

INSIGHT

Commissioning

HEALTHCARE PROFESSIONALS
WORKING IN PARTNERSHIP

ISSUE 5 FEBRUARY 2023



**NORTHERN HEALTHCARE
DISCHARGE TO ASSESS
SUCCESS**

> **KIRK HOUSE CELEBRATE AN
INSPIRING FIRST YEAR**

> **MEET MARK BREDEN
CHESTER SERVICE MANAGER**

WELCOME

Welcome to the February 23 edition of 'Insight', the commissioning bulletin from Northern Healthcare. As this is our first issue of the new year, we look ahead to an exciting year of new developments, we introduce our new Chester Service Manager Mark Breden, reflect on the success of our ongoing discharge to assess partnerships, and celebrate Kirk House's one-year anniversary.

We reflect on the progression of one of our residents from Holland House, Hayley, who has taken great strides in her recovery journey.

We also share some team feedback from the recent rollout of the Oliver McGowan Mandatory Training for all Northern Healthcare team members, a vital component of our learning disability and autism training.

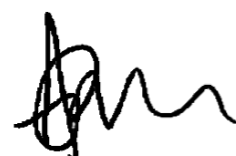
I am delighted to share that 2023 marks the tenth anniversary of Northern Healthcare, an opportunity for us to reflect on the journey so far and to look ahead at the next ten years and beyond.

Northern Healthcare was established in 2013, our founders intended to operate one or two schemes as a way of giving something back and enabling individuals to access outstanding accommodation and support. With the success of Glen Garth House and the positive outcomes it supported individuals to achieve, it became clear that this vision needed to be expanded to enable more people to live independently at the same time as accessing support when they need it.

From its inception in 2013, with 18 placements available at Glen Garth House, we now have 15 schemes which enable us to offer care and support to 256 residents in partnership with external health and social care professionals.

We will soon be launching our new service in Chester and have other new exciting developments being worked on which will launch later in the year; 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

NHC News

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

KIRK HOUSE CELEBRATE AN INSPIRING YEAR OF PUTTING PEOPLE FIRST AND CHANGING LIVES.

Northern Healthcare's Carlisle-based supported living service is marking a key milestone as the team and residents celebrate the service's one-year anniversary.

On Wednesday 22nd February Kirk House hosted an afternoon tea whilst reflecting on a busy first year since they opened in February 2022 - honouring all the people that make the service special. Our Kirk House team and residents invited friends, family and external health and social care professionals to mark the occasion. The day focused on celebrating the dedication of our team members and our residents' truly inspiring support journeys!

Bruce Maclaren, Service Manager comments: "I am so proud of how Kirk House has developed and thrived throughout its first year which would not have been possible without our amazing team, families, care teams and most importantly the residents themselves. We are grateful for the contributions made by everyone to make it the inspiring service it is today.

We have a team that is dedicated to enhancing the lives of our residents and improving their skills to help them reach their individual goals.

The residents have been able to develop at Kirk House, contribute to the growth of the service and truly make it a home they are proud of. As we continue to develop our success as a service, I am looking forward to the exciting opportunities to work together to help more people access the vital support they need through to the second year anniversary of our service and beyond.

I am proud to be part of this team and of the achievements made by everyone. I am also grateful for the development of external professional relationships which have helped us to build a positive and recognised service within the local community. Thank you to everyone who has contributed to inspiring our residents to achieve outstanding outcomes and for supporting their journeys."



NORTHERN HEALTHCARE SUPPORT NHS MENTAL HEALTH & LEARNING DISABILITY SERVICES.

Over the past 18 months, Northern Healthcare has worked closely with Lancashire and South Cumbria NHS Foundation Trust and most recently with North East and North Cumbria ICB and Greater Manchester Mental Health NHS Foundation Trust to implement 'Discharge to Assess' pathways aimed at reducing hospital admissions and optimising patient discharge.

Two Northern Healthcare services, Kirk House in Carlisle and Adamson House in Trafford currently offer discharge to assess support for long-term mental health care, and hospital avoidance pathways for individuals who may require short-term or 'crisis intervention' support before returning home.

Northern Healthcare's clinical team conduct assessments and formulate future care plans in collaboration with the individual, commissioning teams and care teams to help determine the continued level of support and housing requirements.

The 12-week pathway is flexible in response to the needs of each individual with several residents taking the next step in their recovery journey sooner, allowing more individuals to access the support they need.

"From my perspective, I have been impressed with the attitude and responsiveness of Northern Healthcare managers throughout this 6-month pilot... These beds have formed a very valuable part of the discharge options within North Cumbria and the fact that no patients have been re-admitted into CNTW Inpatient Wards is a testament to the integrity of the pathway.

Weekly verbal updates from Kirk House have always given confidence that the patients are well-known and thoroughly engaged with wherever possible.

Thank you for being a trusted and reliable partner."

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

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.



"EXCEPTIONAL CARE STARTS WITH VALUING AND RECOGNISING YOUR TEAM."

Mark Breden recently joined the team as Service Manager at our new supported living service in Chester. We caught up with him to find out what inspired him to pursue a career in supported living, and his ambitions for the future.

