

INSIGHT

Commissioning

HEALTHCARE PROFESSIONALS
WORKING IN PARTNERSHIP

ISSUE 2 MAY 2022



**NEW RESEARCH:
SUPPORTED LIVING
A QUALITATIVE
INVESTIGATION**

**> PARTNERSHIPS THAT
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**> NEW ENHANCED SUPPORTED
LIVING SERVICES**

WELCOME

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

In this issue, we highlight the success of our two new services in Carlisle and Manchester which opened earlier this year. Both services have been thriving as they welcome new residents and we highlight just some of the feedback received.

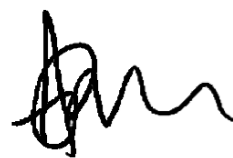
We discuss a newly published in-depth study exploring the personal experiences of Northern Healthcare residents and outcomes of the enhanced supported living model.

Additionally, we reflect on our housing partnerships and highlight some of our latest service activities, including our support of Mental Health Awareness Week 2022.

We would also like to take this opportunity to update you on some of the newly introduced employee benefits as Northern Healthcare has become a Real Living Wage Employer.

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
Managing Director



To find out about our service availability please contact:
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NEW ENHANCED SUPPORTED LIVING SERVICES

Kirk House, Carlisle and Adamson House, Manchester are the latest two services to join the Northern Healthcare portfolio. We are delighted to share that both services are bustling with activity as they support residents on their journey to further independence and recovery:

ADAMSON HOUSE

Adamson House have had a big focus on improving wellbeing. Recently the team have been hosting yoga sessions for residents, baking special treats over Easter and they also created a Tea Station, with a selection of herbal teas to calm stress, improve digestion and even teas to detox the body.

James (*pictured left*), our Business Administrator at Adamson House recently ran the Blackpool 10K for Mind. One of our residents designed a shirt for James to wear when running, and our Adamson House residents signed it in support. James raised £182 for Mind – a big thank you to everyone for their donations and support!

KIRK HOUSE

Residents have enjoyed some bonding time in the garden tending to their raised flower beds and on day trips to Hammonds Pond where they had a walk through the park and discussed the benefits of nature and exercise on our mental health.



Feedback from our colleagues in Adult Health and Social Care has been extremely positive for both services.

"Wow, Northern Healthcare have been doing some absolutely excellent work with Liam. He seems ever more confident and comfortable. 2022 has been an excellent year for him and as his CPA Care Coordinator I am very grateful to see Liam flourishing. He seems to be acquiring skills and in terms of psycho-social issues making steady progress." External Healthcare Professional (*Please note names are changed to protect confidentiality.*)

PARTNERSHIPS THAT MAKE A DIFFERENCE

Northern Healthcare work closely in partnership with colleagues from across the Adult Health and Social Care sector to provide outstanding support to all of our residents. Our residents are supported to maintain tenancy agreements with an independent housing association and these partnerships are key to promoting independence and recovery in a place our residents are proud to call home.

Northern Healthcare's Managing Director, Ashley Mancey-Johnson comments: "Our close partnerships enable us to provide the highest standard of care to our residents. Working together with our housing partners we ensure our services are safe, welcoming, comfortable and homely.

"Collaboration with external partners allows all our teams and residents to come together and build new relationships. Recent examples include a Paint Pot Day held at Merchants House which was very productive and lots of fun, and Blue Square Housing, our Housing Association at Radcliffe House, provided supplies to help prepare the garden for Summer!"

PAINT POT DAY

Northern Healthcare teamed up with residents and Encircle Housing Association to brighten up Merchants House. A fresh lick of paint was applied to the entrance, reception and the games room.

Peter Aviston, Managing Director at Encircle Housing comments: "We are passionate about supporting our tenant's wellbeing and making a difference to their lives.

"Tenants and staff from Northern Healthcare teamed up with us at our Paint Pot Day event at Merchants House, Bradford where together we decorated the hallway, stairs, and reception room.

