE FUNDRAISES FOR ANDY'S MAN CLUB.

On 4th September, Adamson House held a fantastic fundraiser in support of Andy's Man Club, a men's mental health charity working to prevent suicide and create safe spaces for men to talk. The event brought together staff and the people we support for a day that mixed teamwork, fun, and some truly memorable challenges.

The fundraiser was a real team effort. Everyone joined in to decorate the service with a colourful balloon arch, organise tombolas and raffles, and bake cakes and cookies for a bustling cake stall. On the morning of the event, staff and the people we support came together to set up a welcoming buffet space and ensure everything ran smoothly.

Darren, Support Worker - "From decorating to preparing food and running the activities, everyone got stuck in as a team. The people we support also got involved with Michaela taking part in a sponsored silence; she did amazing and lasted for 5 hours. I personally was so proud of everyone for taking part and just making the day more memorable for the people we support and for also raising awareness for the Andy's Man Club."

THE CHALLENGES BEGIN

The day kicked off with Mandi braving three ice bucket challenges, a brilliant (if chilly!) start that had everyone cheering. Next, Neil and Laura faced the Bush Tucker Trial, testing their nerves more than their tastebuds, encouraged by laughter and applause from staff and the people we support.

Michaela, Person We Support - "It was a very fun day, I took part by doing a sponsored silence, and I had people donating. It was great to see people have fun and all to raise money for an important cause. I am very happy I won a £25 Amazon voucher and a teddy bear. I am very proud of Mandi, Neil and Laura for completing their challenges."

Later, a lively quiz brought out some friendly competition, Neil just edged the win by a single point, while the tombola proved a hit, with prizes shared between staff and the people we support.



Steven, Person We Support: "I want to say a big thank you to all the staff who have organised this event and also for a great day, it had eased my anxieties and took my mind off things. It was great to see Mandi, Laura and Neil completing these challenges, and it was all for an important cause. Winning the chocolate bouquet was a bonus, I am going to share this with Adamson House, all the staff have been incredible."

REFLECTIONS AND IMPACT

By the end of the day, Adamson House had raised an incredible £450 for Andy's Man Club. Even more importantly, the event sparked conversations about men's mental health and brought everyone closer together.

Laura, Team Leader - "I would like to thank all the staff for the hard work and dedication that went into prepping for this event. I would also like to thank everyone who attended and donated to this cause. The day was such a great day, seeing everyone coming together was amazing to see, I am very proud of my colleagues, Neil and Mandi who also took on a challenge."

I can't stress enough how important it is for men to speak on their mental health. My passion is to make awareness of this and to say that it is okay for a man to talk about how they are feeling, seeing how most of the people we support, staff, and attendees were and are majority men. The Adamson House team and the people we support had a fantastic day, and I am proud of each and every single one of them."

LOOKING AHEAD

The Adamson House team is already planning their next steps, including an obstacle course and a golf tournament to continue supporting this vital cause. The success of the fundraiser showed the true strength of the Adamson House community and the power of coming together to make a difference.



A JOURNEY OF CONFIDENCE: HELENA'S MILESTONE TRIP TO TENERIFE.

Helena recently achieved a lifelong dream with her first holiday abroad without her parents to Tenerife a remarkable milestone made possible through careful planning, teamwork, and her growing confidence.

At Amy Johnson House, we're proud to celebrate a major milestone for Helena, one of the amazing people we support, who recently achieved a long-held dream travelling to Tenerife.

This trip wasn't just a holiday; it was a remarkable personal achievement and a huge step forward in Helena's journey toward independence. Travelling overseas for the first time, supported by staff from Amy Johnson House, took careful planning, teamwork, and plenty of courage and the outcome was incredible.

BUILDING CONFIDENCE

When Helena first moved to Amy Johnson House, she experienced significant anxiety and lacked confidence in managing daily life. Through consistent support, reassurance, and tailored interventions, she gradually developed essential life skills and coping strategies that enabled her to stay well and avoid hospital admission.