What attracted you to NHC?

"I was attracted by the values of Northern Healthcare, and the focus on encouraging the team to develop and grow through these values, as these resonate with my own beliefs that exceptional care starts with valuing and recognising your team.

I was also impressed with the way the company embraces social media to highlight the staff, services and resident activities, demonstrating the everyday achievements and activities that the people we support do each week.."

What attracted you to a career in mental health?

"My interest in mental health and supporting people drove me to embark on a degree as a mature student and to completely change my career. Whilst my motivation to work in supported living developed from my desire to support people to live the best life they can, to achieve their goals and ambitions.

I have had quite a varied career, and since graduating from university in 2014 have worked in a number of different support settings including learning disabilities, autism, mental health, and addiction and supporting vulnerable families and children."

What are you most excited to see within the service?

"Chester is a new service, new staff and new people to support, I'm most excited to see the service develop and the positive influence the service will have on the people we support.

Empowering people to achieve success and increased independence is something that really excites me and seeing the smiles on people's faces makes it all worthwhile."

How will the service engage with the community?

"My plan will be for the team to create an extensive library of the resources that are available to the residents to access in the community, including educational/training courses, volunteer placements, social events, places to visit, walking routes, support groups, leisure facilities, sports clubs etc. Anything that will help the residents feel at home in the community and for the local community to feel part of the service too is really important."

HAYLEY- RESIDENT JOURNEY TO HOLLAND HOUSE.

Hayley is 24 years old and came to Holland House in July 2021 on a 12-week discharge to assess placement from The Harbour Mental Health Hospital (Lancashire Care NHS Foundation Trust).

Following the initial 12-week placement, Hayley, her care team and Lancashire County Council decided that she would like to remain at Holland House with a tenancy agreement to continue her recovery journey.

Hayley lives with anxiety and non-organic psychotic episodes. When she first came to Holland House, she struggled with audio hallucinations and would often experience negative thoughts and feelings.

The team identified collaborative goals with Hayley based on what is important to her:

- ✓ Utilising team support when experiencing negative thoughts or feelings
- ✓ Enrolling on a suitable college course
- ✓ Accessing the community
- ✓ Gaining greater independence
- ✓ Engaging in therapeutic activities
- ✓ Understanding her physical health

CELEBRATING EACH STEP

As Hayley's confidence improved and she built relationships with the team, she began to use distraction techniques and 1:1 emotional support to manage negative thoughts and feelings.

Hayley has been supported by the team to attend appointments for physical health concerns, including an eating disorder.

Hayley was supported by her GP and CMHT to attend a 2-week therapy course and the team support her ongoing recovery to prevent relapse.

With the team, Hayley has completed an interest checklist and developed a weekly planner to help establish a routine. The team work alongside Hayley's wider support network, which includes external health and social care professionals such as Hayley's Care Coordinator and her family.

In February 2022, Hayley started volunteering and in August she secured an additional volunteering opportunity at a nail salon. She now volunteers 2 days a week!

In November 2022, Hayley started college, a huge achievement, and is currently working to complete a functional skills course. Hayley enjoys keeping busy and is very active, she always has an activity planned with the team or a family member. She invites her mum and brother to Holland House and will cook for them, and also gets involved in group activities such as baking, bingo, swimming and cinema trips.

"I really enjoy living here because we go on days out to Blackpool Pleasure Beach, swimming, cinema, bowling and many more..."

LOOKING TOWARDS THE FUTURE

With the help of the team, Hayley is aiming to become more independent and enrol on an additional college course next year with a longer term goal of gaining paid employment.

"The support staff at Holland House have a high attention to detail for care. Hayley is a young adult with a learning difficulty, and they adapt to her needs. They support Hayley with her everyday tasks, such as cooking, shopping and planning her week, whilst still giving her independence.

The support staff are very friendly and keep me well informed when needed.

The amount Hayley has progressed since being at Holland House is phenomenal. Hayley has come out of her shell a lot more and her confidence has grown a lot. I would highly recommend Holland House."

Paul, Hayley's Brother

Names have been changed to protect confidentiality



Home Life

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



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.

OLIVER MCGOWAN MANDATORY TRAINING.

The Oliver McGowan Mandatory Training in Learning Disability and Autism is highly insightful and a vital mandatory part of our training programme. Northern Healthcare support the national commitment to develop a standardised training package and **ALL** of our team members are enrolled as part of a wider robust training and development programme.

"I like the fact it was people talking, real experiences not just theory, it was tear-jerking, it made it much more relatable."

Beth Support Worker, Adamson House

"I thought the training was very indepth and enjoyed the content. It covered a wide range of topics and issues and broadened my understanding."

John Team Leader, Helena's House

"Very well documented and really hard hitting. It was much more insightful to hear the story from the individuals that actually experienced it."

Simon Support Worker, Montgomery House

"Really insightful and emotive content. It helped me to rethink my approach to communication not only in my role, but personally too."

Emma Referrals Coordinator, Head Office



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Or write to us at: Northern Healthcare Limited, Barton Hall Business Park, Hardy Street, Manchester, M30 7NB