Northern Healthcare
Putting people first, changing lives.

INSIGHT *Commissioning*

HEALTHCARE PROFESSIONALS WORKING IN PARTNERSHIP

ISSUE 17 MAR 2025

CELEBRATING OUR SHINING STARS AT THE NORTHERN LIGHTS AWARDS.

> BECOMING AN EMPOWERED & ADAPTIVE LEADER.

> JOHN'S INSPIRING JOURNEY TO INDEPENDENCE.

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WELCOME

Welcome to the latest edition of Insight, where we celebrate the dedication, resilience, and progress within Northern Healthcare.

This issue highlights inspiring stories of personal growth, including John's remarkable journey to independence after years of support at Mary Seacole House. His transition to living independently is a testament to the power of supported living and the dedication of our team.

We also reflect on the success of the Northern Lights Awards, an afternoon that honoured the outstanding contributions of our colleagues. With over 400 nominations, this celebration was a heartfelt recognition of those who go above and beyond to make a difference.

Our Future Leaders Programme continues to equip our next generation of leaders with vital skills. A recent session with Executive Brain Coach Andrea Edmondson explored how understanding the nervous system can enhance leadership, promoting resilience and emotional intelligence in a demanding sector.

Beyond leadership, this edition showcases the vibrant community spirit across our services - from creative arts initiatives to cultural celebrations and engaging activities that promote connection and well-being. We also spotlight the incredible commitment of Bruce Maclaren, who is taking on two ultra marathons to raise funds for Mind, championing mental health awareness and support.

Finally, in honour of Mental Health Nurses Day, we feature an insightful conversation with Dawn Cropper, Operations Director at Northern Healthcare, who shares her inspiring career journey and vision for the future of mental health care.

As always, we remain committed to providing high-quality, person-centred support, ensuring every individual receives the support they need to thrive.

Enjoy this edition, and thank you for being part of the Northern Healthcare community!

Nicola Forshaw
CEO

Northern Healthcare is actively seeking new development areas across the UK. If you have a requirement for a supported living service in your area, please get in touch.

JOHN'S JOURNEY TO INDEPENDENCE.

John lives with a diagnosis of Paranoid Schizophrenia and joined Mary Seacole House in April 2017, following a referral from the hospital by the Community Mental Health Team. Over the next seven years, he became an integral part of the Mary Seacole House community, engaging in various activities and forming strong relationships with both the team and the individuals we support.

In December 2024, after patiently waiting for the right opportunity, John finally moved into his own home in a familiar local area. His departure marked a significant transition not only for him but also for the team and other individuals who have shared in his journey.

Throughout his time at Mary Seacole House, John was an active participant in events and social gatherings. He had a long-standing passion for boxing, having trained alongside friends for several years. More recently, he enjoyed outings such as a visit to a local Chinese buffet, took part in the Halloween party, and was a regular attendee of the weekly "Mary's Kitchen" brunch sessions led by our Service Manager, Sara.

John's vibrant personality and sharp sense of humour made him a cherished presence within the service. He often spoke with pride about his personal growth and the progress he had made towards independent living. One of John's most memorable traits was his love for aftershave - his signature scent always let people know he had been around before they even saw him!

Looking ahead, John has exciting plans for his new home. He hopes to get a small dog, complete with a dog pram, and has already chosen the name - Little Bo Peep.

On John's final day at Mary Seacole House, the team held a farewell celebration, presenting him with an early Christmas gift. A group of team members gathered to wave him off as he left in a taxi, ready to begin this new chapter of his life.

"John was an absolute pleasure to support. He built a strong therapeutic relationship with the team and became something of a mascot at Mary Seacole House. His journey is a true testament to the power of supported living, and while he will be deeply missed, we are incredibly proud of him. We wish John all the best in his bright and independent future!"

Joseph Hartley, Deputy Service Manager.

NORTHERN LIGHTS AWARDS: A CELEBRATION OF OUR INCREDIBLE TEAM.

On March 5, 2025, the stunning Cloud 23 at Hilton Manchester was alive with excitement and appreciation as we gathered for the Northern Lights Awards - a special occasion to honour the incredible individuals and teams that make Northern Healthcare the exceptional organisation it is.

With over 400 nominations from colleagues, the individuals we support, and external professionals, this year's awards celebrated the dedication, passion, and commitment of our team in delivering life-changing mental health support.

The event was hosted by actor and mental health advocate Danny Miller, who shared heartfelt words about the impact of our work: "Each of you in this room plays a vital role in making a difference. Your dedication to breaking down stigma, creating safe spaces, and empowering individuals is truly inspiring. It's an honour to be part of this celebration."

