

INSIGHT

Commissioning

HEALTHCARE PROFESSIONALS
WORKING IN PARTNERSHIP

ISSUE 7 JUNE 2023



**ENHANCING CO-PRODUCTION
WITH NEW RESIDENT-LED
INITIATIVES**

> THE NORTHERN HEALTHCARE > APPRENTICESHIPS AT NHC
DISCHARGE TO ASSESS
PATHWAY



WELCOME

Welcome to the June edition of 'Insight', the monthly commissioning bulletin from Northern Healthcare

We pride ourselves on our learning and development initiatives at Northern Healthcare, so in this issue we introduce you to our Finance Apprentice, Joe Scott, who shares his experiences so far and why he chose our apprenticeship programme to start his career.

We are also delighted to share progress from the gardening groups set up at some of our services. Residents at Glen Garth House, Kirk House, Helena's House and Hyde Park House have been participating in many gardening activities, which continue to have a positive impact on their recovery.

Our team members continue to support many great causes, including raising money for Cancer Research. During June, all our services also celebrated Pride Month 2023, holding parties and planning activities alongside our residents.

We also discuss our Discharge to Assess (D2A) pathway and how one of our residents made amazing progress following her initial 12-week placement. We have worked closely with a number of trusts over recent years to create and refine the D2A model within a supported living environment, this has not only had a positive impact on the wider health and social care system but has enabled individuals to achieve some excellent outcomes.

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
CEO

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

SUPPORTING CANCER RESEARCH UK.

Lauren Greenwood, Acting Team Leader at Hyde Park House, recently took on the challenge of the Wakefield 5K 2023. Lauren beat her original target by 185% raising £185 for Cancer Research UK.

Lauren, and her sister, ran the race in memory of their beloved mother who passed away recently.

NEW SERVICE OPENINGS.

We have two new supported living services joining the Northern Healthcare portfolio, which are currently in the final stages of development and will open imminently.

The renovation of our Solihull and Chester services will be complete shortly; we look forward to welcoming residents and our new colleagues.

Our team are currently accepting referrals, for more information, please email: referrals@northernhealthcare.org.uk or visit our website for updates: northernhealthcare.org.uk.

PRIDE 2023 AT NHC.

At Northern Healthcare we believe that everyone deserves to live a safe, happy, and meaningful life, where they're valued, respected, listened to and supported.

We aim to empower the people we support, enabling them to live independently as possible no matter their age, race, shape, abilities, or sexuality.

Team members and residents across the organisation have planned various activities and parties around Pride Month.



NORTHERN HEALTHCARE DISCHARGE TO ASSESS PATHWAY.

There are a number of pathways that Northern Healthcare (NHC) currently offer across our sites. Here, we talk about the Discharge to Assess Pathway but details of our other pathways can be made available on request.

The NHC D2A pathway offers accommodation for up to a maximum of 8 to 12 weeks across a number of our services to support individuals who need to complete their discharge pathway actions. We provide support, advice and information alongside non-residential one-to-one sessions in those 8 to 12 weeks. Our services are flexible and responsive - adapting to the specific needs of person.

A support plan is developed in collaboration with the person focusing on individual aspects of their discharge plan which also includes any social care needs. The individual is always empowered to manage, or resolve, their discharge delay.

NHC work collaboratively with local care teams to ensure that transition plans are in place so that individuals are able to move on in line with pathway timescales.

The main components of the Northern Healthcare service model offering are:

- Short-stay accommodation within a supported living setting. This is a 24 hour accommodation service for people to address their accommodation needs including rent, heating and lighting
- Support from staff to address their needs based on a supported living model.

The D2A service itself provides short-stay accommodation within a supported living setting for an 8 to 12 week maximum duration (additional stays can be agreed in exceptional circumstances). Within this time, a tenancy agreement is not signed between NHC and the individual, but NHC provides accommodation within a license agreement with a local landlord. We have developed the pathway in collaboration with housing providers to ensure the accommodation costs are included within the care rate and to avoid residents facing any housing benefit implications if they already have their own property.

The D2A service includes:

- Support and a range of interventions to assist the individual in resolving their own accommodation needs and support for locality care teams where indicated.
- Supporting the individual in prioritising what they need to achieve through care and support planning that is goal directed and outcomes focused.
- Supporting the individual to develop skills and coping strategies to manage in the community.
- Advice, support, and advocacy in accessing other services provided by statutory and voluntary organisations.
- Active encouragement of individuals to participate in care and support program planning, with families, carers and other agencies as appropriate.

- 24-hour support staffing cover.
- Single occupancy, furnished rooms with communal bathroom and kitchen.
- Supporting individuals in preparing meals, where appropriate.
- Each individual will have an individual care and support plan, support and action plan, and risk management plan which is written in collaboration with the individual, and is reviewed throughout their stay.

