

# INSIGHT

## Commissioning

HEALTHCARE PROFESSIONALS  
WORKING IN PARTNERSHIP

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**N** Northern  
Healthcare



**INSPIRING STORIES OF FUNDRAISING,  
GROWTH & ACCOMPLISHMENT**

> OUR NORTHERN LIGHTS AWARDS  
RETURN  
> MEET PHILIP HIND: GLEN GARTH HOUSE  
& TENBY HOUSE SERVICE MANAGER

> ANNA'S JOURNEY FROM CRISIS  
TO RECOVERY  
> VOICES OF APPRECIATION FROM  
OUR COMMUNITY

# WELCOME

As we move further into 2026, I am pleased to share our latest Commissioner Bulletin, which reflects both the impact of our work across mental health supported living services and the commitment of my colleagues at Northern Healthcare who make that work possible.

At the heart of everything we do are the individuals we support. In this edition, we share an inspiring story about one of the people we support who has now returned to driving. What may seem like a simple milestone represents far more - increased independence, confidence, community inclusion, and a tangible step toward long-term recovery. It is a reminder of why supported living, when delivered well, truly changes lives.

We also feature an interview with Philip Hind our Service Manager at our Glen Garth and Tenby services in Cumbria, offering insight into his experience, strong clinical background and leadership, partnership working, and day-to-day commitment required to deliver high-quality, person-centred support. His reflections highlight the importance of local relationships and responsive services aligned to commissioner priorities.

I am also proud to formally announce our Annual Northern Lights Awards - a celebration of the dedication, compassion, and talent across our organisation. These awards recognise the individuals and teams who consistently go above and beyond to deliver outstanding support. Finalists will be

announced soon, and we look forward to celebrating their achievements.

The team has been very busy over the recent months, and I hope you enjoy reading about some of the activities that have taken place.

This bulletin also includes a look at our recent team visit to Rochdale Sixth Form College for Year 12 Progression Day, where we engaged with young people about careers in social care and mental health support - helping to showcase how rewarding it is to work in health and social care, and to build the future workforce.

There's even an update on our Facilities Manager, Adam Dinsdale's inspiring charity work raising funds for Stand Up to Cancer, a cause close to many of our hearts and reflecting our wider commitment to social value and community contribution.

Across all these stories runs a consistent theme: partnership, progression, and people. We remain committed to working collaboratively with commissioners to deliver high-quality, recovery-focused supported living services that provide both value and meaningful outcomes.

Thank you for your continued trust and partnership.

Warm regards,  
**Nicola Forshaw**  
**CEO**

# OUR NORTHERN LIGHTS ARE BACK!

On 17th April, our colleagues will come together to celebrate the very best of Northern Healthcare at our annual Northern Lights Awards. This special evening shines a spotlight on the dedication, compassion and professionalism that define our services every day, and we are delighted to share that nominations have now been counted.

Across our organisation, team members, the people we support, and external professionals have taken the time to recognise individuals and services that consistently go above and beyond. The response has been exceptional, with heartfelt nominations reflecting the extraordinary impact our colleagues make across supported living and mental health services.

Finalists will be revealed very soon as we begin sending our official announcement packages directly to each service. Inside, teams will discover who has been shortlisted or invited to represent their service on the day.

The Northern Lights Awards honour excellence across a wide range of categories, from frontline care and clinical leadership to service management and central support. Each category represents a different way our people create safe, empowering environments that promote independence, growth and opportunity for the individuals we support.

The nominations we have received speak volumes about the strength of collaboration between our services and the wider professional community. As we approach April 17th, excitement is building across Northern Healthcare. The day promises to be a celebration not only of individual achievement, but of teamwork, resilience and shared purpose.

We look forward to celebrating our shining stars together and recognising the remarkable people who make Northern Healthcare what it is.

## AWARD CATEGORIES

### Central Support Star

Recognising a Central Office colleague.

