

# INSIGHT

## *Commissioning*

HEALTHCARE PROFESSIONALS  
WORKING IN PARTNERSHIP

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**NORTHERN HEALTHCARE RATED  
'GOOD' BY CQC.**

> **CELEBRATING NATIONAL  
AWARD SUCCESS**

> **NEW! INTRODUCING OUR CEO  
ADVISORY GROUP**

# WELCOME

Welcome to our October edition of Insight, which celebrates recent accomplishments and shares exciting developments here at Northern Healthcare. This month, we are proud to announce our recent 'Good' rating from the CQC, a recognition of our dedication to providing safe, compassionate, and effective care across our services. We also celebrate Holland House, a finalist for Care Team of the Year at the National Care Awards 2024, reflecting our team's outstanding commitment to mental health support in partnership with Lancashire County Council.

With the upcoming launch of our new move-on service in Bury, we continue expanding our support network to empower individuals on their recovery journeys. Together, with the introduction of our CEO Advisory Group, we're strengthening our focus on innovation, growth, and responding to the needs of those we support.

Thank you for joining us in recognising these achievements and looking forward to the future we're building together.

Warm regards,

**Nicola Forshaw**  
CEO

## NORTHERN HEALTHCARE RATED 'GOOD' BY CQC IN LATEST INSPECTION.

At the start of September, we were extremely PROUD to announce that Northern Healthcare has received a 'Good' rating from the Care Quality Commission (CQC) in our latest inspection. This rating reflects the dedication and hard work of our entire team in providing high-quality care and support.

The inspection found that Northern Healthcare's PROUD values - Positive, Respectful, Open and Honest, Understanding, Dedicated - are deeply embedded in both daily support and governance, with our team 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 our teams' commitment to delivering person-centred care and maintaining high standards across the board.



## **Key Highlights of the Report:**

**Safe Care Practices:** The CQC praised Northern Healthcare for our robust safety protocols, noting: "The provider took the appropriate steps to keep people as safe from harm as possible." The report highlighted the effective recruitment and training processes, which ensure that staff are well-prepared to deliver care. Regular risk assessments are carried out to make sure that individuals are supported according to their specific needs.

**Effective Services:** Inspectors recognised Northern Healthcare's success in delivering support that improves the quality of life for individuals. The CQC observed: "Staff were confident in explaining what people's support needs were and explained ways they best supported people to ensure they remained safe." The use of regularly updated electronic care plans ensures that care is tailored to each individual's needs, allowing for flexibility as those needs evolve.

**Compassionate and Caring Team:** The CQC report praised the caring and compassionate approach of the Northern Healthcare team. "Staff and people supported had developed good relationships," the report noted, highlighting the genuine concern staff demonstrate for the individuals they support, using a person-centred approach that respects each person's preferences and dignity.

**Responsive Care:** Northern Healthcare was also recognised for its ability to respond swiftly to the changing needs of individuals, ensuring that individuals receive the right support at the right time, promoting independence and positive outcomes. The CQC stated: "People were listened to, and the provider acted on people's views."

**Strong Leadership:** Leadership at Northern Healthcare was commended for fostering a positive work environment and driving continuous improvement. The report described the leadership team as "well-structured, with a good skill mix among senior leaders," and noted that staff felt supported and listened to, with effective governance systems in place to maintain high standards of care.

Northern Healthcare remains dedicated to continuous improvement and is already working on plans to further enhance the services we provide. The CQC's feedback will play an integral role in guiding future initiatives.

"We are absolutely thrilled to receive a 'Good' rating from the CQC. This achievement is a reflection of the passion and commitment our team members bring to their work every day. Our goal has always been to provide outstanding care to the people we support, and this rating shows that we are on the right path. Quality of care and support is always a priority for us and we are most definitely working towards our journey to outstanding." Dawn Cropper, Operations Director.

**[Read the latest assessment report for Northern Healthcare Head Office.](#)**



# HOLLAND HOUSE CELEBRATES AWARD SUCCESS AT THE NATIONAL CARE AWARDS.

We're thrilled to announce that the exceptional team at Holland House has been shortlisted for Care Team of the Year at the National Care Awards 2024!

The nomination of Holland House shines a spotlight on the team's unwavering dedication, positive spirit, and resilience as well as the pivotal role integrated care partnerships play in improving outcomes for individuals living with a mental health diagnosis.

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.

The success of this initiative highlights the strength of the integrated care partnership between Northern Healthcare and Lancashire County Council, which has been pivotal in enhancing support and streamlining care transitions. Holland House's award entry proudly highlighted the impact of this partnership, showcasing its vital role in delivering high-quality, coordinated care.

Amanda Hartley, Service Manager at Holland House comments: "Holland House has been working in partnership with Lancashire County Council on a project dedicated to supporting individuals transitioning from hospital to community living. The service provides discharge to assess support for people who need additional time and support to secure benefits, arrange housing, and find stable accommodation as they continue their recovery journey.

"We are over the moon to have been selected as finalists, this is a testament to the hard work and consistency our team has displayed over the last year. Together, our team at Holland House and the Lancashire County Council are committed to fostering impactful transitions and empowering individuals on their journey towards recovery and independence."

Now in its 26th year, the National Care Awards celebrates the very best of the UK care sector, recognising exceptional contributions and unwavering commitment to quality care. The Care Team of the Year award honours a team that exemplifies excellence, teamwork, and compassion in any care setting. Holland House's selection as a finalist is a testament to the dedication and passion of every team member, and we couldn't be prouder of this recognition. We eagerly look forward to the awards ceremony, where the winners will be announced on Friday, 29th November!