The games room looked fantastic with the new

feature walls, and we provided some more board games for them to play. It was a brilliant day, and it was a real pleasure to meet and get to know our tenants."

One of our Merchants House residents was very proud of the end result: "I really liked taking part in the painting day. Everywhere looks great, it's so clean and fresh and makes a big difference."

Team Leader Charlie added: "It was nice to meet people from Head Office and Encircle that I hadn't met before. Both residents and external visitors have commented on how fresh the place looks!"

GLORIOUS GARDENS

Blue Square Housing, our housing partners at Radcliffe House provided the team with some supplies to help get their garden ready for Summer! The team are planning to incorporate seed planting into Gardening Club and residents are excited to grow their own vegetables, before harvesting them and incorporating them into some recipes!

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



MENTAL HEALTH AWARENESS WEEK: LONELINESS

Every year, Northern Healthcare support Mental Health Awareness Week by taking part in a range of activities. The theme for 2022 was loneliness.

Our services marked the week with lots of activities and brainstorming, with a focus on how to tackle feelings of loneliness and isolation.

At Montgomery House residents created a positivity board filled with encouraging quotes. They also put together a coping strategy board where staff and residents wrote tips for combatting loneliness.

Holland House residents created a wall explaining what helps them to tackle loneliness to help others.

At Amy Johnson House our residents held a coffee morning to bring everyone together. Residents also created a positivity wall with words of encouragement!

The Hyde Park House team planned a day packed with activities. The day began with a Sensory Hour, where residents took it in turns to choose a song to listen to.

Early into the afternoon, residents enjoyed a game of Trivial Pursuit and a spot of gardening.

The final activity was a treasure hunt, and residents and staff also wore green to show their support for Mental Health Awareness Week 2022.

TOP TIPS FROM OUR TEAM

Our team members also produced a video to share their top tips for tackling loneliness, and what they like to do when they feel lonely.

Ashley Mancey-Johnson, Managing Director shared some advice: "The pandemic has seen a lot of businesses move to more remote working, I think that it is important to find ways to connect with colleagues, whether that is taking the opportunity to go into the office a couple of times a week, scheduling in some video calls, meeting up after work, or going out for a working lunch, for example. These things are all good ways of maintaining your support and social networks and avoiding getting to a place where you're isolated and lonely.

"This Mental Health Awareness Week has been a great time to reflect and it has been lovely to see our services getting involved with a range of activities exploring the theme of loneliness and helping to spread such an important message.

If you're feeling lonely, reach out to someone, whether it's a friend or family member. Remember, no matter how lonely you feel, you are never alone."



ENHANCED SUPPORTED: A QUALITATIVE INVESTIGATION

The summary below does not represent the full depth and detail of the paper as published in Health and Social Care in the Community.

A distinctive feature of the enhanced supported living model developed and used by Northern Healthcare is the transparency with which it has been informed by and subjected to rigorous evaluation. The description that follows is of an in-depth study of the personal experience of tenants of the enhanced supported living model used in Northern Healthcare residences.

RESEARCH ON THE VALUE OF SUPPORTED LIVING

Traditional supported living models have been shown to improve functioning and social inclusion in people with severe and persistent mental health problems^{1,2}. Such an approach may be effective in reducing hospitalisations³, and in providing secure accommodation for a population where housing needs are often unmet^{4,5}.

Conversely, living in some supported accommodation has been described by tenants as being a depersonalising experience⁵, one of marginalisation^{6,7}, and as an ordeal to survive⁵.

In addition, evaluations regarding housing and support also often lack a thorough consideration of the experiences of the individuals under their remit. While such findings are not without value, they have not however offered substantial insight into whether supported accommodations are effective in supporting the ongoing recovery process of their residents, nor have they given a voice to the very individuals whose recoveries are so intertwined with these services⁸. Indeed, a recent editorial in the British Journal of Psychiatry called for qualitative research (with an emphasis on reporting personal experience) to fill this notable void in our knowledge⁹.