SUPPORTING A MEANINGFUL CAUSE

This year's awards also supported Once Upon A Smile, a charity dedicated to providing emotional and practical assistance to bereaved families. Their work closely aligns with our mission, reinforcing the power of community and compassion in times of need.

AND THE WINNERS ARE...

A huge congratulations to all of our nominees and winners! Each award represents an outstanding commitment to our values and the people we support.

- ✓ Central Office Star: Lauren Anderton
- ✓ Clinician of the Year: Jo Willis
- ✓ Going Above & Beyond Award: Arooj Mirza
- ✓ Inspiration in Action Award: Adric Salfi
- ✓ Rising Star Award: Mehgan Hartley
- ✓ Service Manager of the Year: Sara Foster
- ✓ Service of the Year: Kirk House
- ✓ Support Worker of the Year: Graham Black
- ✓ Team Leader of the Year: Carli Flanagan
- ✓ Team Player of the Year: Kerry Collis
- ✓ Values Champion of the Year: Laura Henderson
- ✓ Values Service of the Year: Milnshaw House

Nicola, CEO of Northern Healthcare: "These awards are a reflection of the passion, resilience, and compassion that our teams bring to their roles every day. You are the heart of Northern Healthcare, and it's truly inspiring to celebrate your achievements."

LOOKING AHEAD

The Northern Lights Awards remind us all of the incredible work we do and the importance of recognising and celebrating each other's successes. Thank you to everyone who took part, from our nominees and winners to those who continue to go above and beyond every day.

We will carry this spirit of appreciation forward as we continue making a difference in the lives of those we support!

#PROUD #NorthernHealthcare

NHC News

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

NORTHERN HEALTHCARE SUPPORTED LIVING PATHWAYS.

At Northern Healthcare, we provide safe, high-quality accommodation alongside expert mental health support. Our tailored services promote recovery, independence, and personal growth.

With multiple supported living services across the UK, we provide homely, non-clinical environments that promote recovery and personal development.

By collaborating with referrers, clinical teams, Integrated Care Boards and commissioning bodies, we ensure individuals receive the right care at the right time, with regular progress reviews that measure outcomes and celebrate milestones.

PATHWAYS FOR EVERY STAGE OF RECOVERY

We offer a range of specialised support pathways designed to meet individuals wherever they are on their recovery journey.

For those requiring **Intensive Support**, we provide 24/7 care typically over a period of two to four years, ensuring stability and safety with both clinically informed and clinically led services.

Our **Discharge to Assess** pathway provides transitional care for six to twelve weeks, allowing individuals to step down from hospital settings into structured support while maintaining continuity of care.

For individuals aiming to regain independence, our **Enhanced Supported Living** pathway (typically lasting 12-24 months) gradually reduces support over time, equipping individuals with essential life skills.

The **Move-On Services**, operating over the same timeframe, offer minimal support while reinforcing independent living skills, ensuring individuals are ready for self-sufficient living.

Finally, our **Outreach Services** provide flexible community-based support for individuals living independently, offering assistance where and when it is needed most.

SEAMLESS REFERRAL PROCESS

Our streamlined referral process ensures professionals can secure timely and appropriate support for individuals in their care. From the initial referral to assessment and admission, our process is designed to be efficient and person-centred.

- ✓ Referral received and reviewed within 48 hours
- ✓ Desktop assessment conducted
- ✓ Face-to-face assessment within 4 working days
- ✓ Decision and support plan provided within 10 working days
- ✓ Transition and admission into a suitable pathway

Referrals

To make a referral or for more information please get in touch with our team: referrals@northernhealthcare.org.uk

COMMITMENT TO QUALITY AND CARE

Northern Healthcare has been rated 'Good' by the Care Quality Commission (CQC), reflecting our unwavering commitment to safe, person-centred care. Our team operates under our core PROUD values - Positive, Respectful, Open & Honest, Understanding, and Dedicated - ensuring the highest standards in everything we do.

FIND THE RIGHT PATHWAY

Every individual's journey to recovery is unique, and we are here to support professionals in identifying the most suitable pathway. Whether an individual requires intensive support, transitional care, or community-based outreach, Northern Healthcare offers structured, outcome-driven services tailored to individual needs. Individuals supported by Northern Healthcare consistently report improvements in their confidence, independence, and overall well-being.

To explore our full range of services and see how we can assist your referrals, view our brochure online:

HOME LIFE: CELEBRATING MILESTONES, CREATIVITY, AND COMMUNITY.

