

# INSIGHT

## *Commissioning*

HEALTHCARE PROFESSIONALS  
WORKING IN PARTNERSHIP

ISSUE 8 AUGUST 2023



> **NORTHERN HEALTHCARE  
PATHWAYS**

> **LIVING BY OUR VALUES**



## WELCOME

Dear Colleagues,

I am delighted to share our August issue of Insight Commissioning which hopefully gives you a flavour of some of the exciting things that have been taking place across Northern Healthcare.

This year represents 10 years since Northern Healthcare launched. Although I only joined the business in 2019, I was reflecting on the organisation's history from 2013 to where it is today. The organisation started with the aim of improving outcomes for individuals with severe and enduring mental illness by providing specialist support combined with high-quality accommodation. We know from research that housing issues can have a direct impact on mental health, this can be for a number of reasons:

- Lack of suitable accommodation can delay somebody moving out hospital into the community
- Uncertainty around accommodation can cause increased stress and anxiety
- Affordability of accommodation can prevent someone from living independently
- Shortage of properties on the private rental market
- Not being able to provide necessary references to secure accommodation
- Not having the confidence to manage accommodation costs and budget all other associated costs

NHC has worked hard since 2013 to first create and refine a robust model of support. This model focuses on achieving individualised outcomes for people with an aim of increasing independence and confidence living in a community setting. Knowing the challenges associated with accessing accommodation, we have built a network of housing and developer partners to increase our provision nationally so more people can access support. Starting in 2013 with a small scheme in Cumbria to now providing support across 16 schemes in The Midlands and the North of England. We have had the privilege of supporting over 600 people throughout this period and continue to assess and meet new people every day who would like to live in a supported living setting as part of their recovery journey. It has been incredible to see the true power of social care combined with social housing and the impact this has had on people we have supported and people we continue to support.

In August we launched our new supported living scheme in Chester in collaboration with Cheshire West and Chester Council and the Cheshire and Merseyside ICB. We are thrilled that this scheme is now live, it is a fantastic building with excellent accommodation, lots of external space, easy access to local shops and close to the centre of Chester.

September is going to be another busy month for NHC as we work towards the launch of another new scheme in Solihull, Olton Grange. Our new team members have been undertaking training and spending time at other NHC schemes so they are ready to start supporting people moving into Olton Grange in September.

We will look forward to sharing more updates with you later in the year.

All the best,

**Ashley Mancey-Johnson**  
CEO



### NHC News

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

## SUPPORTING MARCH FOR MEN.

Northern Healthcare staff and residents from Glen Garth House and Tenby House, our supported living services in Cumbria, participated in March for Men this August.

March for Men helps fund lifesaving research into better tests and treatments to help the next generation of men beat prostate cancer.

After walking 5km, staff and residents received medals, certificates and celebrated with a buffet.

## OPEN FOR REFERRALS.

Northern Healthcare is excited to welcome referrals to our brand new 24/7 supported living service in the West Midlands, Olton Grange.

Our Solihull-based supported living service will support people living with mental health diagnosis, autism and/or learning disabilities.

The service is currently accepting clinical referrals from health and social care professionals.





# NORTHERN HEALTHCARE PATHWAYS.

*"We really pride ourselves in taking the time to get to know our residents; to identify their needs, to learn about their abilities and aspirations, and to recognise what makes them unique."*

The main aim of the Northern Healthcare Pathway is to ensure consistency across our services by delivering a high-quality service to our residents.