### Clinical and Quality Excellence Award

Celebrating outstanding clinical practice.

### Going Above and Beyond

For a team member who consistently exceeds expectations.

### Rising Star

Recognising an emerging talent.

### Service Manager of the Year

For a Service Manager who leads with vision and compassion.

### Service of the Year

Honouring a service team that exemplifies excellence.

### Support Worker of the Year

For a Support Worker whose care enriches the lives of the people we support.

### Team Leader of the Year

Celebrating a Team Leader who leads to deliver outstanding support.

### Team Player of the Year

Recognising a colleague who strengthens their team through unwavering support for others.

# HOME LIFE HIGHLIGHTS

## **BIG STEPS TO INDEPENDENCE**

December marked three years since Tom joined Radcliffe Lodge, and he continues to shine! When his Cancer Research shop in Leeds closed, Tom was thrilled to be offered a new role at the Kirkstall branch. Volunteering keeps him busy, connected, and proud to give back. Tom shared, **“Working in a charity shop breaks my week up. I enjoy helping for a good cause and making new friends!”**

Adric from Hyde Park House recently received an award of appreciation from the local street kitchen. This is well-deserved recognition for his dedication and kindness! Each week, he volunteers his time supporting people experiencing homelessness, helping to provide food and clothing so their basic needs are met. Adric shared how proud he feels to give back, highlighting that without local charities like this, many homeless people would go hungry. We couldn't be prouder of him - a truly selfless and inspiring achievement.

Wesley, who joined Hyde Park House in November 2021, moved on to live independently in the community! When Wesley first arrived, he needed support with daily living skills, appointments, and building confidence. Over the past four years, he's worked incredibly hard, and with the support of our team, he's regained his driving licence, secured a full-time job as an HGV driver, and moved into his very own flat. Wesley told us, **“Staff were really welcoming and kind while I lived in the service and supported me in every way they could. Getting my licence back has given me freedom, which really helps my mental health.”**

Recently, Helena at Amy Johnson House celebrated the incredible achievement of being three years out of hospital! Helena marked the occasion with staff and a cake, reflecting on how far she's come. She shared that this milestone is

a real stepping stone towards her independence, and we couldn't be prouder of her progress and determination. Well done, Helena!

## **FOOD, DRINK, AND GOOD TIMES!**

The people we support at Olton Grange came together for a lovely afternoon tea! It was fantastic to see everyone connecting, laughing, and enjoying some sweet treats with a good cuppa.

At Olton Grange, we recently asked the people we support to choose an activity they'd love to do, and the winner was a takeout night with a movie and a few friendly games of pool! What made the evening even more special was seeing one individual, who had previously found group activities challenging, take a huge step forward. With encouragement from staff and peers, he joined in, laughed, chatted, and shared that the experience made him feel **“stress-free and upbeat.”** Moments like these prove just how powerful social connection can be.

Staff and the people we support at Amy Johnson House tried some gentle self-soothing exercises in the lounge. The session helped everyone feel relaxed, focused, and ready to take on the day ahead with a clear mind.

A person we support had a brilliant afternoon at Hyde Park House, getting hands-on in the kitchen with Support Worker Linda Smith. Together they mixed, shaped, and kneaded dough for a fresh loaf of bread. She threw herself into the activity, especially enjoying the rhythm of kneading and seeing her loaf take shape. When it came out of the oven, she was thrilled with what she'd made. She told us the session left her feeling creative, productive, and proud of her work.

## GETTING CRAFTY

Creativity has been key at our services over the last few months!

At Kirk House, one of the people we support crafted a detailed clay model of a church for the mantelpiece, inspired by learning that “Kirk” means church in Scotland. Staff were so impressed with his work and are now exploring more local clay workshops to build on his new skill!

