

# INSIGHT

## *Commissioning*

HEALTHCARE PROFESSIONALS  
WORKING IN PARTNERSHIP

ISSUE 13 JUNE 2024

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**TRANSFORMATIVE INTEGRATED  
SUPPORT PARTNERSHIPS**

> EMBRACING MOVEMENT FOR  
MENTAL HEALTH AWARENESS

> STARS OF SOCIAL CARE  
AWARDS FINALISTS

# WELCOME

Welcome to the June 2024 edition of 'Insight', the Commissioning Bulletin from Northern Healthcare, showcasing our team's incredible efforts and achievements.

In this edition, we highlight how our services have embraced Mental Health Awareness Week's theme of 'Movement' with various activities, including creative projects and accessible exercises. Our Quality and Compliance Team also provided training sessions emphasising the importance of physical activity for mental wellbeing.

Recently, Holland House partnered with Lancashire County Council to reduce hospital admissions and optimise patient discharge. We now offer six temporary placements for individuals referred by the council, supporting a smooth transition into the community. This initiative provides essential practical and emotional support to empower individuals on their recovery journey.

June is Pride Month, a time to celebrate and support the LGBTQIA+ community. Across our services, we held vibrant Pride-themed events, from BBQs and walks to decorating our spaces and enjoying pride-themed treats. We are committed to fostering an inclusive environment where everyone feels valued and respected.

Northern Healthcare's Inclusion Week further highlighted our dedication to unity and diversity. Our team shared personal stories and engaged in activities celebrating our varied backgrounds, reaffirming our commitment to an inclusive workplace where everyone can bring their authentic selves to work.

In this month's bulletin, we also share one of our support stories. Taylor's remarkable transformation and dedication to personal growth, exemplify the profound impact of our services. Taylor's journey towards recovery and stability, her engagement in community activities, and her new role as an Expert by Experience are powerful testaments to resilience and determination.

Finally, in June, our team members were honoured to be shortlisted in three categories at The Stars of Social Care Awards.

We hope you find this month's bulletin engaging. Your ongoing partnership is deeply valued. We will continue to use these updates to keep you informed about what's happening across Northern Healthcare and to share important news from our services.

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)

# INTEGRATED SUPPORT PARTNERSHIPS THAT MAKE A DIFFERENCE.

Earlier this year, Holland House formed a new collaboration with Lancashire County Council with the aim of reducing hospital admissions and optimising patient discharge. Holland House offers discharge support for long-term mental health care and hospital avoidance pathways for individuals who may require short-term or 'crisis intervention' support before returning home.

We now offer six temporary supported living placements to individuals referred by Lancashire County Council for up to twelve weeks to support individuals with a smooth and timely transition into the community after an inpatient admission.

## **This includes:**

- Our support in contacting local district councils to secure onward accommodation and support to meet individuals' long-term needs.
- Support to empower individuals to build the essential skills needed to manage their recovery journey effectively.
- 24/7 background support with a minimum of eight hours per week of 1:1 support.

The partnership helps facilitate the optimisation of the patient pathway and drive efficient use of local community supported living services, Holland House Service Manager Amanda Hartley comments: "As well as the emotional and mental health support that individuals often need following a long-term stay in an inpatient setting, there are lots of practical support elements that we often take for granted. The goal is always to safely return to independent living, our team at Holland House provide individuals with safe spaces, the support and the time to do so."

Together, Holland House and Lancashire County Council are committed to fostering impactful transitions and empowering individuals on their journey towards recovery and independence.



# EMBRACING THE JOY OF MOVEMENT FOR MENTAL HEALTH AWARENESS WEEK.

Mental Health Awareness Week (MHAW) is the biggest opportunity for the UK to join together to focus on prioritising mental health. This year the theme was, "Movement: Moving more for our mental health".

Radcliffe Lodge did not stop moving all week! The team got creative by decorating their space – this included painting boards, updating noticeboards and hanging decorations. They also updated their wellbeing garden, hosted a pamper afternoon and enjoyed plenty of walks.

Montgomery House kept moving all week too with plenty of walks and an inter-service football tournament. Everyone participated in Wear It Green Day and donated to the wonderful cause.

Our Quality and Compliance Team provided two training sessions for Mental Health Awareness Week and made sure to include this year's theme – movement.

After the success of our popular Mental Health Awareness training last year, we now provide it as part of our core training offering! The training gives team members a deeper understanding of many mental health conditions, enabling us to provide the people we support with the best care possible.

Our Central Office team dressed up for Wear It Green Day. The office was decorated, green snacks were shared and our three best-dressed team members were crowned.

Mary Seacole House hosted a Sports Day to promote mental health awareness, featuring activities such as bowls, egg and spoon races, frisbee, basketball and cricket. It was a fantastic event; with many people we support and team members participating and enjoying a wonderful afternoon.

The positive atmosphere was so evident that our team suggested making this a regular event, either weekly or monthly, on weekends throughout the summer.



# CELEBRATING INCLUSIVITY, DIVERSITY AND ACCEPTANCE.

June is Pride Month, a time to celebrate and support the LGBTQIA+ community. At NHC, we are committed to embracing diversity and developing an inclusive environment where everyone feels valued and respected. Our services proudly uphold these principles, ensuring that every individual, receives compassionate support. Our services came together this month to honour Pride and continue our dedication to inclusivity and acceptance. Here are just a few of the activities from the month:

Radcliffe Lodge hosted a Pride BBQ, bringing everyone together in a vibrant celebration. They had an incredible time participating in a Pride Walk, spreading love and positivity every step of the way!

Our services decorated with vibrant flags and colourful décor, enjoyed delicious pride-themed cakes and held "Loud and Proud for Pride" parties to celebrate the spirit of pride and unity together.