Our pathway will;

- Promote collaborative working between residents and staff
- Be recovery focused, supporting all residents to reach their individual (or optimal) potential
- Ensure effective communication takes place between staff and health professionals
- Provide clear markers of improvement for residents
- Produce outcome measures to demonstrate clinical effectiveness

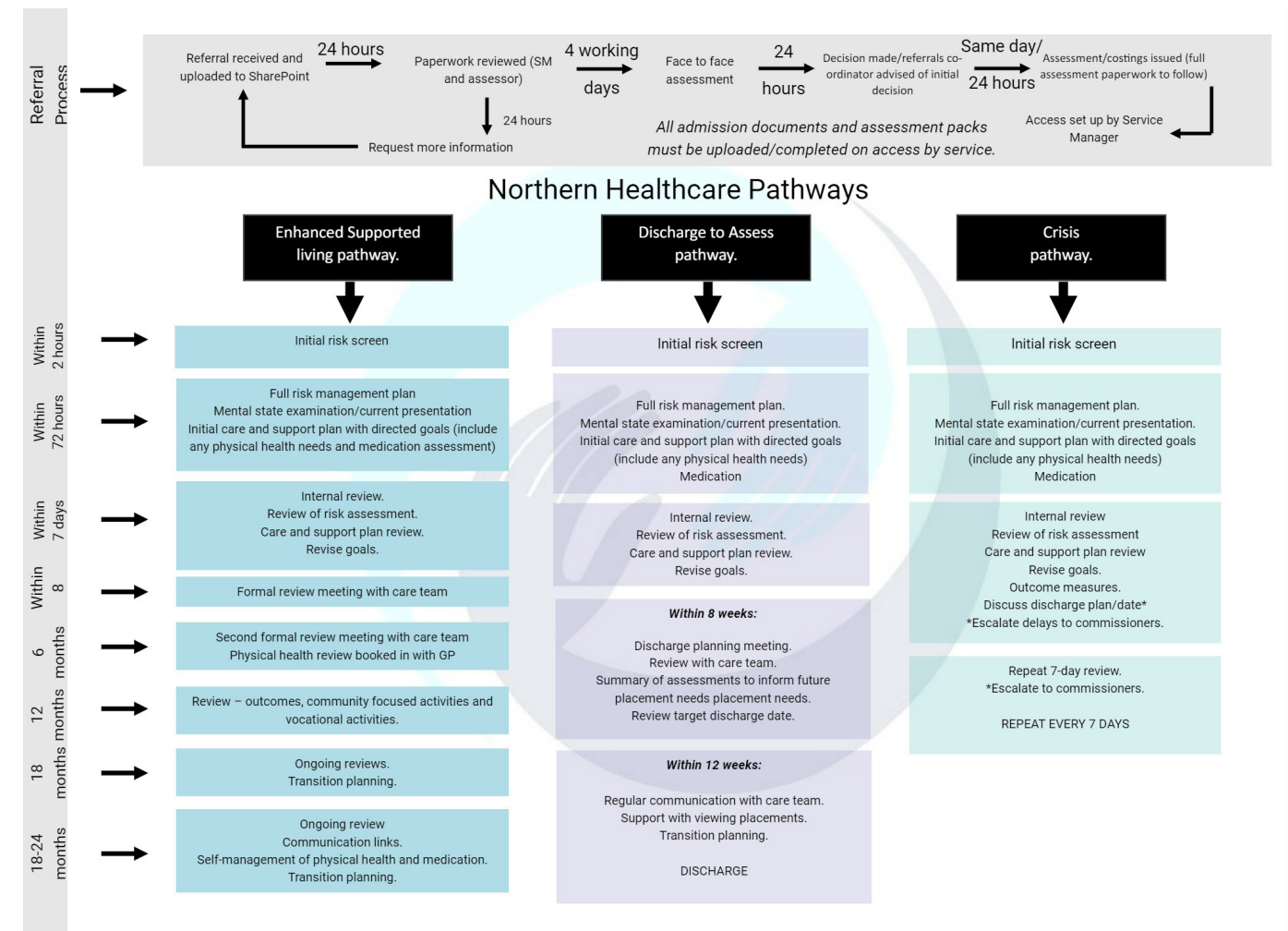
There are three pathways that Northern Healthcare currently offer across our sites; The Enhanced Supported Living Pathway, The Discharge to Assess Pathway and The Crisis Pathway.

## The Referral and Assessment Process

A member of the Northern Healthcare team respond to a referral within 24 hours. An up-to-date copy of the individual's risk assessment, most recent Care and Support Assessment, and other supporting assessments and documentation will be requested to support an initial desktop review.

