FEBRUARY 2019 ISSUE 40

PERSONA NEWS

Picture courtesy of Bernard Noblett - Finance Director

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Message from Kat

Well 2019 has really started at full pace for us with two CQC inspections taking place in the last couple of weeks. Elmhurst and Woodbury/Shared Lives have both had their inspections and we await the feedback from inspectors to confirm the ratings of these. A massive thank you to all staff and customers who were involved in this. Our services should be inspection ready every day because that is the standard of care our customers should be able to expect from us, but I know how much work goes in to supporting the inspection process on the day in addition to running busy services.

I'm delighted that this edition of the newsletter will be being read for the first time by the new team members who have joined us from Pennine Care and our recent new starters to the Peachment Place team. Welcome to Persona and I hope you enjoy a long and rewarding career with us. The first tenants to move in to Peachment Place will start arriving this week and I know that we have a team who are ready to hit the ground running after a fabulous induction period delivered jointly between Workforce and the managers of the team. I hope we can roll out this format for induction to be what any new starter can expect from Persona in the future because the feedback has been so positive.

Finally I'm delighted that this edition announces the dates of our 2019 staff workshops. The sessions we held in March 2018 received amazing feedback and were attended by over 80% of our staff. They are an opportunity to learn more about developments at Persona as well as to indulge in some true self development which could benefit you in work and your wider life. This year's sessions will continue the Art of Brilliance approach, building on some of the content of last year. Can't wait to see you all there – although can't believe it's nearly 12 months since the last time.

Kat

STAFF NEWS

REFER A FRIEND

We know that our most successful recruitment generally comes from people who live locally to our services and share our values. Often our existing staff are our best advocates in encouraging people to join our fantastic team - do you know anyone who shares Persona's Values?
Why not refer them to apply for a role within Persona and you and your friend could receive £50 each.
All they need to do is add your name to their application form and we will do the rest!

CONGRATULATIONS, NAOMI AND ELAINE

Elaine WIlson, Casual Care Assistant at Spurr House has completed her Level 2 Diploma in Health and Social care - Adults.

Naomi Egan Support Worker-LD has completed her Level 3 Diploma in Health and Social Care - Adults.

VACANCIES AT PERSONA

Do you know where to find vacancies?

All our jobs are posted on our website and this is where you can find all the job descriptions and download application forms.

You can also register your email address here, if you would like to find out about new vacancies as they are added to the website, anyone can do this, whether they already work for Persona or not.

Visit http://www.personasupport.org/jobs-and-volunteering/current-vacancies/

STAFF NEWS

ANNUAL LEAVE

***Reminder** *could all casual staff with accrued annual leave please take their annual leave by the end of March.

If you have any questions regarding this then please contact Workforce on **workforce@personasupport.org**

ANNOUNCEMENTS

STARTERS

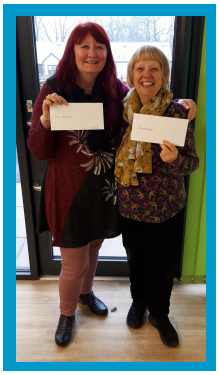
Julie-Ann Yeo, Deputy Manager, Elmhurst
Natalie Loftus, Support Worker Apprentice - LD Day Service
Neil Stonier, Support Worker, LD Day Service
Lyndsey Whitlam, Support Worker, LD Day Service
Mark Caffrey, Wellbeing Assistant, Peachment Place
Natasha Galloway, Wellbeing Assistant, Peachment Place
Samantha Gray, Wellbeing Assistant, Peachment Place
Emma Houghton, Wellbeing Assistant, Peachment Place
Lisa Kennedy, Wellbeing Assistant, Peachment Place
Zoe McAulay, Wellbeing Assistant, Peachment Place
Catherine Powell, Wellbeing Assistant, Peachment Place
Allahraki Chana, Wellbeing Assistant, Peachment Place
Chalana Simpson, Scheme Manager, Peachment Place
Ursula Robinson, Support Worker, Supported Living

LEAVERS

Samara Kareem, Casual Customer Relations Assistant
Margaret Wild, Casual Support Worker-LD, Casual Team
Karina Reidla-Aleksin, Medication Co-ordinator, Elmhurst
Elizabeth Ainsworth, Domestic Assistant, Spurr House

CONGRATULATIONS

A huge congratulations to LD Day Services staff Karen Heselwood, Alison Messenger and Phil Hodgson who have achieved an amazing 25 years of service in the last few months. The staff were delighted to receive their 25 years service vouchers. Well Done!



