

# INSIGHT

## *Commissioning*

HEALTHCARE PROFESSIONALS  
WORKING IN PARTNERSHIP

ISSUE 14 AUGUST 2024



**EMPOWERING RECOVERY AND  
INDEPENDENCE IN RADCLIFFE**

> **ELEVATING CARE THROUGH  
THE 15 STEPS CHALLENGE**

> **REVOLUTIONISING CAREERS AT  
NORTHERN HEALTHCARE**

# WELCOME

At Northern Healthcare, our unwavering commitment to delivering high-quality, person-centred support continues to drive every aspect of our work. In this edition, I am delighted to share with you some of the remarkable strides we've made in enhancing our services and strengthening our community ties.

First and foremost, the introduction of our new visitor feedback process reflects our ongoing dedication to open communication and continuous improvement. By actively listening to the experiences and insights of our visitors, we ensure that we are always evolving to meet the needs of the people we support. This process not only enhances the support we provide but also allows us to recognise the exceptional efforts of our team, who work tirelessly to create a supportive and empowering environment.

We are proud to spotlight Liberty House in Radcliffe, which has quickly become a symbol of hope for individuals transitioning from 24/7 supported living to independent community life. Developed in partnership with Bury MBC, Liberty House embodies our strengths-based approach, focused on empowering individuals to lead fulfilling lives. Similarly, Moss Lodge, our new service in Rochdale, offers a person-centred approach to supported living, providing 24/7 care and a warm, welcoming environment. Both services reflect our belief that every person deserves a dignified and personalised pathway to recovery.

Additionally, our involvement in the '15 Steps Challenge' has encouraged us to reflect on how every detail of our services impacts quality, safety, and the overall experience for visitors and the people we support alike. By creating environments that are not only safe but also nurturing, we continue to uphold our core values and develop a sense of community.

Finally, we are delighted to announce the launch of our new careers website, designed to connect compassionate professionals with rewarding opportunities within Northern Healthcare. As we grow, we remain committed to building a team that shares our vision and values, ensuring that we can continue to provide the highest level of support for years to come.

Thank you for your ongoing support and partnership. Together, we are making a meaningful difference in the lives of those we support.

Warm regards,

**Nicola Forshaw**  
CEO

## NHC News

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

# POSITIVE CHANGE: THE IMPACT OF VISITOR FEEDBACK AT NORTHERN HEALTHCARE.

Visitor feedback plays a crucial role in improving the quality of our supported living services. It serves as an invaluable resource for identifying areas that need enhancement, allowing us to listen to diverse perspectives and gain a deeper understanding of individual experiences. This insight helps us better serve the people in our care.

At Northern Healthcare, we encourage all visitors to share their observations and suggestions to foster open communication, promote transparency, and drive continuous quality improvement. Your feedback also provides a clearer picture of the overall satisfaction and well-being of the people we support, helping us create a more supportive, empowering and inclusive community grounded in person-centred care.

To make this process even easier, we have introduced feedback cards at each of our services, available to all visitors - including family, friends, and external professionals. Your input not only helps improve our services but also allows us to recognise the dedication and hard work of our team.

**Have you visited a Northern Healthcare service recently?** Your feedback is vital to our ongoing efforts. By sharing your experiences, you contribute to meaningful changes that benefit everyone - fill out our survey online today!



*"I have visited Kirk House a few times over the past few weeks and I have been very impressed with the care and support provided by Kirk House staff to their service users. They go above and beyond and the service users that I currently support/have contact with all speak very highly of the placement. In my nursing career, I have visited and liaised with many care providers and I think that Kirk House is exceptional."*

*Laura Collins - Cumbria, Northumberland, Tyne and Wear NHS Foundation*

*"I supported a service user with a transition from hospital to Kirk House. The clinical team at Kirk House went above and beyond to make the service user feel comfortable. I was impressed by how caring, compassionate and person-centred. I have supported other service users in the past to Kirk House and have had positive experiences."*

*Jayne Richardson, External Professional*



# LIBERTY HOUSE: EMPOWERING INDEPENDENT LIVING THROUGH COMMUNITY SUPPORT.

Liberty House in Radcliffe, Manchester is a step-down supported living service for adults (18+) living with a mental health diagnosis and/or learning difficulties. Developed in collaboration with Bury MBC, Liberty House acts as a supportive bridge between 24/7 supported living and fully independent community living, aiming to empower individuals and avoid hospital admissions whenever possible.

