

# INSIGHT

## *Commissioning*

HEALTHCARE PROFESSIONALS  
WORKING IN PARTNERSHIP

ISSUE 1 FEB 2022

**NEW SUPPORTED  
LIVING SERVICES IN  
MANCHESTER AND  
CARLISLE**



**> CLINICAL AND QUALITY  
DEVELOPMENTS**

**> RESIDENT FEEDBACK AND  
EXPERIENCES**



## WELCOME

Welcome to the first edition of 'Insight', the new commissioning news bulletin from Northern Healthcare.

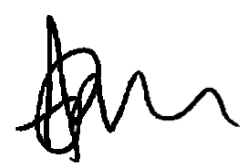
In this issue we introduce two new services to the Northern Healthcare portfolio, discuss the importance and benefits of establishing integrated clinical recovery pathways and highlight some changes to our governance structure.

We reflect on the success of our partnership with Lancashire and South Cumbria NHS Foundation Trust and NHS Morecambe Bay CCG, which aims to reduce delayed transfers of support and help individuals avoid hospital admission.

We would also like to take this opportunity to update you on some of the key successes of 2021. Our residents and our team members are at the heart of everything we do here at Northern Healthcare and in this edition we provide some feedback from our annual resident survey and some of the new initiatives implemented to empower our team members to provide the very best support to our residents.

I hope you find the bulletin interesting, we will use these updates to let you know what is happening across Northern Healthcare and to share important news from our services.

All the best,



**Ashley Mancey-Johnson**  
Managing Director

To find out about our service  
availability please contact:  
[contact@northernhealthcare.org.uk](mailto:contact@northernhealthcare.org.uk)  
0161 974 7210

## NEW 24/7 SUPPORTED LIVING SERVICES

We are delighted to share that two new supported living services have recently joined the Northern Healthcare portfolio. Both services will support adults (18+) living with a mental health diagnosis, learning disability or autism.

### KIRK HOUSE

Pennine Way, Carlisle, Cumbria,  
CA1 3QD

01228 904 100

Kirk House our 24/7 supported living service in Carlisle opened in January 2022. Kirk House is located in Harraby with local shops, transport links and amenities nearby. The service has 21 ensuite rooms, each with a kitchenette. Residents also have communal areas including, a fully equipped kitchen, quiet areas, a dining room, two living rooms, an activity room and an Occupational Therapy Suite.

### ADAMSON HOUSE

Manchester Road, Partington,  
Manchester, M31 4DJ

0161 711 1570

Adamson House our supported living service in Trafford, opened in December 2021. Adamson House is located in the heart of the community in Partington, a few miles out of Manchester and bordering Dunham Massey Park. The service has 16 ensuite rooms and communal areas including, a fully equipped kitchen, activity areas and a conservatory.

Northern Healthcare is actively seeking new development areas across the UK, to enable more individuals to access the support they require in their local communities. If you have a requirement for a supported living service in your area, please get in touch.



# CLINICAL AND QUALITY DEVELOPMENTS

Northern Healthcare is committed to and accountable for the continuous improvement of the quality and safety of our services.

Our new Clinical Governance Framework encompasses quality assurance, quality improvement and risk and incident management. Our framework allows for lessons to be learned and helps to identify development and training needs. The framework covers all activities that help maintain and improve standards.

Northern Healthcare is committed to providing the best possible safe, effective care to our residents across all our services.

During quarter 1 of 2022, the Northern Healthcare Quality and Governance team are focusing on:

- Embedding our new Clinical Governance Framework across the organisation
- Reviewing our external training providers to ensure our team have access to the highest quality of training
- Conducting internal compliance inspections to ensure our services are providing the best safe, effective care to our residents
- Driving continuous improvements across our services that enable Northern Healthcare to be outstanding and the preferred provider for our external healthcare colleagues

# EARLY INTERVENTION AND STEP DOWN SERVICES

We understand that the journey to mental health recovery has ups and downs. Our teams are experienced in supporting people at various transition points:

- ‘Step up’ preventative interventions for people at risk of hospital admission
- ‘Step down’ solutions with transitional support providing a pathway to community services

Northern Healthcare accepts referrals from adult mental health services, community mental health teams, secure hospitals, rehabilitation and recovery inpatient services, prisons and courts and social services.

To progress a referral, we will need:

- A completed Northern Healthcare referral form
- Current care plan
- Risk assessment
- Details of any incidents over the last 6 months

We can support people with a diagnosed mental illness, learning disability or autistic spectrum disorder who are male and female residents, aged 18+ who are willing to engage in recovery and social inclusion.