At Northern Healthcare, we stand proud and united in supporting the LGBTQIA+ community - celebrating love and acceptance every day!

Inclusion Week at NHC kicked off on the 27th of May and wrapped up on the 2nd of June with all NHC services embracing the campaign and showcasing their dedication to unity in inspiring ways! Our activities were a testament to the strength found in our diverse workforce.

Throughout the week, our team came together to share their unique stories, creating an atmosphere of understanding and mutual respect. One of the highlights was the sharing of personal profiles, where individuals opened up about their journeys, from favourite travel destinations, to the culinary delights that hold a special place in their hearts.

We engaged in activities that celebrated our varied interests and experiences, sharing our diverse professional backgrounds. These celebrations reaffirmed our commitment to fostering an environment where every individual feels valued, respected, and empowered.



# TAYLOR'S RECOVERY JOURNEY.

Taylor has a diagnosis of depressive disorder with obsessional thoughts and joined Mary Seacole House in December 2018.

Previously, Taylor has experienced episodes of hyperventilation and struggled with overdosing, occurring frequently, and creating distressing situations.

Since the start of the year, she has exhibited a remarkable transformation. The frequency of these incidents has significantly decreased, marking a pivotal turning point in Taylor's journey towards recovery and stability. Instead of focusing on past difficulties, Taylor has wholeheartedly embraced a new path focused on holistic wellness and community involvement. Her dedication to personal growth is evident through her active participation in community activities, such as attending church and visiting the Buddhist Centre in Manchester for yoga sessions. Additionally, Taylor's commitment to physical health is commendable, evident in her impressive progress towards her health and fitness goals.

Taylor's dedication to her health and wellbeing is admirable. She has found joy in engaging in various activities, including reading at the local library and volunteering at a charity clothes shop in Westhoughton. She has expressed how these activities contribute positively to her mental health and overall quality of life.

Taylor's commitment to personal growth is evident through her pursuit of new opportunities. She has been offered a job with Northern Healthcare as an Expert by Experience, a role she is happily preparing to undertake. This exciting development marks a significant milestone in her journey, and she looks forward to contributing her valuable insights and experiences as part of the Northern Healthcare Team.

Taylor's journey is a powerful testament to the transformative power of resilience and determination. By prioritising self-care, community engagement, and healthy lifestyle choices, Taylor has not only improved her own wellbeing but has also become an inspiration of hope for others facing similar challenges. We are immensely proud of Taylor's progress and look forward to continuing to support her.

## Home Life

Read more inspiring support journeys and find out about life at our services online:  
[northernhealthcare.org.uk/home-life](https://northernhealthcare.org.uk/home-life)

*"Following our last home visit, we will no longer have further involvement with XX as our outreach work is now complete. He appears to have settled in really well at his new accommodation and is thriving with the support of staff at Holland House - and also his family, which is really lovely to see. Thank you all for your support, and we all wish XX well as he continues to recover."*

*External Professional, Holland House*

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*"Claire is so caring and loves everybody. She is good with everybody and treats everybody equally. Claire always goes out of her way for the residents and nothing is too much to ask."*

*Support Feedback, Radcliffe Lodge*

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*"I just wanted to point out what a huge positive impact that both Joe and Jade have had on XX whilst supporting her at Tarvin Court. I also want to highlight how fabulous the communication has been, and I have really appreciated the updates of XX's mental health. Both Joe and Jade are very approachable, and the skills they have for de-escalation are second to none. It is clear to see how empathetic, passionate and committed they are to their role, and I feel they are a massive credit to the service."*

*As much as I am aware XX will miss their presence, I also will miss being greeted by such friendly faces when visiting your service."*

*External Professional, Tarvin Court*

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*"I'm writing to praise your Team Leader, Anthony, over the last couple of months I've been really depressed... Anthony has been having good daily conversations with me about the way I feel it has really helped me... He has also been doing activities with me in the car park to help me focus more on day-to-day life rather than sleeping in my room. I really favour Anthony ever since I've met him, he's generous humble and friendly and is always there when needing help. I hope he gets the praise he deserves from this as I really appreciate his help every day or when it's needed."*

*Support Feedback, Mary Seacole House*

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*"As an outside provider visiting different establishments, on occasion, I meet someone who really goes the extra mile. You always seem to be on duty when I visit, and nothing ever seems to much trouble. You are focused on your patients and your concern for their welfare is admirable."*

*Often people do not believe they are as good as they are, and I hope you don't mind me saying you are in that category. Believe in you because you are fantastic - you are open, honest, supportive and most importantly personable."*

*I have nothing but praise for you and how you manage your team. Thank you."*

*External Professional, Glen Garth House*

# STARS OF SOCIAL CARE AWARDS.



In June, our Northern Healthcare team members were honoured to be shortlisted in three categories at The Stars of Social Care Awards!

Debra Wadsworth from Montgomery House and Nina Fletcher from Milnshaw House were both shortlisted for 'The Joy Maker Award'. This award recognises individuals who spread joy and happiness among their colleagues and the people they support. These special individuals possess a unique, infectious enthusiasm and consistently go above and beyond to ensure the wellbeing and happiness of everyone around them.

Additionally, Montgomery House was shortlisted for 'The Above and Beyond Team Award'. This award celebrates a team that goes the extra mile for the people they support and supports each other to deliver outstanding, person-centered care.

Following the ceremony on June 15, we are thrilled to announce that Debra Wadsworth has been crowned the Joy Maker at the prestigious Stars of Social Care Awards! Debra's dedication, compassion, and tireless efforts have truly made a difference in many lives. Her ability to spread joy and positivity is an inspiration to us all.

Our team are immensely proud of this incredible achievement and congratulate Debra and our finalists for their outstanding contributions to Northern Healthcare.



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