

INSIGHT

Commissioning

HEALTHCARE PROFESSIONALS
WORKING IN PARTNERSHIP

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> **INTRODUCING OUR NEW
STEP-DOWN SERVICE**

> **STEVEN'S RECOVERY JOURNEY
AT ADAMSON HOUSE**

WELCOME

Welcome to the February 2024 edition of 'Insight', the Commissioning Bulletin from Northern Healthcare.

In this edition, we introduce our new supported living step-down service located in Radcliffe, Bury. The service is an exciting addition to the Northern Healthcare portfolio and will support residents to maintain and enhance their recovery. Our team will help individuals address underlying obstacles to independence by supporting them to build their skills and empowering them to reach their recovery goals.

We also share Steven's inspiring recovery story. Steven joined Adamson House in October 2023. With support from the team, he has made significant steps to build his confidence in the community. His story is truly heartwarming, with beautiful sentiments shared by Steven, his Mum and a fellow Adamson House resident. A huge thank you to Steven for sharing his story.

With so many of our residents undertaking volunteering opportunities to help enhance their communities, we showcase just some of their brilliant work and share how embracing these opportunities has helped build upon their recovery.



After winning Service Manager of the Year 2023, one of our valued team members, Hayley Matthews, shares her journey from Support Worker to Regional Support Manager, an inspirational example of what can be achieved as a member of the Northern Healthcare team!

As always, we appreciate your valued partnership in assisting our residents to live fulfilling and purpose-driven lives whilst working towards their goals.

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.

NEW STEP-DOWN SUPPORT PATHWAY.

We are delighted to share that we will shortly be opening our first supported living step-down service in Radcliffe, Bury. The service will help address the need for independent living services in the area for individuals who require a low level of ongoing 1:1 support whilst actively working towards their discharge to fully independent living.

We support residents to sustain and build upon their recovery. Residents are supported to overcome underlying barriers to independence by establishing skills that will empower and enable them to live a productive and meaningful life.

We believe in building on people's strengths and aspirations to help them achieve their recovery goals and maximise their potential for independence. The step-down pathway will:

- Promote collaborative working between residents and their support team.
- Be recovery and rehabilitation-focused, further developing independent living skills to support the next stage of their recovery journey.
- Help individuals to develop strategies to reduce the risk of a relapse.
- Enable the resident to enhance their social skills to connect with others.
- Establish connections with the local community.
- Explore opportunities to access education, training and voluntary work.
- Ensure effective communication between residents, staff and health professionals involved in their care.
- Provide clear indicators of improvement for residents.
- Produce outcome measures to demonstrate the effectiveness of agreed interventions.

More information coming soon. For the latest updates, visit our website northernhealthcare.org.uk



STEVEN'S RECOVERY JOURNEY AT ADAMSON HOUSE.

In the early days

Steven is 41 years old and moved into Adamson House in October 2023 following a referral from the Arden Ward Stepping Hill Hospital.

Steven has a diagnosis of Paranoid Schizophrenia and found the transition to a supported living setting difficult at first. He was very reserved and spent a lot of time in solitude. Steven struggled with money management and encountered challenges with Activities of Daily Living (ADLs). At the time, he was living with intense paranoia, particularly concerning interactions with staff and fellow residents, impeding his transition to supported living from hospital.

The team identified collaborative goals with Steven based on what is important to him:

- Transition to Adamson House.
- Increase socialisation and build trusting relationships.
- Build confidence to access the community.
- Improve skills and overcome challenges by engaging in therapeutic activities.
- Medication management.
- Drug and alcohol relapse prevention.

Celebrating each step

At first, the team took small steps with Steven, starting his transition to the service with day visits to help build trusting relationships with staff and other residents.

When Steven joined Adamson House, the team encouraged him to leave his room and interact with staff. Slowly, he started to come into the communal areas for short periods at first - but eventually, Steven began to engage in communal activities such as food groups and movie nights.

When Steven arrived, his reluctance to access the community meant he relied heavily on takeaways for the majority of his meals.

The team encouraged Steven to participate in daily shops with support. Over time, Steven started seeking staff for community support. He now goes to the shops independently and plans and budgets his meals.

Steven has also built friendships with other residents and is now a valued friend to many. He has encouraged other residents to come into communal spaces and even independently plans days out with them. Steven demonstrates empathy and compassion towards other residents. When he notices that a resident is upset or in a low mood, he will engage with them, asking if they are ok and if he can do anything to help. This engagement has helped him build meaningful relationships with residents and staff.

One of our [Adamson House residents](#) comments on their friendship: *"Since Steven has arrived at Adamson House, I feel like I have a trusting friend, he has encouraged me to come out of my room more and I now don't feel down or depressed. We go into the community together and plan days out and I couldn't imagine Adamson House without him. He is lovely and a great person to be around."*

Looking towards the future

"I feel like I can socialise with people now and I'm not as paranoid as I was. I no longer spend time in my room which is a big thing for me as I used to isolate myself. I love all staff and feel supported."

I feel supported by staff, I can now go into town but still struggle at times. I would like to conquer my fear of public transport and would like to overcome this in the next few months with staff support.