Merchants House ended 2025 in the most fun of ways, as staff decided to make felt ornaments. Before long, two people we support came to see what was happening, and suddenly it turned into a crafting session. One person threw themselves into the activity, stitching together their own trinkets and showing off some impressive sewing skills. Another person we support began to make their own, and, even though they paused halfway, they were praised for getting involved, something they later shared had really helped them feel less lonely. It’s inspiring to see creativity bringing people together.

## OUT AND ABOUT

The team and people we support from Kirk House had a fantastic evening attending the Carlisle Bonfire Night, which saw an incredible 35,000 people come together to enjoy the show! It was a wonderful opportunity for everyone to experience the fireworks, music, and community spirit.

At Milnshaw House, one of the people we support shared how a simple trip to Costa Coffee for a hot chocolate with our team helped cheer her up on a tough day. Sometimes, it's exactly what's needed.

Catherine and Michael, two people we support made a special trip from Radcliffe Lodge to Pudsey Leisure Centre, carrying the £83.70 they raised for Children in Need. They joined in the search for Pudsey Bear and were thrilled to see their total added to the Wall of Fame!



# DRIVING FORWARD: ALEX'S ROAD TO INDEPENDENCE AT HOLLY COURT

Eight months ago, Alex, who we support at Holly Court, bought a car with a clear goal in mind: greater independence. Since then, she has been patiently waiting for the DVLA to approve and return her driving licence. Last Friday, after a long eight-month wait, that moment finally arrived and the impact has been immediate.

With her licence back, Alex has been able to head out in her car independently, something she has been looking forward to for months. The change in her confidence has been remarkable. What was once a waiting game has become a turning point.

One of the first things on her list was driving herself to her 24-hour gym. Previously, the distance made it difficult to attend as often as she would have liked. Now, she can go on her own terms, fitting exercise around her routine and priorities.

It's a step that supports not only her physical health, but also her sense of autonomy and wellbeing.

In Alex's words:

**"I'm going to be able to do more things which will have a positive impact on my life."**

This milestone represents more than simply getting behind the wheel. It reflects patience, determination and the confidence to move forward. For Alex, having the freedom to travel independently opens up new opportunities, strengthens her self-belief and supports her wider goals.

We are proud to walk alongside people as they build independence in ways that matter to them. For Alex, this is just the beginning of many more journeys ahead, each one driven by choice, confidence and possibility.



# LEADING WITH COMPASSION: MEET PHILIP HIND



Philip Hind brings clinical expertise, steady leadership and a deep commitment to person-centred care to his role as Service Manager at Tenby House and Glen Garth House. A Registered Mental Health Nurse, he combines professional knowledge with a calm, compassionate approach that supports both the people who live in our services and the teams around them.

Philip always knew he wanted to be a nurse. His direction became clear while working in a dementia-specialist nursing home, where he was encouraged to pursue mental health nursing, a path that continues to shape his leadership today. **“Nursing taught me that everyone is vulnerable to fluctuations in their health and wellbeing. It reminds me daily of the importance of empathy and respect in leadership.”**

Since joining Northern Healthcare, Philip has been struck by the dedication of his teams. He describes them as kind, caring professionals who consistently support people with compassion and dignity, even in the most challenging situations. He has also worked closely with the people we support, building collaborative relationships to understand what they want from the service and from him as a manager.

His clinical background plays a key role in maintaining high-quality care. Philip is skilled at recognising early changes in someone’s mental health presentation, enabling timely, responsive support. He is also passionate about the power of therapeutic relationships, believing that trust, empathy and mutual respect are essential, particularly for those who find engagement difficult.

One recent example highlights the impact of this approach. A person we support had become socially isolated after a period of ill-health affected his mobility and confidence, preventing him from returning to a voluntary role that gave him purpose. With consistent encouragement and tailored coping strategies, the team supported him to rebuild his confidence and successfully return, welcomed warmly by his colleagues. It was a proud moment that reflected the power of person-centred, recovery-focused support.

