

Supported Living Pathways.

PUTTING PEOPLE FIRST, CHANGING LIVES.



Transforming Lives Through Quality Support.

Our Approach

At Northern Healthcare, we are committed to empowering individuals severely affected by mental illness to lead fulfilling lives in their communities. Our innovative, clinically informed support model helps reduce hospital admissions, promotes independence, and ensures recovery is at the heart of everything we do.

We are committed to developing supportive and empowering environments where individuals can thrive. We focus on:

- ✓ Maximising independence and personal choice
- ✓ Empowering individuals to build healthy relationships and life skills
- ✓ Promoting physical and mental wellbeing
- ✓ Ensuring safe, high-quality accommodation and professional support
- ✓ Encouraging community integration and a sense of belonging

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1.0 Why Choose Northern Healthcare?

At Northern Healthcare, the people we support are at the heart of everything we do. We provide high-quality support in safe, welcoming accommodation, empowering individuals to improve their mental health and lead happier, healthier, and more fulfilling lives. We take pride in building meaningful relationships, taking the time to understand each person's needs, strengths, and aspirations - recognising what makes them truly unique.

Tailored Support for Every Individual

Our approach ensures each person receives care suited to their unique needs, aspirations, and abilities. We promote independence, social connection, and improved mental and physical health.

Expert Clinical and Support Teams

Access to a dedicated team of Registered Mental Health Nurses (RMNs), Learning Disability Nurses (RNLDs), and General Nurses (RGNs) who specialise in managing complex mental health needs.

Recovery-Focused Approach

With comprehensive care and support planning, risk management, and crisis support, we enable individuals to build skills for life, develop meaningful relationships, and achieve their personal goals.

Empowering Independence and Growth

We empower individuals to build essential life skills and gain greater independence. Our strengths-based approach focuses on helping people do as much as they can for themselves while providing the right support when needed. We encourage individuals to explore opportunities in education, training, voluntary work, or paid employment, developing personal growth and confidence. Additionally, we help develop strategies to reduce the risk of relapse, promoting long-term mental wellbeing.

Key Features of Our Services

- ✓ High-quality, safe accommodation
- ✓ Specialised training for staff, including mental health awareness, first aid, physical health, risk assessment, self-harm interventions, medication management and crisis management
- ✓ Robust clinical governance and quality assurance processes
- ✓ Evidenced-based care and support plans, regular reviews, and positive risk-taking strategies
- ✓ Collaboration with families, statutory teams, and local networks
- ✓ Regular goal reviews provide clear markers of progress, celebrating every achievement along the way



2.0 Who We Support.

Each individual's care and support needs are unique, we work alongside individuals throughout their supported living journey. Our multi-disciplinary team enables us to comprehensively provide clinical expertise to those with increased support needs, who may have higher risk presentations and behaviours that challenge.

We support individuals aged 18+ with complex mental health needs who:

- ✓ Are motivated to engage in recovery
- ✓ Are stable on their current medication
- ✓ Are medically fit
- ✓ Have a mild learning disability and/or autism as a secondary diagnosis

Each person is individually considered and may:

- ✓ Have a primary mental health diagnosis including personality disorder
- ✓ Have a history of non-compliance, failed community placements or repeated hospital admissions
- ✓ Have a forensic background and be subject to MOJ restrictions
- ✓ Be subject to a community DoLS
- ✓ Engage in substance misuse or self-injurious behaviour

“Every member of staff have always made time for all people we support, even if they are busy. Moss Lodge is the most person centred residence I visit. **The people I visit all say they feel safe, heard and listened to.** Their needs are met but in a way that promotes their independence. It is a delight to work collaboratively and to see the people we support in a homely and non-clinical environment.”

Tom, Community Rehabilitation Mental Health Nurse



3.0 Our Pathways.

We offer five distinct pathways, all designed to provide consistent, high-quality support. Our primary goal is to ensure seamless, person-centred care across all services, empowering individuals on their recovery journey.



Intensive Support (2-4 years): 24/7 care for individuals with complex presentations

For individuals with a severe and enduring mental health diagnosis, often presenting with higher acuity and complex needs, we offer tailored, intensive support which may be either:

- ✓ Clinically Informed: A service guided by RMNs with 24-hour support staff
- ✓ Clinically Led: An RMN-led service with on-site RMN support typically from 8 AM to 8 PM, Monday to Sunday, alongside 24-hour support

To support individuals on their recovery journey, each person in our intensive mental health support services holds an independent tenancy agreement with one of our trusted housing association partners.



