

# INSIGHT

## *Commissioning*

HEALTHCARE PROFESSIONALS  
WORKING IN PARTNERSHIP

ISSUE 4 DECEMBER 2022



**NORTHERN HEALTHCARE  
ENHANCING LOCAL  
COMMUNITIES**

> HIGHLIGHTS FROM OUR  
EMPLOYEE SURVEY

> LUKE'S RECOVERY JOURNEY  
AT GRAINGER HOUSE

## WELCOME

Welcome to the December edition of 'Insight', the commissioning bulletin from Northern Healthcare.

As this is our last issue of the year, we take a look at how our services enhance their local communities, from volunteering to fundraising, our team and residents are always putting people first and finding ways to give back to those less fortunate.

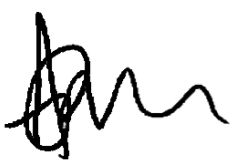
We also reflect on the progression of one of our residents from Grainger House, Luke, who has taken great strides in his recovery journey and shared his story in his own words on our website.

Looking back at 2022, our team share some of the charities they have been supporting alongside our collective efforts to raise funds and awareness for Mind, a cause so close to all of our hearts.

We also share some of the highlights from our recent Northern Healthcare team survey.

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.

All the best,



**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.

## CHRISTMAS AT NORTHERN HEALTHCARE SERVICES

Christmas is such a magical time of the year at Northern Healthcare services. From Secret Santa and carol singing to baking and wreath making, our services are bustling with activities at Christmas time!

Residents across our services are enjoying Christmas parties with meals out and in. Carrying on from our Yorkshire resident networking events, Radcliffe Lodge residents enjoyed a lovely day baking some treats to take to the Christmas party at Hyde Park House - residents made mince pies, cheese scones and Christmas fairy cakes! The festive treats went down a storm at Hyde Park House, where residents enjoyed karaoke and Christmas-themed bingo.

Crafting has also been at the top of the agenda, with Christmas cards, decorations, and homemade gifts for family members. Our proud post boxes have even undergone a festive transformation.

Residents have also enjoyed days out with shopping trips to Cheshire Oaks and the Trafford Centre, visits to Christmas markets and light shows.

Of course, Christmas is a time to give back to those less fortunate too, and Hyde Park House is supporting their local food bank by delivering food on Christmas eve. Glen Garth House hosted a Christmas Coffee Morning and invited the Community Mental Health Team and local services to discuss volunteering opportunities.

Of course, Christmas can be challenging for many people, and as a 24/7 support service, our team are always on hand for residents or team members who may be struggling this time of year.

A Merry Christmas and Happy New Year from Northern Healthcare!

A huge thank you to our fellow health and social care professionals who have helped us to support more people throughout 2022.



# NORTHERN HEALTHCARE FUNDRAISE FOR CAUSES CLOSE TO OUR HEARTS

Each year our team members and residents support many charities and local organisations by raising funds and awareness. 2022 has been no exception, here are just some of the causes our services have supported throughout the year:

## Macmillan World's Biggest Coffee Morning

Milnshaw House hosted a World's Biggest Coffee Morning with cakes and coffee, raising £203.61.

Montgomery House had a selection of treats and enjoyed an amazing quiz hosted by one of our residents raising £176.68. Our resident said: "I had a really good time. I enjoyed doing the quiz even though I was nervous. Spending time with everyone and having fun really boosted my confidence."

Meanwhile, our residents at Glen Garth House and Tenby joined together to host their coffee morning. The event had a personal connection for everyone at the service, as Team Leader Sam is currently undergoing treatment for breast cancer. Sam wanted to attend the event as Macmillan has been supporting Sam and her family throughout the treatment process. The residents and team members were busy throughout the week baking cakes in readiness for the coffee morning, and these were on sale. Overall, the team, residents, and their family members raised a massive £265 - an incredible amount which will help continue the amazing work that Macmillan do. Thank you to everyone involved in the coffee morning, and a special thank you to Sam for allowing us to share her story.

## Save the Children's Christmas Jumper Day

Each December we support Save the Children's Christmas Jumper Day to raise vital funds for children around the world. Our team members and residents used our unique code to donate £2 to make the world better with a sweater!

## Getting active for our residents

Our Hyde Park House Business Administrator Sophie and one of our residents completed a 21 mile sponsored walk in 7 hours! The team smashed their fundraising target back in May and used the funds to purchase a pool table for our residents.

## The Brilliant Breakfast 2022

The Adamson House team and residents hosted a Brilliant Breakfast to raise funds for The Prince's Trust. The Brilliant Breakfast is an annual, nationwide event. The funds raised help The Prince's Trust support disadvantaged young women to change their lives for the better, through education or meaningful employment. The team raised over £200!

## Breast Cancer Awareness Day

Grainger House marked Breast Cancer Awareness Day, the team all wore pink, and everyone enjoyed pink cakes, strawberry milkshakes and ice cream! The team and residents also completed a quiz to build their knowledge of cancer awareness.

Hyde Park House hosted a 'Wear It Pink' day for breast cancer awareness. The team and residents enjoyed quizzes and baking pink cakes! In total, they raised £183.20 for breast cancer awareness.

## Mind

Throughout the year all of our services have supported our chosen charity Mind.

Back in September Our Merchants House team completed a 600 mile challenge to raise money for Mind in Bradford. They surpassed their target with the total standing at 723 miles and raised over £135.

James, our Business Administrator at Adamson House also completed the Blackpool 10K and managed to raise a total of £182 for Mind!