If deemed appropriate a face-to-face assessment will be undertaken within 4 working days by a member of the Northern Healthcare team. The assessment focuses on meeting the person, understanding their needs and wishes for the future, meeting any members of their current professional team, family members, and receiving relevant historical information. All of this helps build a picture of the required level of support and the type of accommodation they would prefer to live in.

A decision will be made within 7 days from receiving the original referral. Verbal feedback will be offered and followed up by written feedback in the assessment pack. This will be completed by the NHC assessing team and will include a formulation of support needs, hours and attached costs.



**We are accepting referrals!**  
Please email [referrals@northernhealthcare.org.uk](mailto:referrals@northernhealthcare.org.uk) for more information

Support is something we all need from time to time, our team members recognise the power a helping hand can provide – they can truly change lives.

As we grow as a team we will bring more laughter, empathy and happiness to people's lives; to do this we must nurture our culture and values to empower our teams and keep our philosophy, 'Putting people first, changing lives' at the heart of every decision we make.

In 2021, we were delighted to launch our new Northern Healthcare values. Our culture and values were formed from our team and resident feedback and our collective vision for the future of our team.

We are proud of our team members and we want our team to be proud of the difference they make. Our culture and values are embedded into our hiring and supervision processes and we celebrate our team members each day for living by Northern Healthcare's values!

*"I would just like to say a huge thank you to all the staff at Kirk House. Through the tough times and the good times, everyone has always pulled together. We as a family really appreciate everything you have done."*

**FAMILY OF RESIDENT, KIRK HOUSE**

## Our PROUD values:

**Positive** – Positivity helps our residents and team members overcome the challenges they face. We find solutions together, lift each other up, laugh together and look for the good in any situation, even when it may be difficult.

**Respectful** – We are fair, respect others, embrace diversity, work collaboratively, and recognise achievement.

**Open & Honest** – We're honest, transparent and committed to doing what's best for our residents and each other.

**Understanding** – We believe every person's experiences are unique to them – we can never truly walk in another person's shoes, but we can try our best to understand their journey and support them along the way.

**Dedicated** – We are dedicated to promoting positive mental health recovery and we go above and beyond to honour our commitments.

*"You are clearly passionate about doing the best for the person and defending their rights. It was clear that your approach has been well considered and crucial to improving their quality of life."*

**EXTERNAL PROFESSIONAL, MERCHANTS**

Northern Healthcare is excited to welcome everyone to our brand new 24/7 supported living service in Chester, Tarvin Court.

Our Chester-based supported living service officially opened its doors this month and will support people living with mental health diagnosis, autism and/or learning disabilities.

We caught up with Mark Breden, our Service Manager at Tarvin Court, to find out what he is most excited to see and do within the new service.



## What are you most excited to see within the service?

*"Chester is a new service, new staff and new people to support, I'm most excited to see the service develop and the positive influence the service will have on the people we support. Empowering people to achieve success and increased independence is something that really excites me and seeing the smiles on people's faces makes it all worthwhile."*

## How will the service engage with the local community?

*"My plan will be for the team to create an extensive library of the resources that are available to the residents to access in the community, including educational/training courses, volunteer placements, social events, places to visit, walking routes, support groups, leisure facilities, sports clubs etc. Anything that will help the residents feel at home in the community and for the local community to feel part of the service too is really important."*

Located in a residential area close to the centre of Chester, residents will have a plethora of local attractions and activities to choose from. Whether that be a trip to Chester Zoo, a wander around Chester Cathedral or a visit to the historical town centre.

*"Exceptional care starts with valuing and recognising your team."*

**Mark Breden, Service Manager**







POSITIVE



RESPECTFUL



OPEN & HONEST



UNDERSTANDING



DEDICATED

Call us on: 0161 974 7210 | Email us at: [contact@northernhealthcare.org.uk](mailto:contact@northernhealthcare.org.uk)

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