

INSIGHT

Commissioning

HEALTHCARE PROFESSIONALS
WORKING IN PARTNERSHIP

ISSUE 10 DEC 2023

> **INTRODUCING OUR EXPERT
BY EXPERIENCE ROLE**

> **ALEX'S RECOVERY JOURNEY
AT MARY SEACOLE HOUSE**

WELCOME

Welcome to the December edition of 'Insight', the Commissioning Bulletin from Northern Healthcare.

In this edition, we share resident Alex's heartwarming story. Alex joined Mary Seacole House on a crisis placement. With support from the team, he felt confident transitioning to his own flat in just two weeks. His story is a true testament to the vital work our teams do, highlighting the positive outcomes that can be achieved when an individual has the time they need alongside dedicated support.


We showcase just some of the wonderful activities from our services over the festive period, whilst also reflecting on how our services support residents and team members through the difficult emotions and pressures that Christmas can present for some people.

We also introduce our 'Experts by Experience', who will all play a vital role within Northern Healthcare as we head into 2024. We look forward to sharing more details of their role and the difference they make!

Thank you for making this year a little brighter for us by working alongside our teams to support our residents in 2023.

With your continued support and partnership, we can change more people's lives in 2024.

I hope you find this month's bulletin interesting; we will use these updates to continue to let you know what is happening across Northern Healthcare and to share important news from our services.



Ashley Mancey-Johnson
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.

ALEX'S STORY.

In October 2023, Alex joined Mary Seacole House on a crisis pathway following a referral from the Home-Based Treatment Team in Bolton. Alex has a diagnosis of Adjustment Disorder and expressed that he felt low in mood and agitated after a hospital admission following a crisis episode.

With our team members' dedicated support, Alex was only at Mary Seacole for two weeks before feeling ready to take the next steps on his recovery journey.

Sara Foster, Service Manager, explains how the team supported Alex with his recovery: "One of our wonderful Support Workers, Julia, watched films with Alex on her night shifts when he couldn't sleep. He told staff how much she helped him, and he named her 'my film buddy'.

Another of our dedicated Support Workers, Joanne, supported Alex at length with his housing situation. Alex had nowhere to move to from Mary Seacole House. Joanne helped him apply for social housing and found him a flat to move into independently. Joanne also organised a food parcel for him to take to his new accommodation. Alex expressed that Joanne took the time to listen and support him when he felt no others had done so before.

Alex was overwhelmed with the support he received at Mary Seacole and said each day how amazing he thought the team were. He even handmade a leaving present for the team with some items from our craft cupboard and a PROUD card. His writing reads, *'Mary Seacole staff – Thank you for restoring hope and belief inside of me and going ABOVE and BEYOND. You've done me proud. I got this.'* This is now displayed proudly at our entrance.

The experience Alex had at Mary Seacole House made a significant positive impact on his future and the progression of his recovery. An incredible example of just some of the work we do here.

Recently, Alex called the team at Mary Seacole House to update them on his progress, he is now building positive relationships with his children, and has been offered his job back as a scaffolder by his former employer once he's ready to return to work. He has done amazingly well, and we are all incredibly proud of his progress."

Names have been changed to protect confidentiality.



WALKING IN A WINTER WONDERLAND.

From sing-alongs to handmade decorations to Christmas carveries and parties, at this time of year, our services are bustling with activities! Here are just a few of the ways our residents are celebrating this festive season:

Christmas Card Competition

Christmas creativity was at an all-time high as residents from across our services participated in the Northern Healthcare Christmas Card Competition!

Alan from Helena's House was crowned our winner with judges complimenting his artistic talent and incorporation of the Northern Healthcare values. The winning card was distributed to all residents and team members.

Alan was extremely proud to be our winner and asked for extra copies to share with his family!

Supporting our community

Throughout December, the team and residents at Merchants House created a Christmas Hamper filled with food and drink to donate to the Bradford Curry Project.

Bradford Curry Project is a multi-faith, multi-cultural charity where all volunteers work together to serve those in need. The aim of the organisation is to provide free meals to underprivileged people in Bradford. The team delivered the hamper on the 22nd of December.

Christmas outings

Residents at Radcliffe Lodge in Pudsey, took a trip to the York Christmas markets, whilst Milnshaw House attended their local light switch-on at Dyke Nook Gardens and residents at Montgomery House in Radcliffe had a festive day of Christmas shopping at Cheshire Oaks.

All the trimmings

For those with a sweet tooth, Kirk House baked some festive chocolate crispy cakes whilst many services engaged in baking, building and decorating gingerbread houses!

For those on the savoury side Glen Garth House made some delicious mince pies and many of our residents have been enjoying local festive feasts.

Christmas creativity

As well as our Christmas Card Competition, residents have been engaging in wreath making and spreading Christmas cheer by painting baubles and handmaking salt dough decorations for their services. In preparation for the big day, Glen Garth House has also made festive centre pieces - a great idea!

"For many people, Christmas is a time of joy and festivity. At Milnshaw House we have created an environment where residents, their family members and staff can come together to enjoy decorations, music, and food.

Staff at Milnshaw House aim to create an atmosphere full of warmth and happiness where our residents share their stories, memories, and open gifts. Milnshaw House has a strong sense of community, this is only strengthened over the festive period as everyone comes together to celebrate this special day. It is a time for reflection, gratitude, and appreciation for all.

As a team, we know that there are a number of reasons why some of the residents we support may find Christmas a difficult time. We understand that Christmas may bring up unwelcome feelings or memories. We are dedicated to ensuring that residents feel safe, included, and supported throughout this time.