James commented: "It made running so much easier with the support of everyone encouraging me over the finish line. Thank you to everyone who donated and shared their support!"



With so many causes close to all our hearts, we asked our team members which charity they would like to support in 2022 – they chose Mind. Our services have been raising money throughout the year with a series of activities, challenges, and events.



## ENHANCING OUR LOCAL COMMUNITIES

Our residents love volunteering and helping others as part of their mental health recovery. Residents have reported an increase in self-esteem, social connection, and well-being. Here are just some of the ways our residents have been involved with local initiatives.

One of our residents at Radcliffe House is a keen knitter and particularly enjoys making baby hats for new-born and premature babies. All the hats are donated to the Maternity Unit at Bradford Royal Infirmary!

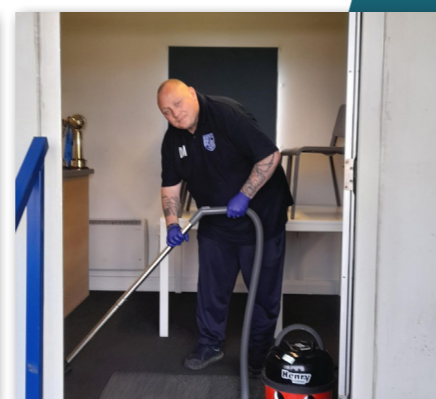
Montgomery House celebrated National Give Something Away Day, team members Liv and Harry supported our residents to bake and decorate cupcakes. Residents went out and about in the local community handing them out to local businesses! Our residents enjoyed themselves and felt a great sense of pride.

Some of our residents at Montgomery House have a keen interest in football and volunteer at Radcliffe FC twice weekly. They help to maintain the grounds and complete maintenance before and after the games to ensure the environment remains clean and safe.

One of our residents from Montgomery House is supported by our team to volunteer at 'Incredible Edibles', a gardening project that supports the community by growing local produce and maintaining a community garden area.

Many of our residents have also secured ongoing volunteering opportunities at local charity shops and recycling centres.

We can't wait to see how our services help their neighbours and communities in 2023!



## LUKE - RESIDENT JOURNEY

### IN THE EARLY DAYS

Luke is 29 years old and came to Grainger House in December 2019 following a referral from his Care Coordinator, having previously resided at Reaside Clinic, a medium secure forensic service.

Luke lives with severe depressive episodes and psychotic syndromes.

Before coming to Grainger House, Luke expressed feeling like he had no hope, determination or guidance. Luke was intimidated by social interactions struggled to form friendships and would often feel overly paranoid about the negatives of building relationships. He felt alone and pressured to not accept he had a mental health diagnosis.

Although Luke had goals he sadly felt like he didn't deserve to achieve them, and this impacted his future outlook and motivation to engage in a recovery programme.

Luke shared his goals with the team, which included:

Accessing higher education

- ✓ Pursuing his passion for electronics
- ✓ Understanding his finances
- ✓ Volunteering
- ✓ Living independently
- ✓ Understanding his physical and mental health

### CELEBRATING EACH STEP

Luke is supported by Northern Healthcare's multi-disciplinary team, he engages with our Occupational Therapists and external care professionals such as his CPN, Social Worker and Psychologist.

The team helped Luke to build up communication skills and friendships, supporting him to maintain healthy relationships with peers and family members.

With support, Luke signed up for a college course and is currently studying to become a qualified electrician. He has successfully passed his first year!

Luke has also been supported to schedule/attend appointments, allowing him to gain a greater understanding of physical health concerns.

The team supported Luke with understanding and budgeting his finances, he now prioritises money management and has started to save money towards his future.

Luke now takes time to reflect, identify negative behaviours and act in more positive ways. He utilises coping strategies such as breathing exercises, therapeutic cooking sessions, walking activities and accessing the local gym.

### LOOKING TOWARDS THE FUTURE

Luke is exploring new hobbies and hopes to continue with activities which contribute to his wellbeing and sense of identity, which include attending the gym, participating in arts and crafts and cooking groups and completing his college course.

***"I didn't feel like I had any hope or guidance, I didn't feel like my life was leading anywhere, but since being at Grainger House and having that support I feel like my life has purpose."***

Please note names have been changed. You can view Luke's journey in his own words here:



**INVESTORS IN PEOPLE™**  
We invest in people Gold

Thanks to team feedback Northern Healthcare is among the top 17% of organisations across the UK to achieve the GOLD IIP standard.

## PUTTING PEOPLE FIRST, CHANGING LIVES.

Our annual survey helps us to drive change and ensure our team members feel safe, connected, supported and empowered in their roles. In October 2022, we launched our annual employee survey, the questionnaire captured general feedback and individual service feedback. Highlights from the survey include:

*"I enjoy the work I do."*

**98%**

*"Strongly agreed" or "Agreed"*

*"I feel competent in my role."*

**95%**

*"Strongly agreed" or "Agreed"*

*"I understand my responsibility to protect and safeguard residents from bullying, harassment, avoidable harm, neglect, abuse and discrimination."*

**100%**

*"Strongly agreed" or "Agreed"*

*"I know how to support residents to stay safe but also have as much freedom as possible to do the things they want to do."*

**93%**

*"Strongly agreed" or "Agreed"*

*"I am trusted to make decisions in my role."*

**92%**

*"Strongly agreed" or "Agreed"*

*"I share my organisation's values."*

**97%**

*"Strongly agreed" or "Agreed"*



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