Referrals can be made by contacting our team on 0161 974 7210 or by emailing [referrals@northernhealthcare.org.uk](mailto:referrals@northernhealthcare.org.uk)

To find more about referring to Northern Healthcare visit:  
[northernhealthcare.org.uk/support-networks/info-for-referrers/](https://northernhealthcare.org.uk/support-networks/info-for-referrers/)



# INTEGRATED CARE SYSTEMS FACILITATE OPTIMISATION OF PATIENT PATHWAY

In January 2021, a new mental health service collaboration was piloted between Lancashire and South Cumbria NHS Foundation Trust, NHS Morecambe Bay CCG and Northern Healthcare to reduce hospital admissions and optimise patient discharge.

The pilot aimed to help address growing winter bed pressures as the NHS led the response to COVID-19.

Northern Healthcare offered discharge support for long-term mental health care, and hospital avoidance pathways for individuals

who required short-term or ‘crisis intervention’ support before returning home.

Following the success of the pilot, the scheme was extended and continues to offer 24/7 community rehabilitation services; enabling individuals to gain more independence either in their own home or within an already established supported living service. The Northern Healthcare team worked with bed management and patient flow teams within adult mental health and social care services to measure clinical effectiveness and economic outcomes.





## FREDDIE - RESIDENT JOURNEY

Freddie came to Milnshaw House following a referral from Furness General Hospital on a discharge to assess pathway. The transition allowed Freddie to return to his home area of Accrington.

This transition thankfully enabled Freddie to be able to see his daughter and granddaughter after sadly many months apart.

Following admission to Milnshaw House, the team were able to conduct further assessments of his functional ability and support needs. After a short period of time Freddie began to engage in many aspects of the Milnshaw House activity routine, participating in the service's therapy programme, walking group, animal therapy sessions, games group (specifically dominoes) and gardening

group. Freddie also engaged in sports, tennis and bowls, and enjoyed visiting local cafes.

Freddie's support needs differed daily, however, he received 1:1 support for all of his day-to-day engagement.

The Milnshaw House team were delighted to see Freddie thrive in the community in such a short period of time, Service Manager Vicky Bolton comments: "Freddie has embraced life at Milnshaw House and has flourished in the familiarity of his home town, we are delighted with his progress in such a short space of time."

## RESIDENT FEEDBACK AND EXPERIENCES

In May 2021, all of our residents were encouraged to anonymously complete our resident feedback questionnaire. The questionnaire measured the Northern Healthcare service as a whole and individual service feedback to ensure consistency of service quality. Highlights from the survey include:

*Overall, in the last 12 months, did you feel that you were treated with respect and dignity by the team?*

**95.2%**

*of residents answered 'Yes'*

*In relation to the coronavirus, do you feel the staff have done everything they can to keep you safe?*

**95.2%**

*of residents answered 'Yes'*

*Are you given enough opportunities to discuss your needs and support with the team?*

**92.9%**

*of residents answered 'Yes'*

*Are you happy with how your care and support is organised?*

**92.9%**

*of residents answered 'Yes'*  
*4.8% answered 'Sometimes'*

**"I could not have asked for anything better than being at Grainger House, I wish I could have stayed at Grainger House the rest of my days. I give the staff two thumbs up, thank you all of you."**

**Resident Survey Feedback, Grainger House**

**"The staff were professional when dealing with COVID and helped us understand what was happening."**

**Resident Survey Feedback, Holly Court**



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

In 2021, thanks to team feedback Northern Healthcare joined the top 17% of organisations across the UK to achieve the GOLD IIP standard.

## PUTTING PEOPLE FIRST, CHANGING LIVES

Making Northern Healthcare a place where people are proud to build their careers starts with empowering them with the knowledge, skills and confidence to provide the very best support to our residents.

Part of our quality improvement goals is resident involvement, we provide all residents with the same access as staff to learning opportunities and encourage their participation in shaping the development of our workforce. This helps us to truly understand residents' needs directly from their perspective and to embed these findings across our team.

### PARTNERSHIPS THAT EMPOWER

All team members have the opportunity to complete qualifications in Health and Social Care with our provider Kendal College.

Northern Healthcare has also partnered with the University of Central Lancashire (UCLan) to provide high-quality placement programmes for Occupational Therapy Students within our services.

Find out more about learning and development at Northern Healthcare by downloading our "Learning Strategy": [NORTHERNHEALTHCARE.ORG.UK/NEWS-RESOURCES/](https://www.northernhealthcare.org.uk/news-resources/)



Positive



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