

INSIGHT

Commissioning

HEALTHCARE PROFESSIONALS
WORKING IN PARTNERSHIP

ISSUE 9 OCTOBER 2023



**CELEBRATING ACCOMPLISHMENTS
AT NORTHERN HEALTHCARE**

> **AWARD SUCCESS AT NHC**

> **A Q&A WITH OUR CEO**

WELCOME

Dear Colleagues,

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

We are brimming with pride after celebrating our annual Northern Healthcare Awards earlier this month. This year, we invited our finalists to an awards ceremony dedicated to them and the amazing work they do every day. It was wonderful to spend time with colleagues that we don't see often, and also those who have recently joined us. As you can see from our pictures later in the bulletin, it was smiles all around.

We understand that at the moment, it's especially important to value and recognise team members due to the high turnover of health and social care workers in the sector. [Skills for Care](#) has estimated that the turnover rate of staff working in health and social care was 29% in 2021/22 - this is equivalent to approximately 400,000 leavers over the year. With a rising demand for staff in health and social care expected to continue into 2024, we must focus our efforts on retaining skilled workers. At Northern Healthcare, we focus on continuous training for our team members to ensure they feel that they're able to do their job to the best of their ability at all levels and progress. Additionally, we focus on ensuring that staff morale is kept high by offering flexibility around shifts, 'employee of the month', and also through our staff benefits system.

We are delighted to have been invited to the regional finals of The Great British Care Awards! Our service Milnshaw House, located in Accrington, are regional finalist for their submission to 'The Three 'R's' category, which focuses on recruitment, retention and recognition.

We are also thrilled to share some Halloween-related updates from a number of our services, who have taken great pleasure in getting creative over the spooky season.

I hope you enjoy this month's bulletin; 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

AWARD SUCCESS FOR NHC.

We're Regional Finalists at the Great British Care Awards 2023!



We are PROUD to announce that Milnshaw House, our supported living service in Accrington, has been chosen as a regional finalist in the Great British Care Awards under the 'The Three 'R's' category.

The Three 'R's' category recognises organisations and individuals who have adopted an innovative approach to Recruitment, Retention and Recognition.



MACMILLAN COFFEE MORNING.

Staff and residents at Montgomery House, our supported living service in Radcliffe, hosted their very own Macmillan Coffee Morning to raise funds for the charity.

The residents created and hosted a quiz on Teams across all the services while enjoying coffee and cake with our team members. In the end, they raised over fifty pounds.



THE NORTHERN HEALTHCARE AWARDS.

Every year, we celebrate team members from across the organisation by holding our Northern Healthcare Awards.

The Northern Healthcare Awards celebrate the exceptional contribution our team members make to the organisation, alongside their commitment to our PROUD values.

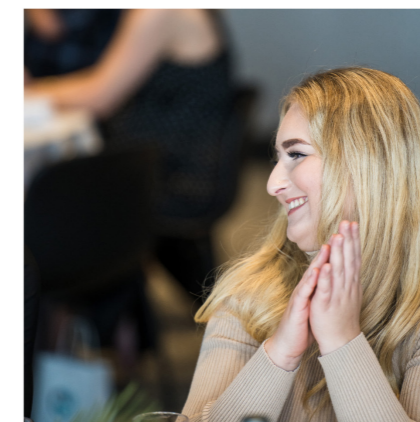
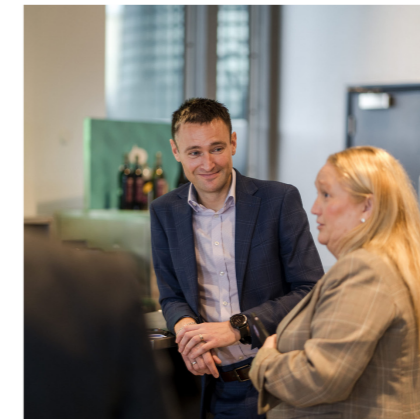
Nominations were open to everyone throughout May and team members were asked to nominate themselves or colleagues. We also welcomed nominations from residents, external professionals and our residents' families and friends.