Discharge to Assess (6-12 weeks): Transitional support for hospital step-down

Provides a structured clinically-informed step-down from hospital care, enabling earlier discharge into 24-hour live-in support within temporary accommodation. This pathway ensures individuals remain within the reach of their local community team for ongoing support and continuity of care.

Individuals on this pathway are not required to hold a tenancy agreement but will have a licence agreement in place.



24/7 Enhanced Supported Living (12-24 months): Reducing support over time to prepare for independent living

Our 24-hour clinically informed model of care and support is focused on the individual needs and aspirations of the people we support, working towards increasing independence, minimising risk and reducing support over time, with the ultimate goal of more independent living.

To help people on their recovery journey, each person we support within our enhanced supported living services will have an independent tenancy agreement with one of our housing association partners.



Move-On Services (12-24 months): Minimal support in preparation for full independence

The clinically informed service operates 7 days a week, 365 days a year, with our move-on services typically staffed on an extended day basis from 8 AM to 8 PM, without overnight staff. We tailor these services to meet commissioner requirements and local needs, ensuring truly personalised support. Each person's welcome pack includes local, external, and support team contact details, along with emergency contacts, providing clear guidance and assistance.

To support individuals on their recovery journey, everyone within our move-on services holds an independent tenancy agreement with one of our trusted housing association partners.



Outreach Services: Daytime, community-based support for individuals in independent housing

We provide tailored support to individuals in their own independent accommodation, offering assistance during daytime hours, Monday to Friday.



4.0 Referral Process.

We develop a collaborative approach between the people we support and our team, focusing on recovery and rehabilitation to help individuals reach their full potential. Through effective communication with health and social care professionals, we ensure coordinated support.

A Northern Healthcare team member will respond to referrals within 48 hours. An up-to-date risk assessment, Care and Support Assessment, and relevant documentation will be requested for an initial desktop review. If appropriate, a face-to-face assessment will be conducted within 4 working days.

During the assessment, clinical records will be reviewed where applicable, and input will be gathered from the individual, support staff, care teams, and families or carers (if relevant). A decision will be made within 10 working days of the initial referral. Verbal feedback will be provided, followed by a written assessment pack outlining support needs, hours, and associated costs.

- ✓ Response to referral: **within 48 hours**
- ✓ Initial assessment: **within 4 working days**
- ✓ Decision provided: **within 10 working days**

Our seamless process ensures individuals can access the support they need quickly and efficiently.

Referrals can be made by contacting our team on 0161 974 7210 or by emailing referrals@northernhealthcare.org.uk

Referral to admission

Enquiry Received

To progress a referral we will ask for:

- A completed referral form
- Current care plan
- Risk assessment
- Details of any incidents over the last 3 months

If applicable

- Latest tribunal report
- Leave status
- Observation level

Referral Received

Funding Approval

Contracts are exchanged and admission paperwork completed.
Tenancy applications distributed for completion.
A transition schedule is put in place, this may include day/night leave.

Welcome to Northern Healthcare

Welcome

Our team recognise that change can be hard. Transition plans are developed with the individual's wellbeing at heart. Our team will support each person through this process at their pace.

Assessment Report

An assessment report is shared with the referrer, which contains a support and risk management plan with details of the proposed costs.

Face-to-Face Assessment

All people who form the individual's support network will be engaged. The assessment is led by an experienced mental health professional from the Northern Healthcare team.

Desktop Assessment

Our clinical team will review the submitted documents and feedback to you as soon as possible.

5.0 Services.

We build long-lasting partnerships with Clinical Commissioning Groups, Integrated Care Boards and Local Authorities. We evaluate our services in partnership, to ensure the development of financially responsible and sustainable supported living schemes.