RESEARCH SUMMARY

Semi-structured interviews were conducted with nine residents of the Northern Healthcare service between July 2020 and February 2021. Transcripts were analysed using thematic analysis and indicated three superordinate themes of valuable experiences:

- (1) support from care staff which was readily available;
- (2) a sense of community and daily activity offered by the residence and on-site activities; and

(3) the experience of supported living as a stepping-stone in an ongoing recovery process.

One theme which emerged throughout the interview process was the feeling of being comprehensively supported in their recovery process. Participants alluded to several provisions which they believed manifested this feeling. These ranged from the delivery of both formal therapeutic services to informal support from staff with basic everyday tasks to the security offered by the stability of their tenancy and support in recovery, which promoted a state of feeling 'at home'. Residents frequently cited the availability and consistency of support as being important to their recovery and ongoing stability in terms of not only their diagnosis, but also wider associated health problems.

Secondly, residents also frequently commented on the feeling of community offered by their tenancy. Every resident partaking in the interviews noted that they felt that they had, to some extent, made connections within the residence, either with staff members or fellow residents, with many citing that these connections had developed into, or felt like, friendships.

Finally, supported living was often discussed as a means of developing functional independence. Again, residents associated the support offered by their residency and care staff in supporting their rehabilitation and fostering their autonomy. The value of wider rehabilitation in the support provided by supported living was echoed in residents' conceptualisations of their time at Northern Healthcare as being a 'stepping-stone' in their ongoing recovery.



Overall, our findings highlighted the power of comprehensive care in the enhanced supported living model. Residents frequently cited the value of supportive staff, peer relations, autonomy, and fostering hope in empowering them in their ongoing recovery.

These findings are published in the international peer-reviewed journal 'Health and Social Care in the Community'.

WHAT THIS PUBLICATION ADDS TO THE FIELD:

A comprehensive program of individual care delivered by supportive teams may make a meaningful contribution toward empowering individuals in their ongoing recovery.

Policymakers and practitioners should consider the value of peer relationships, autonomy and functional independence in fostering social inclusion and reducing marginalisation.

A better understanding of the lived experience of individuals in supported living is helpful in understanding what makes the care-environment 'supportive' to those who depend upon it.

VIEW THE FULL ARTICLE SUMMARY AND REFERENCE LIST:
[NORTHERNHEALTHCARE.ORG.UK/NEWS-RESOURCES/
ENHANCED-SUPPORTED-LIVING-FOR-PEOPLE-WITH-
SEVERE-AND-PERSISTENT-MENTAL-HEALTH-PROBLEMS-A-
QUALITATIVE-INVESTIGATION/](https://www.northernhealthcare.org.uk/news-resources/enhanced-supported-living-for-people-with-severe-and-persistent-mental-health-problems-a-qualitative-investigation/)



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.

NORTHERN HEALTHCARE ARE PROUD TO BE A REAL LIVING WAGE EMPLOYER

Earlier this year Northern Healthcare secured backing to increase pay above the Real Living Wage for over two hundred Adult Health and Social Care employees.

We are delighted to be able to share our commitment to surpassing the Real Living Wage for all Mental Health Support Workers within our organisation.

From 1st March 2022, all our frontline employees received a minimum hourly rate of £10.00 per hour regardless of age – a higher rate than the National Minimum Wage and the Real Living Wage.

The increase saw full-time Support Workers earn an additional £2,000 each year, an average 11% increase. Team Leader roles within the organisation will also increase to £11.00 per hour.

Ashley Mancey-Johnson, Managing Director commented: "We recognise that our team members are at the heart

of everything we do and appreciate the contribution of all employees. The roles our frontline team members undertake are not easy, especially with the challenges the last two years have presented and we are honoured to have such a highly skilled and devoted team."

Anthea Gribbin, HR Director adds: "Our team members provide outstanding care and support to some of the most vulnerable people in society, we want to acknowledge their commitment to our residents, to each other and to living by our company values. This is an important step in our people strategy as we work together to deliver our vision for the future of Northern Healthcare. We are committed to supporting our employees in various ways including through wages that meet the everyday needs of individuals and their families."



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