Collaboration is central to Philip’s vision. He has prioritised building strong relationships with clinical teams, commissioners, families and wider support networks, ensuring shared goals and continuity of care. Plans include regular engagement with community mental health teams, multi-agency working and opportunities for families to stay closely connected.

Staff development is equally important. Through reflective supervision and shared learning, Philip supports his team to strengthen their skills and confidence, drawing on his own nursing experience to raise standards across the service.

Looking ahead, his focus is on maintaining consistent, high-quality support while continuing to build a culture of excellence.

Through strong leadership, clinical insight and genuine compassion, Philip is helping create environments where people can rebuild confidence, regain independence and move forward with dignity.

## Get in touch

If you would like to discuss a referral, explore partnership opportunities, or learn more about Glen Garth House and Tenby House, Philip would be happy to hear from you.

### Contact Philip Hind, Service Manager

E: [philip.hind@northernhealthcare.org.uk](mailto:philip.hind@northernhealthcare.org.uk)

T: 01229 825374

# ANNA'S JOURNEY OF STRENGTH AND RECOVERY AT KIRK HOUSE

Anna, 48, moved to Kirk House in Carlisle, Cumbria on 29 March 2024 following a referral from Hadrian Ward. Living with emotionally unstable personality disorder (EUPD), anxiety and depression, this was her first supported living placement and she came at a particularly vulnerable time in her life.

After the death of her husband, Anna became increasingly isolated and struggled both emotionally and financially. She was experiencing ongoing suicidal thoughts and self-harming behaviours, alongside alcohol and substance misuse linked to low mood. When she arrived at Kirk House, she felt extremely anxious and uncertain about what the future might hold, requiring a high level of one-to-one support to help her feel safe and heard.

Her care plan focused on stabilising her mental health, reducing the risk of hospital admissions and avoiding illicit substances. With consistent, compassionate support from the team, Anna has achieved these goals and continues to remain stable.

Her personal aims were to maintain her mental health, develop healthier coping strategies, increase her independence and build meaningful social connections. Reflecting on her time at Kirk House, Anna shared:

**“Staff here are good listeners but also good motivators. They made a big difference to me and allow me to push myself forward.”**

Through strong, trusting relationships with her support worker and team leader, Anna has gradually rebuilt her confidence. Even during particularly difficult periods, including last Christmas, when her grief resurfaced and her mental health declined, the team's patient and consistent support helped her regain stability.

Today, Anna is making meaningful progress. She goes on regular walks to support her wellbeing, visits local coffee shops and attends community events. Once very isolated, she has formed a friendship within the service and now enjoys monthly outings without staff support - a significant milestone in her independence.

Anna has also raised money for Eden Valley Hospice through bake sales and sponsored walks, inspiring others around her. Looking ahead, she has applied to volunteer and has made contact with Community and Voluntary Services, hoping to support older people experiencing loneliness - something she understands deeply.

Anna's journey reflects the impact of compassionate, relationship-led support. With the right environment, encouragement and belief, recovery becomes not just possible, but sustainable.



Keep up to date with the latest NHC stories at: [northernhealthcare.org.uk/resources/](https://northernhealthcare.org.uk/resources/)

Learn more about Kirk House at: [northernhealthcare.org.uk/services/cumbria/kirk-house/](https://northernhealthcare.org.uk/services/cumbria/kirk-house/)

# INSPIRING FUTURE PATHWAYS AT ROCHDALE SIXTH FORM COLLEGE

We were proud to recently attend the Careers Opening Day at Rochdale Sixth Form College, supporting their Year 12 Progression Day and connecting with more than 450 students exploring their next steps.

The event was a fantastic opportunity to showcase the breadth of roles within Northern Healthcare and to highlight the rewarding nature of working in mental health and supported living services. Representing us on the day were colleagues from our Central Office teams across Recruitment, Facilities and Operations, alongside Lois Wild, Service Manager at Moss Lodge, and Chloe Hills, Regional Support Manager for Region 1 services.