“As the discharge to assess model reduces delayed discharges and therefore excess bed days, it is a proven, cost effective policy. A permanently funded discharge to assess model will help acute trusts and community providers to manage the existing backlog of care through improved patient flow.” - Community Network (2021), Discharge to assess: The case for permanent funding.

Resident Hayley joined NHC in July 2021 on a 12-week discharge to assess placement from The Harbour Medium Secure Mental Health Unit (Lancashire Care NHS Foundation Trust).

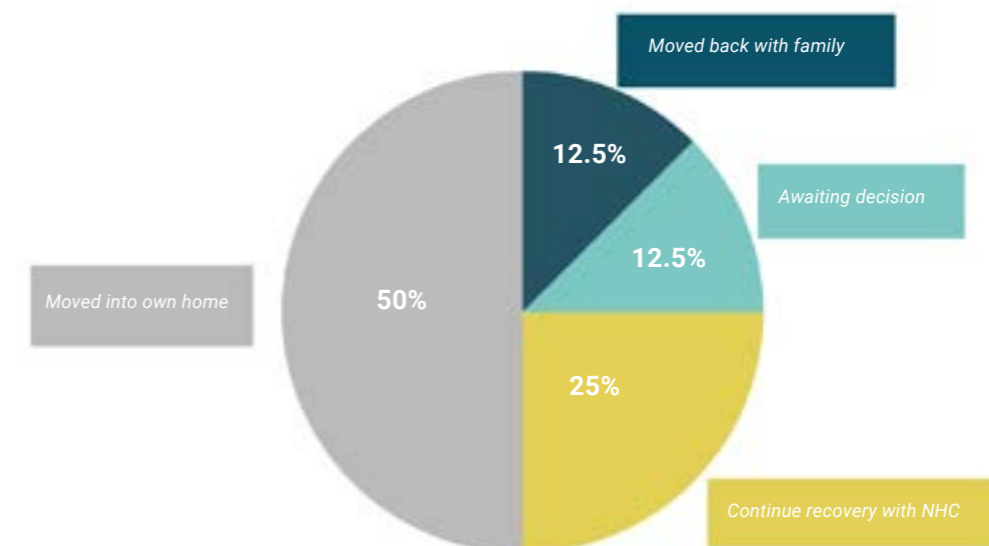
Following the initial 12-week placement, Hayley, her care team and Lancashire County Council concluded that she would like to remain at NHC with a tenancy agreement to continue her recovery journey. The team put a person-centred plan in place focused on supporting Hayley with her mental health recovery.

Hayley lives with anxiety and non-organic psychotic episodes. When she first joined the service, she struggled with audio hallucinations and would often experience negative thoughts and feelings.

With the support of her team, external health and social care professionals and her family, Hayley has made amazing progress on her recovery journey. She manages her symptoms and has gained greater independence. Hayley also achieved key goals she set for her recovery, including enrolling at college and volunteering, which she now does 2 days a week.

**Please note, names have been changed to protect*

We are accepting referrals!
Please email referrals@northernhealthcare.org.uk for more information



This chart shows D2A outcomes for individuals supported within the last 12 months.

APPRENTICESHIPS AT NORTHERN HEALTHCARE.

Learning and development are of the utmost importance at NHC, and we pride ourselves on providing continuous learning opportunities for all team members.

One of the many options for our team members to learn on the job is the apprenticeship route. This provides the individual with an opportunity to spend at least 20% of their working hours completing classroom-based learning with a college, university or training provider and will eventually lead to a nationally recognised qualification.

Our Finance Apprentice, Joe Scott, tells us why he chose an apprenticeship with Northern Healthcare;

How long is your apprenticeship for and why did you choose to undertake an apprenticeship at Northern Healthcare?

My current level 2 AAT apprenticeship lasts for 12 months which began in September 2022. The main reason I chose to do the apprenticeship at Northern Healthcare is that I have always had an interest in Finance, and I support what Northern Healthcare stands for.

What have you learned so far, and how will our apprenticeship program set you up for your long-term career?

So far, I have learnt many things on the job and at college. I have helped across all parts including sales ledger, purchase ledger, credit control procurement etc. I hope I can use this knowledge to help me progress to the next level which is AAT level 3 where I can expand my knowledge and help set me up in the long term.

Do you have a personal mentor for support, and if so, how have your mentor and the wider team been useful to your learning?

Yes, I have a college mentor named Karen who has constantly supported me with all necessary information college related and of course, the rest of the finance team has always shown me new things to help improve my knowledge in the finance department.

Why did you choose to go down the apprenticeship route with Northern Healthcare, rather than college?

The main reason I chose to do an apprenticeship with Northern Healthcare is to build my experience in a finance team, an apprenticeship is a perfect option to also be able to learn as much as possible whilst on and off the job.