CREATIVITY IN FULL COLOUR

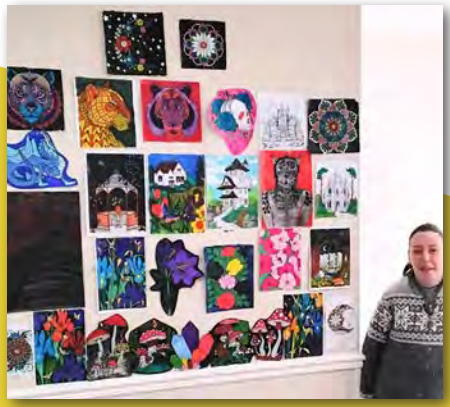
Arts and crafts have been bringing joy and self-expression to our services over the past couple of months! At Kirk House, a person we support added to the service's ever-growing art wall, while the team also created sensory bags filled with feathers, paint, pasta, and pom-poms - an activity that sparked plenty of smiles and laughter. Their creativity didn't stop there, as they also put together a PROUD wall, covered in messages of kindness and appreciation beneath a beautifully painted rainbow.

Elsewhere, Hyde Park House made heartfelt Valentine's cards to share with loved ones, Glen Garth decorated their space with a 'support tree' featuring the lovely faces of everyone in the service, and Milnshaw House embraced mindfulness through a calming colouring activity. We love to see so many people getting involved, expressing themselves, and making their services brighter with their artwork!

CULTURE AND COMMUNITY

Our services have been embracing multicultural celebrations with creativity and enthusiasm. Grainger House kicked off Ramadan and Eid preparations early by sharing a delicious Islamic-inspired meal. While Ramadan is a time of fasting, it's also a period of reflection and togetherness - an opportunity for all of us, regardless of faith, to express gratitude and unity.

Meanwhile, Radcliffe Lodge and Moss Lodge welcomed The Year of the Snake with beautifully crafted decorations and themed dinners. Symbolising wisdom, transformation, and growth, this new year served as a reminder to keep learning, evolving, and seeking out new opportunities. From festive meals to creative decorations, these celebrations have brought people together in meaningful ways, highlighting the rich diversity across our services.



GAME ON

It's been all fun and games across our services recently. Hyde Park House and Mary Seacole House put their skills to the test in exciting darts tournaments, while Moss Lodge turned up the heat with a game of pool- complete with a prize box to keep the competition fierce. Over at Mary Seacole House, the fun continued with kite flying and Jenga games in between cooking sessions - a perfect way to unwind and enjoy time together.

A FOND FAREWELL & A NEW BEGINNING

At Amy Johnson House, we recently celebrated a bittersweet milestone as we said goodbye to someone we support who is moving on to live independently in his own flat. The team put together a fantastic farewell party, complete with homemade cupcakes, classic school cake, and heartfelt cards filled with well wishes for this exciting next chapter.

It's always inspiring to see the people we support grow in confidence and achieve their goals. His journey to independence is something to be truly proud of, and we have no doubt he will thrive in his new home. Wishing him all the best for the future!

BRUCE'S ULTRA MARATHON CHALLENGE!

In 2023, Bruce Maclaren, Service Manager at Kirk House, took on two marathons and raised over £2,200 for Children with Cancer UK - an incredible achievement!

This June, Bruce is pushing his limits once again by taking on two ultra marathons just one week apart. He is raising funds for Mind, a leading mental health charity in England and Wales that provides essential support and guidance to those facing mental health challenges.

In Bruce's Own Words: "This year, I'm taking it even further - completing two ultra marathons: the Lake District Ultra (62 miles) and The Wall (70 miles) the following week. I've chosen to raise money for Mind because mental health affects us all, often in ways we don't expect. One in four people will experience a mental health challenge, and we all know someone who has struggled. This cause is incredibly important to me."

Our team is proud to support Bruce's journey and contribute to Mind's vital work in helping those in need.

If you'd like to donate and follow Bruce's journey, please visit his JustGiving page. Let's come together to support Bruce and champion mental health awareness!

THE HEART OF MENTAL HEALTH NURSING: MAKING A DIFFERENCE EVERY DAY.

On Mental Health Nurses Day, 20 February 2025, we celebrated the dedication, compassion, and resilience of mental health nurses who play a crucial role in supporting individuals on their recovery journeys. One such professional is our experienced Mental Health Nurse and **Operations Director at Northern Healthcare, Dawn Cropper**, whose career spans over 25 years. Here, she shares her journey, the rewards of her role, and her hopes for the future of mental health care.

WHAT INSPIRED YOU TO BECOME A MENTAL HEALTH NURSE?

"After completing a music degree at Huddersfield University, I took some time out and began working as an administrator and secretary within a busy Community Mental Health Team (CMHT) in Yorkshire. This role gave me first-hand experience of individuals living with mental illness, and I soon started working as a Support Worker alongside my administrative role.