I would like to eventually get my own place again in Partington and visit my friends at Adamson House.

I would like to get back to full-time employment. I was a roofer for 20 years, but my illness took over - my goal is to work away from home again." [Steven](#)

"I wanted to let you know how pleased his father and myself are with Steven's progress at Adamson House. He is the most settled he has been in a very long time. I had my doubts about Steven living outside of Stockport, but I am happy to say I was wrong. We would like to thank all the staff who do such an amazing job at Adamson House." [Steven's Mum](#)

Referrals

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



COMMUNITY-DRIVEN PROJECTS SPEARHEADED BY NORTHERN HEALTHCARE VOLUNTEERS.

As numerous Northern Healthcare residents have enthusiastically embraced volunteering opportunities to support their communities, we take pride in spotlighting a selection of their outstanding contributions. Glen Garth House residents share the impactful work they have undertaken and delve into the ways in which embracing these opportunities has contributed to their personal growth and recovery journeys.

Carl volunteers at Mind in Furness, undertaking a conservation project alongside the National Trust at High Wray Basecamp. The project gives volunteers the opportunity to take in the breath taking scenery, whilst doing something worthwhile. Carl shares a little more about his role:

What does your role involve?

"I go to Mind to do an agriculture activity twice a month. I get picked up and go to different locations in the lakes.

Sometimes we cut brambles down, which helps the animals to nest. It helps to look after the wildlife, we put bird boxes up to protect the birds. We plant trees, we attend a castle in the lakes and plant flower seeds.

Once a month we go to the lakes, build a campfire, sit around the fire and talk about different things and also learn what's safe to eat, sometimes we cook the vegetables and make a soup which is very nice, other times we make wicker baskets from twigs and bark. I have made a wicker basket and a vase."

What do you enjoy the most about your role?

"It gets me out of the house, distracts me from thoughts of self-harm and helps me manage the voices. I enjoy going and learning new things about the wild and meeting new people. I can also talk to people when I am struggling.

I enjoy the journey and looking at the scenery, meeting people is good. My favourite thing is cutting down the brambles for the animals."

How are you supported in your role?

"They make sure we are using safe equipment, we always have a first aid/survival kit. There is always somebody to talk to if you need to."

What would you say to someone who is looking to volunteer?

"I would recommend Mind agriculture as it is very good, and it really helps me."

What are your next steps?

"I would like to continue with the agriculture volunteering and continue learning. I am thinking about looking into a Health and Safety Course. In the summer, I plan to do some gardening at Glen Garth House to make the garden look nice."

Home Life

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

Simon volunteers at Furness General Hospital working to improve the experiences of patients, visitors and staff. Simon shares how volunteering has given him the opportunity to learn new skills and meet new people:

What does your role involve?

"Making sure the lifespans on the sandwiches are in date, helping make cups of tea and coffee for customers, stacking shelves, helping the delivery driver bring the sandwiches into the kitchen, working professionally within a team environment and making sure everybody feels welcome."

Why did you choose to volunteer?

"To spend time with people at Furness General Hospital, to make friends - I have made lots of nice friends since working there - and to learn new skills."

How has volunteering helped you in your recovery?

"It has made me become a role model for others including children, taught me to be polite to people, helps me communicate with people and I like working every Wednesday and enjoy the daily routine."

I like being asked to complete tasks. The role gives me more confidence, I put my heart and soul into working in a team with lots of nice people."

How are you supported in your role?

"I am supported through teamwork, we all look after each other and they make sure I get home safe after each shift."

How does your role help the community?

"I am polite and courteous to customers and members of the public, I make sure the food is stocked, fresh and ready for the customers and patients."

What are your next steps/goals for the future?

"I wish to complete more training and learn new skills. I would like to do other volunteer work, especially with St John's Ambulance - I would like to retire one day too!"

HAYLEY MATTHEWS, SERVICE MANAGER OF THE YEAR.

After celebrating her win at the Northern Healthcare Awards 2023, Hayley Matthews, Regional Manager, shares insights from her time at Northern Healthcare:

"I started at Northern Healthcare five years ago as a Support Worker and progressed into different roles to where I am today – Regional Support Manager.

I always knew I wanted to work in the Adult Social Care Sector and have a passion for helping people. I appreciate the vision that Northern Healthcare has and how they share previous success stories. This vision led me to want to make a difference to the people I would be providing support to by working at Northern Healthcare.

I enjoy helping people become the best versions of themselves and have high expectations from the team members I manage but with all the right intentions so the people we care for get the support they deserve. I want to ensure that team members maximise their full potential.

I feel that the team at Northern Healthcare are amazing, and I've always felt valued by everyone who works here. I maintain good relationships with all the departments and services. These relationships are helpful as no issue is ever too big, and there is always someone willing to help or point you in the right direction.

I don't feel there is another service like Northern Healthcare. Although we are expanding, we provide excellent person-centered care. I believe there are so many fantastic opportunities for staff to develop and learn, and it's good to see a company invest in their workforce.

In five years, there have been lots of different memories. I think the best part for me was becoming the Service Manager of Hyde Park House, to see the residents become more independent and build a strong team of people who show kindness and compassion in all they do."



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