Our team are here to provide emotional support, offer a kind and listening ear, and foster a warm and inclusive atmosphere where residents feel supported and cared for during this time. We aim to ensure that our residents have access to a wide range of activities and religious and cultural celebrations to ensure that staff are supporting residents to uphold their traditions."

Katie Nazurally, Team Leader at Milnshaw House



Home Life

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



THE POWER OF LIVED EXPERIENCE.

We are delighted to share that we are currently onboarding three 'Experts by Experience'.

Our 'Experts by Experience' will help audit our services, feedback on the development of new services, assist in the recruitment and onboarding of new team members, have input into the training of our teams, and act as advocates for our residents.

Each of our 'Experts by Experience' has personal experience of services for people who have mental health problems or behaviour which is seen as challenging in hospitals and/or in the community.

The 'Expert by Experience' role is invaluable to Northern Healthcare. The role benefits the future of the Northern Healthcare service delivery for all residents.

Our 'Experts by Experience' have already shared the impact securing the role has had on their personal recovery journeys by increasing their confidence, supporting their skill development and providing an opportunity to use their experiences to make a difference to others.

Our 'Experts by Experience' will have access to our compulsory training programme and will be invited to all key operational meetings across the service.

We look forward to sharing more of their invaluable work in upcoming issues.

"Paul has lived at Mary Seacole House for over 18 months and has grown in confidence, particularly over the last few months. Paul has an amazing flat and is extremely proud of his achievements. He has expressed that he would like to show other residents across Northern Healthcare what mental health recovery looks like and how he is an example of what can be achieved.

Paul has been successful in his recent interview and was offered the 'Expert by Experience' role. The team were absolutely thrilled with this achievement, and he has purchased a number of new items of work clothing and is looking forward to his new role."

Sara Foster, Service Manager

NHC News

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

"I wanted to write and say how reassuring it was to see the fantastic relationship that XX has developed with you both and the wider staff team. Also, to see that the team have clearly developed a good understanding of XX and his support needs and is working to implement his care and support plans consistently, including ensuring that he has activities planned that are important to him and embedded within his weekly planner."

External Professional, Holland House

"To all the staff thank you for everything you have done for me, really appreciated, I'll never forget it!"

Resident, Mary Seacole House

"I have been working alongside Montgomery House staff for a few years. I really value the support and holistic approach they have for working with service users. They tailor care plans for individual needs and they manage risk well whilst maintaining a non-judgemental and caring approach."

External Professional, Montgomery House

"I write to place on record a valued relationship with Helena's House. I manage a male who was resident in Rathbone Rehab Unit on a Section 3 until he secured accommodation at Helena's House in late June/early July 2023.

From the outset, I found dealings with the manager, Lois, extremely professional and clearly supportive of the resident and of my organisation's remit. Staff have responded to all my queries and when I have conveyed some of the resident's concerns or worries they have responded in a timely and appropriate manner.

All have been very helpful and appear to have the best interests of my client at heart.

Helena's House has been an integral component of risk management and I am confident that the efforts of staff serve to effectively manage risk to others and to my client and that this will continue."

External Professional, Helena's House

"We just wanted to send you both an email to inform you about the progress our son has made while starting his new journey at Kirk House.

As you may be aware he struggles with communication and this has improved greatly due to the amazing staff who support him with his reading and everyday needs.

When he moved into Kirk House it was very important to us to keep in contact with him via FaceTime, this is something that the staff often support him with i.e. prompting him to return to his room to make this happen.

We cannot thank the team at Kirk House enough for their continuous support of our son."

Family Member, Kirk House

INTEGRATED CARE SYSTEMS RESPOND TO WINTER PRESSURES TO ENHANCE RESIDENT CARE.

Northern Healthcare has adult supported living placements available across the North West, Cumbria, Yorkshire and the Midlands to assist Local NHS Trusts during winter when demand for hospital beds is outstripping capacity.

Many individuals experience delayed discharges from inpatient settings or struggle to receive care and support due to not having access to community services. Our team have vast experience working in partnership with NHS Trusts to address growing winter bed pressures by facilitating the optimisation of patient pathways and driving efficient use of available supported living services.

Forming integrated pathways is crucial to enable more people to progress on their journey to mental health recovery. Our pathways aim to support the NHS to reduce hospital admissions, decrease the length of stay in inpatient services, optimise patient discharge and minimise out-of-area placements.

Our services provide long-term cost savings to the NHS and, most importantly, offer individuals safe spaces, support and time to safely return to living independently.

How Northern Healthcare can support winter pressures

- 12-week discharge to assess pathways (Individual or block contract)
- Hospital avoidance pathways for individuals who may require short-term or 'crisis intervention'
- 24/7 community rehabilitation services for long-term mental health care

The success of previous winter pressure schemes has allowed Northern Healthcare to support residents to transition to their own accommodation confidently, secure suitable placements with other providers, or if needed, transition to a longer-term placement with Northern Healthcare to receive ongoing support.



Referrals

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



FREEDOM TO SPEAK UP.

Northern Healthcare aims for everyone to feel safe and confident to speak up. We encourage our teams to listen, learn and improve from those who do so. We are committed to developing inclusive and accessible feedback platforms for each individual across Northern Healthcare.

Our team members have recently enrolled on the 'Speak Up, Listen Up, Follow Up' training programme developed by the National Guardian's Office in association with Health Education England.

Sophie Thomas, Mental Health Lead, has been appointed as our 'Freedom to Speak Up Guardian' to further enhance how we listen and feedback to our team members. Sophie will play a pivotal role in supporting those who speak up and ensuring they receive a response. Sophie will also aid in ensuring lessons are embedded into our culture and the quality of care we provide.



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