Throughout the day, students engaged with employers from a wide range of sectors, asking thoughtful questions about career pathways, qualifications and progression opportunities. Lois also took part in panel sessions running across the event, offering valuable insight into frontline and leadership roles within Northern Healthcare, as well as sharing her experience of working within mental health services. Her contribution alone reached over 450 students, helping them understand the diverse and meaningful careers available within health and social care.

The feedback from the college was a testament to the impact of the day:

**“Thank you for attending and supporting our Year 12 Progression Day. We truly appreciate the time, insight, and opportunities you shared with our students. Your involvement plays a vital role in helping them explore future pathways with confidence.”**

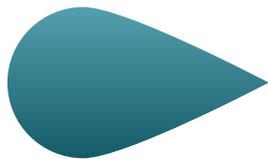
For us, events like this are about raising awareness, challenging perceptions around mental health, and demonstrating the variety of professional roles that exist beyond traditional clinical pathways, from support work and service management to operational and central support functions.

We are passionate about investing in the future workforce and showing young people that a career in health and social care can be dynamic, progressive and deeply rewarding. It was a privilege to support Rochdale Sixth Form College, and to play a part in helping students consider the possibilities ahead.

To keep up to date with the latest NHC news, visit [northernhealthcare.org.uk/home-life/](https://northernhealthcare.org.uk/home-life/)



# LISTENING, VALUING AND SUPPORTING AT NORTHERN HEALTHCARE



“I just wanted to say, thank you for everything you and your staff have done so far. Everyone has worked so hard to support XX and get to this point, which has been his goal for some time.”

**EMMA WILSON, KIRKLEES COUNCIL**

“Thank you all for the wonderful work you do. It is really appreciated.”

**TINA HUNT, CPN/ CARE CO-ORDINATOR**



“I really appreciate and recognise the ongoing work you do with XX. Over the time she has been with you, she has developed a good understanding of her needs and presentation. This is evident in your everyday practice with her and the regular and person-centered updates you share with me. I am reassured that XX is getting the day-to-day support she needs.”

**LAURA LARKIN, CARE COORDINATOR**

“It’s always a pleasure to work with you and Montgomery. XX couldn’t have been better placed; you guys have been brilliant with him”

**CHRISTINE MCLAUGHLIN, CLINICAL ENGAGEMENT WORKER**



“I would like to formally compliment a member of staff at Grainger House, Support Worker Fayzah. Her consistent encouragement and active participation in creative projects - often going above and beyond her role - along with her wide-ranging expertise and genuine enthusiasm, have had a significantly positive impact both on the projects themselves and on my wellbeing.

Support Worker Fayzah made every effort to help me recognise and value my own skills, which has benefited my health and confidence enormously.”

**PERSON WE SUPPORT, GRAINGER HOUSE**

# ADAM DINSDALE TURNS DETERMINATION INTO DONATIONS

We are incredibly proud to shine a spotlight on Adam Dinsdale, our Facilities Manager, who has gone above and beyond in recent months to raise money for Stand Up To Cancer.

In November, Adam took on the Sweat Every Day in November challenge in support of Cancer Research UK — committing to 30 consecutive days of physical activity. It was a demanding goal that required consistency, determination and real discipline, but Adam rose to the challenge and completed all 30 days.

This is no small achievement. Balancing a busy role while committing to daily exercise takes genuine commitment, and Adam's dedication has been truly inspiring to everyone around him.

Thanks to his efforts, and the generosity of those who supported him, Adam has raised an impressive £425, plus an additional £72.50 in Gift Aid, bringing the total even higher for Cancer Research UK's vital work.

Every pound raised helps to fund life-saving research and brings us one step closer to better treatments and outcomes for people affected by cancer. Adam's efforts are a powerful reminder of the difference one person can make through determination and community support. Well done, Adam, an incredible accomplishment and one we are extremely proud to celebrate!



His fundraising page  
remains open for  
anyone who would  
still like to contribute  
and support this  
important cause.



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