It was during this time that I was offered a secondment to train as a nurse - an opportunity I wholeheartedly embraced. My experiences within CMHT and acute mental health wards had shown me the profound impact that mental health professionals can have on people's lives. I wanted to be part of that - to empower individuals to overcome their challenges and regain control of their lives.

When I first started 25 years ago, mental health stigma was far more prevalent. I wanted to support in breaking this stigma while also supporting people in managing their conditions so they could live the lives they chose."

WHAT DOES A TYPICAL DAY LOOK LIKE FOR YOU?

"As Operations Director at Northern Healthcare, I remain deeply involved in mental health nursing. My role includes:

- ✓ Clinical conversations and escalation calls
- ✓ Safeguarding meetings
- ✓ Discussing complex cases, including referrals, medication management, and care planning
- ✓ Supporting colleagues in delivering the best care possible

While my responsibilities have expanded, at my core, I am still a Mental Health Nurse - always advocating for the best possible support for those we care for."

WHAT'S THE MOST REWARDING PART OF BEING A MENTAL HEALTH NURSE?

"The most fulfilling aspect of mental health nursing is knowing that you are making a real difference in people's lives.

In social care, we often support individuals stepping down from acute psychiatric or forensic mental health secure wards. Seeing them flourish in an environment they can truly call home - without restrictions - is incredibly rewarding.

Even the smallest achievements are meaningful, whether it's regaining independence, reconnecting with family, or simply feeling more in control of their mental health. These daily victories make every challenge worthwhile."

WHAT CHANGES WOULD YOU LIKE TO SEE IN MENTAL HEALTH CARE?

"Better access to mental health support for children - starting with mental health education in primary schools, so young people are better equipped to manage challenges as they grow.

A greater focus on preventative care, reducing hospital admissions by expanding community and crisis services.

Increased government funding for mental health nursing in social care, raising the profile of mental health nurses in these settings."

A STANDOUT MEMORY FROM YOUR CAREER

"Coming to Northern Healthcare, one of the most pivotal moments in my career was seeing an ex-patient thriving in a supported living environment. I had previously nursed this individual in various clinical settings including acute and Psychiatric Intensive Care Unit (PICU) wards at different stages of her illness and when she was at her most unwell. She spent years in hospital, battling complex mental health conditions.

Eight years later, I saw her living independently, embracing life, and thriving. Witnessing her transformation - knowing where she had come from - was truly inspiring. It reinforced why we do this work and the incredible impact mental health nurses can have on someone's journey."

Discover
Inspiring Team Stories!

Our team members make a real difference. Follow their journeys:
careers.northernhealthcare.org.uk

NHC FUTURE LEADERS: BECOMING AN EMPOWERED & ADAPTIVE LEADER.

The Northern Healthcare Future Leaders Programme is dedicated to developing the next generation of leaders by enhancing skills, reinforcing core values, and providing clear career progression. Open to both seasoned professionals and emerging leaders, it prepares them for roles such as Service Manager and beyond. With 30 team members enrolled, the programme highlights our commitment to nurturing talent and promoting growth.

In the latest Future Leaders session, **Andrea Edmondson, Executive Brain Coach and Founder of 'NeuroSmart Learning,'** joined Northern Healthcare team members to explore how understanding the nervous system can transform leadership.

Participants learned that great leadership goes beyond strategy and decision-making - it's about self-awareness, emotional regulation, and resilience. Andrea shared: "Understanding and navigating your nervous system is essential territory for all humans, especially those that lead and care for others. Our nervous systems are always communicating - the safer and more balanced they are, the better we feel and lead."

The session highlighted how nervous system awareness can help leaders:

- ✓ Shift from reactive to responsive leadership
- ✓ Build resilience under pressure
- ✓ Strengthen relationships and enhance team dynamics
- ✓ Lead with clarity, confidence, and impact

A VITAL SKILL FOR LEADERS IN SOCIAL CARE

Reflecting on the session, **Sarah Colling, Northern Healthcare People Director**, emphasised its importance: "Leadership in social care isn't always about who has the most letters behind their name. A huge amount of success is attributed to those who have worked their way up the management ladder, built resilience, and mastered the art of the 'daily juggle.' But at what cost does this come?

Last week, we were joined by the insightful Andrea Edmondson, who spent the day with our Future Leaders explaining how to utilise your nervous system to shape you as an effective and mentally strong leader.

Providing our Future Leaders with the tools to support their well-being, in a sector that continues to demand more and more, has to be a skill to master for any manager. Thank you, Andrea Edmondson, for our introduction to this vital area!"

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