This steady progress paved the way for Helena to take on the exciting challenge of travelling abroad.

THE PLANNING PROCESS

Planning Helena's trip took over a year and required thoughtful coordination. The team held a series of meetings and completed detailed risk assessments ensuring that every detail was considered to make the trip safe and enjoyable for everyone involved.

Michelle Grainger, Service Manager, Amy Johnson

House - "We wanted to make sure Helena could experience this milestone safely and confidently. The whole team came together to plan every step, from travel arrangements and accommodation to building Helena's confidence for being away from home."

GOALS ACHIEVED

One of Helena's biggest personal goals for the trip was to have her own room, something she once felt she couldn't manage. Spending that time independently, while knowing staff were nearby if needed, gave her a tremendous sense of pride and accomplishment.

It was a defining moment of self-belief and freedom, a genuine step toward independence.



TRIP HIGHLIGHTS

Helena's favourite memories include visiting Siam Park and snorkelling in the beautiful waters of Tenerife. She returned home full of stories, confidence, and gratitude.

After the trip, she surprised the team with a heartfelt thank-you card that read: "Thank you to Rosie and Becky for going with me on holiday, thank you to Michelle for working hard to make it possible, and to the rest of the staff for helping me prepare. You made my dream come true!" - **Helena**

Her parents, Ian and Anne Wilkinson, also shared their appreciation - "We were very grateful that Helena was able to enjoy her time away on holiday recently with her carers from Amy Johnson House. We appreciate the amount of effort that went into planning the trip and the care that was taken to ensure Helena was able to be relaxed in the run up to and during the actual holiday.

Please pass on our thanks to all concerned, including the support teams involved in the early stages of planning, for their determination for the trip to go ahead."

THE IMPACT

The trip was transformative, not only for Helena, but for the whole Amy Johnson House team. Seeing Helena achieve this milestone reinforced the importance of collaborative, person-centred support and the difference it makes when people are encouraged to believe in themselves.

Michelle Grainger - "This was a huge step for Helena, and for all of us. It shows what can be achieved when we plan carefully, believe in the people we support, and work together as a team."

LOOKING AHEAD

Inspired by her success, Helena is already planning her next goal, a holiday to Turkey next year.

Everyone at Amy Johnson House and across Northern Healthcare is incredibly proud of Helena's growth, determination, and courage. Her journey is a reminder that, with the right support and belief, dreams really can become reality!



VOICES OF APPRECIATION: FEEDBACK FROM OUR COMMUNITY.

We're proud to receive regular feedback from the people we support, their families, and our professional partners. These reflections highlight the dedication, compassion, and teamwork that define Northern Healthcare, from creating welcoming environments to delivering person-centred care that truly makes a difference.

"I would like to mention Radcliffe Lodge where I am currently living, I have only been there 10 days and want to say that the service is amazing, and it has the most amazing staff who have made me feel welcome into the service."

Person We Support, Radcliffe Lodge

"I want to congratulate yourself and your staff for continuously helping and assisting individuals on their road to recovery. All the staff at Milnshaw House have a good understanding of their residents, always show empathy and support these individuals through their tough times. It is a very challenging job that requires ongoing effort and commitment. I would like to show my appreciation for the continuous good work you guys doing on the ground level to help people to change their lives for the better. Well done and long may it continue."

External Professional, Milnshaw House

"I would like to thank you for the hugely warm welcome earlier today. It was a real privilege to work with yourself and your fabulous team and residents. I was extremely impressed by the way your team interacted with the training and I thoroughly enjoyed being part of the professional discussions that took place. It was clear from the time I spent at Moss Lodge that staff treat residents with compassion and care. It is a lovely homely atmosphere that has been created and it was refreshing to see. Please pass on my sincere and heartfelt thanks to all the team and residents."

External Professional, Moss Lodge

"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



POSITIVE



RESPECTFUL



OPEN & HONEST



UNDERSTANDING



DEDICATED

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