What challenges have you faced whilst undertaking your apprenticeship, and how have you overcome them?

I would say the main challenge I have faced so far is the exams I have sat. It took a lot of time to prepare for those and I have overcome that challenge by passing all my exams so far with my final one coming up soon where hopefully I can repeat the progress.

What has been the most positive thing about completing an apprenticeship with Northern Healthcare, for you?

So far, after doing this apprenticeship for some time now, I would say the best thing about it would be picking up new skills and learning in a positive environment. These skills that I have picked up will hopefully allow me to have a greater chance of having a good position in the future.



GROWING IN CONFIDENCE.

Several services across NHC have gardening groups including Glen Garth House, Kirk House, Helena's House, and Hyde Park House.

From creating their planters, building greenhouses and recycling ice-cream boats, gardening has seen a positive impact on many of our residents.

As part of the recovery journey, we encourage our residents to participate in activities that help with communication and mental wellbeing.

We have even worked with Prospects Foundation who kindly provided us with seed starter packs containing a variety of seeds including, potatoes, carrots, onions, radishes, cabbages and many more.



Gardening is a great activity for stress relief and can be beneficial for individuals struggling with anxiety. Just spending time outside and around nature eases stress for many people, this is called 'forest bathing', a Japanese expression translated from "shinrin-yoku". It is used to explain the experience of being immersed in green and how it makes us feel.

Gardening requires a lot of attention and focusing all our attention on the task at hand can reduce any negative thoughts and make us feel better in the moment.

Teamwork can also be a huge part of gardening as it helps us to connect with others. Maintaining a garden alone can be a hard task so bringing in others to help can be a great way to not only get the job done but also make meaningful connections.

Two of our residents from Helena's House have seen a positive impact on their mental health journey as they spend time in the garden planting produce.



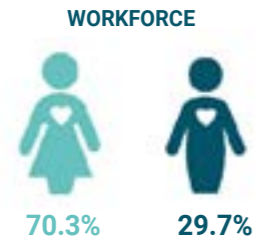
THE NHC GENDER PAY GAP REPORT.

2021/2022 is the first year that Northern Healthcare have qualified to report on the Gender Pay Gap, as we exceeded 250 employees in April 2022.

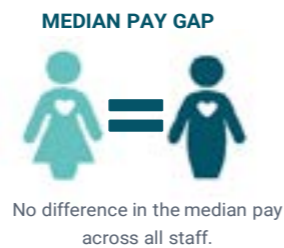
The gender pay gap is calculated by taking all of our employees across the organisation and comparing the average hourly earnings between men and women.

The report does not take into account skills, experience, differing roles, location, or seniority.

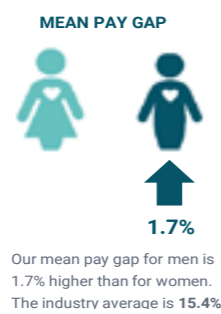
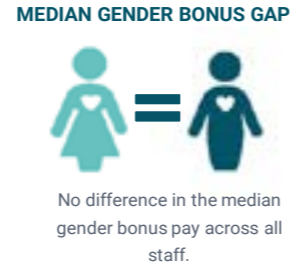
As this is the first year that we have captured, reported, and published our data on the gender pay gap we are PROUD of our results, we will continue to invest in all of our employees through training and development, offering secondments internally to enhance skills and experience as well as supporting people to gain promotions. We have a good mix of male and female employees at all levels and will continue to recruit the best talent to join our growing teams.



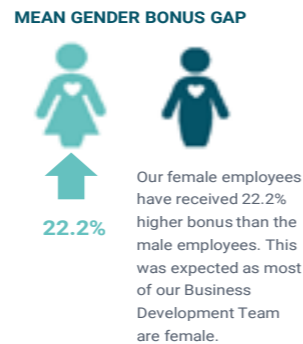
This seems to be a trend across our industry for this reporting year.



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The industry average is currently 15.4%. With our nearest competitor achieving 8.5% so a fantastic result for us.



MEET OUR TEAM.

Our referrals team at NHC is made up of a talented group of individuals dedicated to helping people recover and progress. You can contact them for referrals, contracts and new service development discussions.

Region One

Regional Operations Manager

Asmah Memon



Business Development Manager

Steve Field



Services:

Helena's House, Holly Court, Montgomery House, Mary Seacole House, Adamson House, Tarvin Court, Grainger House and Olton Grange .

Region Two

Regional Operations Manager

Charity Dube



Business Development Manager

Tracey Rowbotham



Services:

Hyde Park House, Merchants House, Amy Johnson House, Radcliffe Lodge, Holland House, Milnshaw House, Geln Garth House, Tenby House and Kirk House.

Referral and Admissions Coordinator

Emma Vaughton



Get in touch now!

referrals@northernhealthcare.org.uk

07901202207



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