The awards this year marked a special milestone in Northern Healthcare's journey as our team celebrated ten years dedicated to putting people first and changing lives.

With over 435 nominations across ten categories, our Senior Management Team had the difficult job of choosing our 28 finalists. Once chosen, our Board of Directors chose our ten winners.

Our finalists were then invited to celebrate their achievements at our Northern Healthcare Awards Ceremony - this was a wonderful afternoon dedicated to our world-class, hard-working team. Our team experienced a celebratory meal, drinks, and speeches from our directors and guest speaker Anna Jameson in addition to the awards ceremony itself.

It was a wonderful opportunity for everyone to join together and celebrate the difference they make to our resident's lives, every single day.



"We do what we do because we care about providing excellent service for our residents."

We are accepting referrals!

Please email referrals@northernhealthcare.org.uk for more information

HALLOWEEN AT NHC.

With Halloween fast approaching, our services across the UK have started decorating their homes, planning activities and getting in the spooky spirit.

We love to see our residents getting involved, and encouraging them to join in seasonal festivities is the perfect way for them to engage with their neighbours, alongside our team members.

Pumpkin Picking

Staff and residents at Amy Johnson House, our supported living service in Hull, picked their own pumpkins this year.

Decorations Galore

Residents and team members at Adamson House, our supported living service in Partington, decorated their space. It's great to see our residents getting crafty and filling their spaces with creativity.

Party Planning

A number of our services will be hosting Halloween parties this year, with quizzes being created and hosted, cakes and treats, and activities and buffets. We can't wait to see what everyone gets up to!

Halloween Postboxes

Residents at Milnshaw House, our supported living service in Accrington, and Holland House, our supported living service Preston, have decorated their PROUD postboxes for Halloween. We encourage our team members and residents to recognise staff when they display our company values - each service is equipped with a values post box that they decorate uniquely, in which staff and residents can write up and post their 'well dones'. Each month, a winner is chosen by our CEO based on the postcards that are received from every service.



A Q&A WITH ASHLEY MANCEY-JOHNSON.

In today's issue, we talk to our CEO, Ashley Mancey-Johnson, who originally joined Northern Healthcare as the Business Development Director in 2019 and then moved into the role of Managing Director in 2021.

Keep reading if you want to read about what Ashley gets up to outside of Northern Healthcare, what our PROUD values mean to him and how his role with us has evolved.



What is the most rewarding part of your job?

"People – seeing the progress residents make with their recovery and seeing team members progress with their careers."

How has your role evolved since you joined Northern Healthcare?

"I joined NHC as Business Development Director in 2019 and became CEO in 2021 so my role has changed significantly. Since 2019 we have almost tripled the bed capacity, number of team members and number of people we support so organisationally it has been an evolution."

What is one thing you wish people knew about your job?

"That you can't keep everyone happy all of the time, even though you would like to."

How do you demonstrate our PROUD values in the work that you do?

"Values aren't just something you apply, they are part of who you are. When your personal values are aligned with organisational values, demonstrating them is instinctive. Practically, I like to make sure that in discussions, decision making and everyday conversations we actively link things back to our PROUD values."

What do you enjoy doing outside of work?

"I have a wonderful 10-year-old son who keeps me busy and when I have free time, I enjoy trail running and taking part in ultra-marathons."

How do you keep a healthy work/life balance?

"This can be difficult and can involve very early starts but I focus on 3 priorities, making sure I have family time, exercising and healthy eating."

Has working at Northern Healthcare changed your perception of mental health?

"Having worked with inpatient mental health services previously, Northern Healthcare has made me realise the true power of Social Care."

Finally, how do you take care of your own mental health?

"Running is an essential activity for me to stay physically and mentally healthy – it gives me space to process things and a boost of endorphins."



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