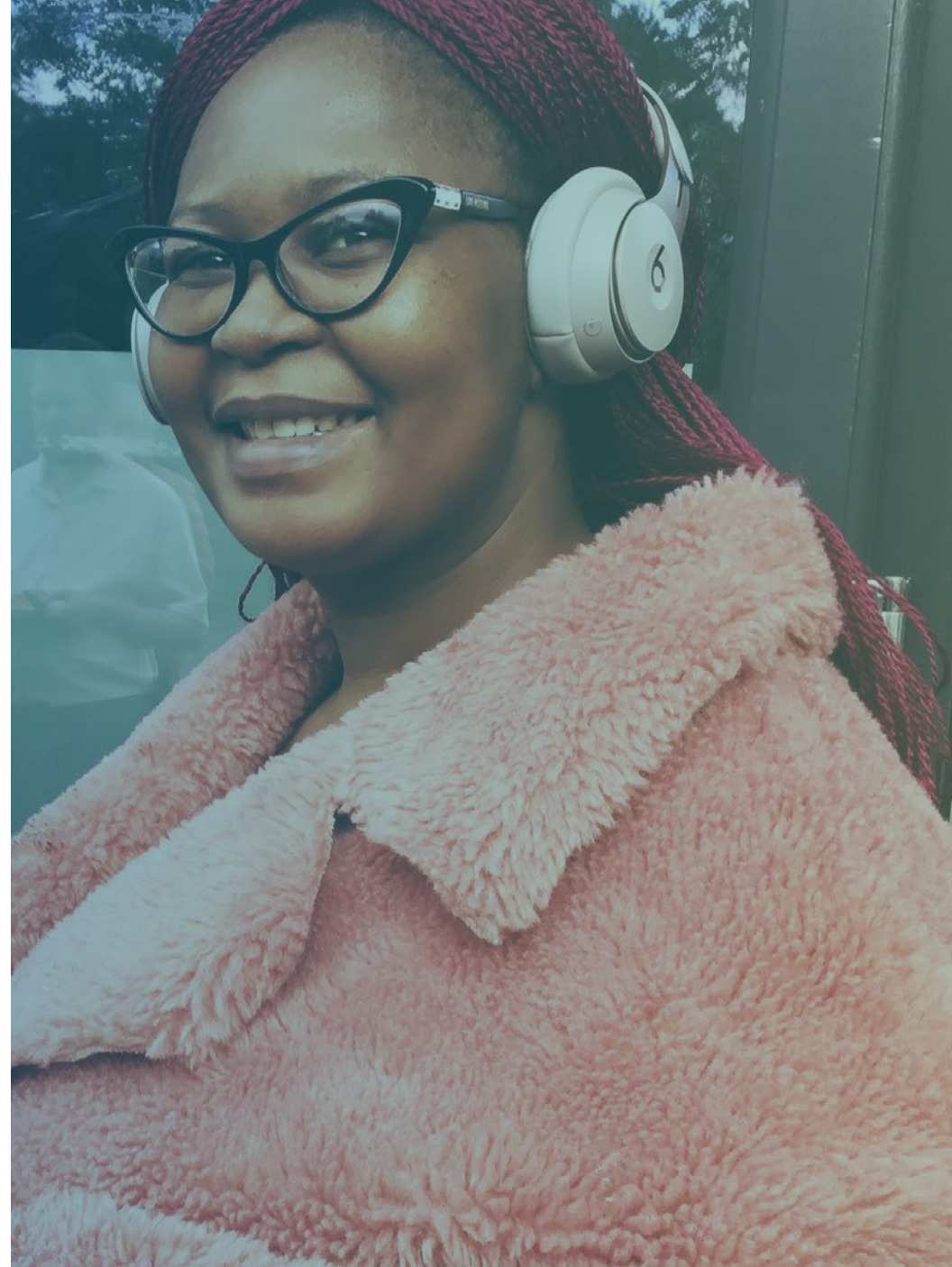
- | | |
|---------------------|----------------------|
| ● ADAMSON HOUSE | ● MARY SEACOLE HOUSE |
| ● AMY JOHNSON HOUSE | ● MERCHANTS HOUSE |
| ● BECK HOUSE | ● MILNSHAW HOUSE |
| ● GLEN GARTH HOUSE | ● MONTGOMERY HOUSE |
| ● GRAINGER HOUSE | ● MOSS LODGE |
| ● HOLLAND HOUSE | ● OLTON GRANGE |
| ● HOLLY COURT | ● RADCLIFFE LODGE |
| ● HYDE PARK HOUSE | ▲ SAXON HOUSE |
| ● KIRK HOUSE | ● TENBY HOUSE |
| ▲ LIBERTY HOUSE | |



Each service has a warm, welcoming environment, enhanced by the unique personalities of the people we support. We collaborate closely with individuals, their families, friends, and the local community to create strong support networks tailored to their needs. These networks play a crucial role in helping the people we support to achieve their goals, minimise the risk of relapse, and enhance their recovery journey.

To find out more about life at our services visit northernhealthcare.org.uk or follow us on social media.

Visit our website:



6.0 Regulation.

Northern Healthcare is registered with the Care Quality Commission (CQC) for personal care.

“Staff knew people well and recognised the value of person-centred care. This meant people’s support was individual and personalised to their needs and preferences. Staff supported people to engage in a range of activities including holidays, paid and voluntary work, socialising, and accessing community activities.”

CQC Rating

Northern Healthcare has been awarded a ‘Good’ rating by the Care Quality Commission (CQC) following an inspection carried out between 3 June 2024 and 12 June 2024. The rating reflects the company’s “open, honest and transparent culture,” as recognised by the CQC.