Congratulations to Joanne Hilton, Support Coordinator, Supported Living, who has won a £100 voucher for 100% attendance in December's draw.

STAFF NEWS

HIVE FIVES

This month has seen 84 HIVE FIVES given across all the services. It's great to see so many staff being recognised for living the Persona values. Here's a selection - congratulations to everyone!

Enthusiastic Caring

Catherine Hodson

Thank you for your help and advice regarding some paperwork. Nothing seemed to much trouble. A great help and very much appreciated, cheers for that.

Adaptable Enthusiastic

Lorraine Baison and Maria Vanichpatanakul

For showing great adaptability and supporting the team with a backlog of work with little fuss, thank you.

Adaptable Caring

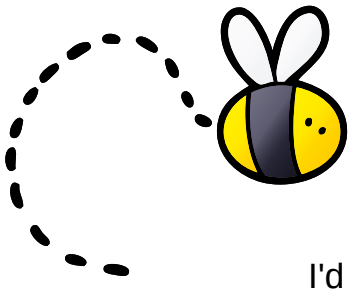
June Brown

I would like to give June a hive five for her caring nature. She stayed longer than her expected shift to sit with a very poorly resident going above and beyond. Thanks June you're a highly thought of member of our team

Adaptable Enthusiastic

Joanne Barnard, Joanne Holland, Karen Heselwood, Alison Messenger and Jane Unsworth

Thank you for organising and delivering an additional M&H training in order to accommodate the new recruits for Peachment Place, this is really appreciated and shows your adaptability and support towards other teams in the organisation.



Enthusiastic Caring

Beth Cameron-Dempsy

Thanks for being so conscientious and flexible Beth.Your help is really appreciated to keep Woodbury Short Stay a great service!

Adaptable Enthusiastic

Stella Parker

I'd like to thank Stella for her continued support since I have returned to work. Stella you always make sure that I am OK which I appreciate very much

Staff Workshops

It's almost 1 year since we held our staff workshops and I'm pleased to say that we will be holding these again this year. The first part of the staff workshops included a market place session, which gave all the staff to opportunity to find out about some key changes that were happening in Persona.

We want to do something similar again this year and want to know what information you would want to see within the marketplace. So look out for the staff survey , which is out now, so that you can let us know what you would like included.

art of brilliance

The second part of the staff workshop was a session with The Art of Being Brilliant, which received really positive feedback from staff. This session gave us the opportunity to take time out of work and reflect on being the best version of ourselves.

The session introduced the terms 'mood hoovers' and 'top 2%ers' and I still hear these being referred to now. For those who may have forgotten, were unable to attend the sessions or are new to the organisation, the terms are used to show the degree of someone's happiness, positivity and wellbeing.

During the session, it was described as a line from 1 to 10, generally most people will be somewhere between 3 and 8 on the line (we have good days and we have bad days). There are then some people who are more often than not positive about their day and would always rate themselves as feeling a 9 or a 10, these are the top 2%er's.

There are then some people who get stuck at the bottom end of the spectrum, and are referred to as mood hoovers. These are not just people who have a quick moan about something and then move on, they are stuck in a cycle of negativity and can drain the energy out of any situation.

It was great at the session to see that lots of our staff are 'top 2%ers'. Don't get me wrong, these staff will have bad days but they very easily and quickly find a way to move on from the negativity and the positivity shines through.