The service provides safe accommodation with 6 apartments over 2 floors each with a bedroom, living area, kitchen and bathroom. Liberty House is in a central location, with ample car parks nearby and excellent access to public transport.

People are at the heart of Liberty House and are supported through a strengths-based approach, focused on enabling people to do as much as they can for themselves, leading to happier and healthier lives.

Individuals will be supported to develop essential independent living skills to support the next stage of their recovery journey and enhance their social skills, building meaningful connections with others. The service will also contribute to better physical health and overall wellbeing, while helping individuals develop strategies to minimise the risk of mental health relapse. The service has strong ties with the local community enabling the people we support to explore various opportunities for education, training, voluntary work, and paid employment

Our passionate team strive to empower individuals, fostering a sense of belonging and community spirit.

Our holistic and flexible approach to care enables individuals to live fulfilling and independent lives while receiving the guidance and support they need to thrive.

**“The opening of Liberty House has been such a positive success; it was identified as a need in the local area some time ago and for the service to have now opened is such a proud moment. It’s heartwarming to have seen the faces of the people we support when moving into the service, they were so happy.**

**The service provides such a warm and new environment that the people we support can make a home, it’s truly amazing. We are so excited to see how the service promotes independence and provides continuous support throughout individual’s recovery journeys.”**

*Jade Herdson, Deputy Service Manager*

Liberty House has been developed in line with the Housing with Additional Needs Strategy and partnerships aimed at:

- ✓ Enhancing the quality of life for individuals with mental health needs.
- ✓ Empowering individuals to live autonomously.
- ✓ Reducing reliance on out-of-area placements.
- ✓ Promoting tenancy sustainment.
- ✓ Assisting with the management of long-term health conditions.
- ✓ Generating employment opportunities for the local community.
- ✓ Delivering value for individuals, local communities, and public services alike.

These recommendations collectively strive to not only create a supportive living environment but also empower individuals and strengthen the community as a whole. By prioritising mental health needs, these goals help pave the way for more inclusive, resilient, and self-sufficient communities.

**Find out more: [northernhealthcare.org.uk/services/north-west/liberty-house/](https://northernhealthcare.org.uk/services/north-west/liberty-house/)**

## MONTGOMERY HOUSE RACES FOR LIFE.

In July Montgomery House gathered for their highly-anticipated annual Race for Life event. With the goal of raising awareness and funds for Cancer Research, the service came together in a heartwarming display of teamwork and determination.

Thanks to the overwhelming support from sponsors and the local community, Montgomery House proudly raised over £300 for Cancer Research. This remarkable outcome is a testament to the dedication that defines the spirit of Montgomery House.

The Race for Life event has become a cherished tradition at Montgomery House, fostering a strong sense of unity and purpose. This year's success has further solidified the service's commitment to making a difference in the lives of others.

A heartfelt thank you to all who participated, donated, and supported this incredible event! We look forward to continuing this tradition and making an even greater impact in the years to come.



# TOUR MOSS LODGE: A NEW SUPPORTED LIVING SERVICE IN ROCHDALE.

Moss Lodge, is a newly opened supported living service located in Rochdale, Greater Manchester. This service offers 24/7 care for adults with mental health diagnoses, learning disabilities and/or autism. With 18 ensuite bedrooms, communal living spaces, and private outdoor space, Moss Lodge provides a safe and supportive environment aimed at enhancing independence and promoting social inclusion.

## *Lois Wild, Moss Lodge Service Manager comments:*

"We are delighted to share the recent opening of Moss Lodge. Our team's dedication, in partnership with Inclusion Housing and Rochdale Borough Council, has transformed this building into a vital supported living service filled with warmth and heart. Initial feedback from the people we support, our team and external professionals and visitors has been incredibly supportive and we will continue to listen to all our stakeholders to shape the future of Moss Lodge."