The report commended Northern Healthcare for its unwavering dedication to delivering safe, effective, and compassionate care for individuals with mental health conditions, learning disabilities, and autism.

The inspection found that the organisation’s PROUD values - Positive, Respectful, Open and Honest, Understanding, Dedicated - are deeply embedded in both daily support and governance, with staff fully aware of how to incorporate these principles into their work.

In a report published on 13 September 2024, the CQC detailed how Northern Healthcare is safe, effective, caring, responsive and well-led, highlighting the company’s commitment to delivering person-centred care and maintaining high standards across the board.



“Feedback we received from partners was positive. A care co-ordinator had praised staff at one service for making someone admitted into a crisis placement feel safe and settled. **A commissioner stated staff went ‘the extra mile’ for people.**” cqc

Report - 13 September 2024

Read our CQC report:



7.0 Support Experiences.

We encourage everyone we support to anonymously complete our Annual Support Experiences Questionnaire. This questionnaire evaluates both the overall quality of Northern Healthcare services and individual service experiences to ensure consistency and excellence. Key areas measured in the survey include:

My Safety



My Care & Support Plan



My Support & Decisions



Help in Hard Times



Communication



My Team



Overall Health & Wellbeing



Medication



Moving on



"Over the past year or so I've become more independent and staff have supported me in doing this. I feel as though I can trust staff and there is a good team. I would recommend Kirk House to anybody who has been in my situation. I like that I've been given the freedom to gain my life again."

"My care team go above and beyond to make sure I'm on the right path."

"The staff are very good, supportive and professional in the work they do."

"I feel safe and calm in the environment I live in and am grateful for all the support I receive."

"I came to the step down bed from hospital after being in and out of hospital for ages I was welcomed with open arms everyone made me feel like I belonged. I really do think Mary Seacole is a great place for me to get better and help me grow. My time here has help(ed) me in so many ways and it will help in many more like my chance to live independently again."

Steven's journey at Adamson House

“I wanted to let you know how pleased his father and myself are with Steven's progress at Adamson House. He is the most settled he has been in a very long time. I had my doubts about Steven living outside of Stockport, but I am happy to say I was wrong. We would like to thank all the staff who do such an amazing job at Adamson House.”

STEVEN'S MUM

Steven moved into Adamson House in October 2023, following a referral from Arden Ward Stepping Hill Hospital.

Steven has a diagnosis of Paranoid Schizophrenia and found the transition to a supported living setting difficult at first. He was very reserved and spent a lot of time in solitude. He struggled with money management and encountered challenges with Activities of Daily Living (ADLs).

At the time he was living with intense paranoia, particularly concerning social interactions at Adamson House, impeding his transition to supported living from hospital.

The team worked with Steven to identify goals that were important to him. These goals included transitioning to Adamson House, increasing socialisation, and building trusting relationships. Additionally, they aimed to support him in building confidence to access the community, improving skills, and overcoming challenges through therapeutic activities. Goals also focused on medication management and preventing relapse related to drug and alcohol use.

CELEBRATING EACH STEP

At first, the team took small steps with Steven, starting his transition to the service with day visits to help build trusting relationships with the team and other people we support. When Steven joined Adamson House the team encouraged him to leave his room and interact with staff.

Slowly he started to come into the communal areas for short periods at first, but eventually Steven began to engage in communal activities such as food groups and movie nights.

When Steven arrived his reluctance to access the community meant he relied heavily on take-away meals. The team encouraged him to participate in daily shops with support and Steven started seeking staff for community support. He now goes to the shops independently and budgets for his meals.

Steven is now a valued friend to many. He has encouraged other people to come into communal spaces and plans days out with them independently. Steven demonstrates empathy and compassion towards other people supported by the service. If he notices that an individual is low in mood he will engage with them, asking if he can do anything to help. This has enabled him to build meaningful relationships.

“He is lovely and a great person to be around. I feel like I have a trusting friend, he has encouraged me to come out of my room more and I now don't feel down or depressed. We go into the community together and plan days out and I couldn't imagine Adamson House without him.” **INDIVIDUAL SUPPORTED**

AT ADAMSON HOUSE

“I feel like I can socialise with people now and I’m not as paranoid as I was. **I no longer spend time in my room which is a big thing for me as I used to isolate myself. I love all staff and feel supported.** I would like to eventually get my own place again in Partington and visit my friends at Adamson House. I was a roofer for 20 years, but my illness took over - my goal is to work away from home again.” **STEVEN**



**Thank you for taking the time
to read our brochure.**

*We are happy to answer any questions you may
have. Please contact us by using the details below:*

Call us on: **0161 974 7210** | Email us at: **contact@northernhealthcare.org.uk**

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