# NORTHERN HEALTHCARE SHINES WITH FOUR FINALISTS AT THE GREAT BRITISH CARE AWARDS.

Northern Healthcare is thrilled to announce that four of its exceptional team members and services have been selected as finalists for the regional Great British Care Awards, an event celebrating excellence across the care sector through 25 distinct award categories.

Accrington's Milnshaw House has been nominated for the Care Team Award, recognising the team's exceptional communication skills and dedication to maintaining dignity and privacy for those they support.

Hyde Park House in Wakefield is shortlisted for the Putting People First Award, honouring teams that have embraced personalisation and empowered individuals to take control over their support needs.

These nominations celebrate the outstanding, person-centred care that Northern Healthcare strives to provide.

Also nominated is Daniel Colquhoun, Team Leader at Carlisle's Kirk House, who is a finalist for the Care Newcomer Award. This category celebrates new staff members who have made a positive impact on their organisation. Finally, Debra Wadsworth from Montgomery House in Radcliffe has been nominated for the Care Home Activity Organiser Award. Known for creating engaging and needs-focused activities, Debra's role has been central in providing tailored, enriching programs for the people we support.

Adding to her impressive accolades, Debra recently received the Joy Maker Award at the Stars of Social Care Awards, which honours individuals who bring joy and positivity to both the people we support and their colleagues. This dual recognition highlights Debra's remarkable contributions to enhancing the quality of life for those she supports.

Northern Healthcare extends its heartfelt congratulations to all four finalists. Their dedication and achievements reflect the organisation's core values and commitment to high-quality, compassionate care.



## **Daniel Colquhoun, Team Leader at Kirk House:**

"I have worked as a Support Worker at Kirk House since April 2023. From day one I have always strived to better myself, gain knowledge, confidence and learn new skills... Northern Healthcare is an ever evolving and growing company and you can learn new skills every day."

# COMING SOON! BURY MOVE-ON SUPPORTED LIVING SERVICE.

Northern Healthcare is thrilled to introduce our new Bury move-on supported living service, designed to bridge the gap between 24/7 supported living and independent community living. Developed in collaboration with Bury MBC, the service includes 13 fully furnished apartments across four floors, each offering a bedroom, living area, kitchen, and bathroom. Conveniently located with a small shared courtyard and access to public transport, this service aims to empower individuals in their recovery journey by fostering independence and minimising hospital readmissions.

With extended daytime support, this service assists individuals in developing essential life skills, managing health, and building meaningful social connections. Our strengths-based approach centres on each person's potential, encouraging autonomy while providing a solid foundation for lasting mental and physical wellbeing.

Aligned with the Bury Housing with Additional Needs Strategy (2012-2025), the service emphasises community engagement and personal growth, offering pathways to education, training, volunteering, and employment. Our passionate team is dedicated to fostering resilience, supporting recovery, and creating a welcoming community atmosphere.

Stay tuned for further details on this important addition to Bury's community support network!

## 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)





# CELEBRATING OUR FUNDRAISING SUCCESS FOR MACMILLAN CANCER SUPPORT.

We are thrilled to share that the wonderful individuals we support, alongside our dedicated team at Milnshaw House and Montgomery House, successfully raised over £100 for Macmillan Cancer Support during a recent fundraising morning! This initiative was not just a fundraiser; it was a celebration of community spirit, compassion, and collaboration.



Everyone came together to engage in various activities, showcasing their creativity and determination. From bake sales and raffles to fun games, each contribution helped raise funds and awareness for this vital cause.

This event highlighted the unwavering commitment of our team and the people we support to making a positive impact in the lives of those affected by cancer. Every pound raised will go directly toward supporting individuals and families facing the challenges of cancer, providing them with essential services and care.

As part of our fundraising morning, we took the opportunity to highlight the valuable resources available to our team members through Macmillan Cancer Support. We shared information on the extensive services they provide, including emotional support, practical advice, and financial guidance for those affected by cancer. By equipping our team with knowledge about these resources, we not only encouraged a deeper understanding of the challenges faced by individuals battling cancer but also empowered our team members and the people we support. This initiative highlighted our commitment to ensuring that everyone has access to the support they need during difficult times.

We are incredibly proud of the efforts displayed by everyone involved, and we are immensely grateful for the generosity that made this possible.

A huge thank you to everyone who participated and contributed!



# NORTHERN HEALTHCARE LAUNCHES CEO ADVISORY GROUP TO DRIVE INNOVATION AND GROWTH.

Northern Healthcare is excited to announce the establishment of its new Proud Advisory Group. This strategic initiative is designed to provide CEO Nicola Forshaw and the executive team with valuable insights from our services, alongside innovative ideas that will inform our long-term growth strategies. The group will play a pivotal role in shaping our approach to enhancing support and ensuring that we remain responsive to the evolving needs of those we support.

The CEO Advisory Group is structured to empower Nicola in making informed strategic decisions to directly address the needs of the people we support and our dedicated team members. This group will prioritise key areas such as enhancing service delivery, fostering sustainability, planning for future growth, and improving the overall experience for both the people we support and our team members. By focusing on these priorities, we aim to create a more responsive and supportive environment for everyone involved in our support journey.

The group will meet quarterly to assess developments, present new ideas, and support the leadership team in addressing both current challenges and emerging opportunities.

Nicola Forshaw, CEO, comments: "We're thrilled to launch the Proud Advisory Group, which represents a significant step forward in our commitment to innovation and forward-thinking leadership. This group brings together dedicated team members from across Northern Healthcare, and their guidance will be instrumental in helping us accelerate our goals and deliver exceptional support."

The advisory group includes individuals from diverse professional backgrounds, each bringing unique insights that will contribute to Northern Healthcare's strategic initiatives. With their expertise, the CEO Proud Advisory Group will play a pivotal role in shaping Northern Healthcare's future.



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