*"First look so only first impressions. Have to say - very person-centred, caring, sensitive with my service users, staff keeping in good communication with me on service users needs. All great!"*

*Gary Wade - Rochdale Borough Council*

*"Moss Lodge is a lovely place to visit and has a lovely, warm, welcoming feel to it, all the staff are lovely and really helpful."*

*Marcus Urey, External Professional*

We are proud to welcome individuals on their journey to regain confidence and work toward greater independence in the community through our recovery-focused pathways. Our experienced multi-disciplinary team help individuals to achieve their next steps, from simple tasks such as cooking and budgeting to longer-term goals such as gaining employment.

**Watch our service tour:**



# ENHANCEMENTS IN QUALITY, SAFETY, AND COMPASSION ACROSS OUR SERVICES.

Earlier this year, Northern Healthcare services embraced the '15 Steps Challenge' programme from the NHS Institute for Innovation and Improvement with a focus on reviewing first impressions as powerful indicators of quality and safety.



As Northern Healthcare embarked on this journey to elevate services, the focus was on ensuring every step taken within services led to a safer, more compassionate and higher quality experience for all.

Each service took the challenge way beyond 15-steps as our team members and the people we support committed to this fantastic opportunity to make meaningful improvements and showcase our dedication to exceptional support.

Our services approached the challenge in a variety of creative and impactful ways, including:

- ✓ Refreshing displays to enhance the visual appeal of the environment.
- ✓ Installing multi-lingual welcome signs to promote inclusivity and cater to diverse communities.
- ✓ Proudly showcasing our core values to foster a sense of unity and purpose.
- ✓ Incorporating words of affirmation and quotes from team members to inspire positivity and encourage continuous growth.
- ✓ Implementing upcycling projects to promote sustainability and creativity.
- ✓ Displaying "You Said, We Did" boards and newsletters to showcase transparency and progress.
- ✓ Maintaining tidy communal spaces and showcasing engaging activities to encourage social interaction and overall well-being.
- ✓ Gardening, jet-washing, painting and incorporating indoor plants to enhance the natural beauty of the surroundings and promote a calming atmosphere.
- ✓ Creating diversity walls in communal areas to celebrate and educate about different cultures and backgrounds.

Above all, the people we support played a key role in determining how their services should be presented to visitors, ensuring their voices were heard, and their needs were met. Through these collective efforts, our services truly embodied the spirit of the '15 Steps Challenge,' elevating the overall experience and fostering a sense of community and pride.



# REVOLUTIONISING CAREERS: CONNECTING TALENT WITH OPPORTUNITY.

Northern Healthcare is thrilled to unveil a new careers website dedicated to addressing the growing demand for skilled, committed, and compassionate professionals in adult health and social care. This innovative platform connects passionate individuals with meaningful opportunities within our organisation, fostering a strong and dedicated workforce to meet the needs of our community.

Our new careers website offers a wealth of information on available positions, training opportunities, and career advancement within Northern Healthcare. Prospective candidates can make informed decisions about their professional paths while exploring our diverse range of roles and services.

By highlighting the importance of personalised care, we aim to attract dedicated professionals seeking a rewarding career in adult health and social care. The website offers intuitive navigation and helpful resources, empowering applicants to pursue their dream roles with confidence.

In addition, the platform showcases Northern Healthcare's unique values, culture, and work environment, providing an inside look at what makes our organisation stand out. This transparency helps us build strong, cohesive teams that align with our mission and values, fostering long-term employee satisfaction and retention.

By prioritising applicant satisfaction and connecting talent with opportunity, our new website ensures a seamless journey for those pursuing a fulfilling career at Northern Healthcare. Visit our website to see how we're shaping the future of adult health and social care, one dedicated professional at a time: [careers.northernhealthcare.org.uk](https://careers.northernhealthcare.org.uk)



*"Having had no prior experience in the mental health sector I have learnt a huge amount of invaluable information over the past two and a half years. There's always been a great sense of community and teamwork amongst the staff which benefits us all."*

**Ben Crocker**  
Support Worker



*"NHC is a great place to work, and I wouldn't hesitate to recommend it to anyone looking for a new challenge. We have such a supportive team and each service works to ensure the best support possible for their residents which is amazing to see and be a part of."*

**Sophie Thomas**  
Mental Health Lead



POSITIVE



RESPECTFUL



OPEN & HONEST



UNDERSTANDING



DEDICATED

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