Staff workshops Dates

This year we want to be able to build on what we have learned from last year's sessions. The first step is to arrange for our new staff or anyone who wasn't able to attend last year to attend a catch up session**.**

This session will take place at the Minden Suite of the Fusiliers Museum in Bury town centre on Thursday 28th February
9.30am-12.30pm and 1.30pm-4.30pm

Following this there will be a series of new sessions which will include the marketplace session and a follow on session with The Art of Being Brilliant. The new sessions will focus on The Why Factor. "The Why-Factor" goes back to basics, daring to ask a fundamental question… why do you do what you do? This workshop focuses on helping you uncover your 'why?' that translates into a simple statement that inspires you to take action. The average lifespan is a measly 4000 weeks of which you spend 30% at work. From where we're sitting, you may as well turn up inspired.

These sessions will be held at the Summerfield Suite at the Best Western Bolholt Country Park Hotel in Bury on:
Tuesday 5th March - 1.30pm - 5.00pm
Thursday 7th March - 9.15am - 12.45pm and 1.30pm - 5.00pm
Tuesday 19th March - 9.15am - 12.45pm and 1.30pm - 5.00pm
Wednesday 20th March - 9.15am - 12.45pm and 1.30pm - 5.00pm

Anyone working in Day Services or Head Office will be released to attend one of the sessions. Those employees working in Supported Living or Short Stay who cannot be released during working time will accrue 4 hours for attending the session, which can be added to your hours balance and paid or taken back at another time.

Your managers will be working with you to agree which session you want to attend. Places on sessions are not limited but we do need to know who's coming in advance so please ensure you book on.

We appreciate that for some of you this will involve committing some time that you would not normally have been working. Where this happens you will be credited those hours and we hope that this means you'll take up this unique opportunity to be part of something fantastic across the whole of Persona. Please don't miss out on the experience.

***Reminder* there is still time left for those of you who have not filled in the latest employee Hive surveys. This is your opportunity to give your honest thoughts and opinions to make a difference.**

Baby Noah's visit

A huge congratulations from all at Persona to new parents Mike Moore and Naomi Egan both who work for Persona. They brought their gorgeous first born Noah Lennard Moore to visit Elton Community Centre and Hoyles.
Noah, born on the 17th of January, was a little early to arrive as he wasn't expected until this month. Customer Justine Moulyneux pictured was keen to hold Noah on his first visit to the centres.

Baby Shower

A lovely baby shower was held for Amber Teece, LD - Support Worker at Elton Community Centre, who is due this month. The customers had fun guessing the weight of the baby and playing a baby quiz. Cakes and nibbles were also enjoyed by all.

Silent Auction

This year's Silent Auction is coming to an end. Here is a picture of Elton Community Centre's efforts. Customers, carers and the team at Elton contributed to their array of goodies.

Look out for more information in March's newsletter to find out all the centres that took part and the grand total raised.

Shared Lives

Meet the wonderful Jones's they give long term support to Jessica who has lived with them since she was 18 years old. Joanna describes Jessica as *"being one of the family and part of our extended family and takes part in all aspects of our family's life."*

Jessica goes to the day centre every week day which she enjoys but she always looks forward to shopping trips and spending girly days with her Shared Lives sister Edrina. Jessica likes to look nice, she enjoys having her nails painted and having her hair done. Jessica particularly loves being aunty to little Mila and also loves spending time in the garden on the trampoline and playing with the family dog.

Spa Treatment at Sunnybank

What better way to enjoy the day than making music and having a warm foot spa. Gavin Macintosh did exactly that by enjoying his relaxing treat, which looks great fun!

Thank you to Ramsbottom

Thank you again for all the help you gave to make the carol service a success, which I am sure everyone enjoyed.The band certainly made a big noise and I hope it did not upset anyone. We managed to raise £120.71 on behalf of Bury Blind Society which I am sure they appreciated. Many thanks for all you did. Best wishes, Alice and Dennis.

Cinderella shall go to the ball

Customers from the Grundy Centre joined tenants from Redbank on a trip to Seedfield to watch Cinderella with a twist. Everyone enjoyed the day out complete with hot drinks and snacks.

Happy Birthday

There have been some big birthdays this month at Grundy and Pinfold. Many happy returns to Joan who turned 90 and Joyce who celebrated her 88th birthday.
We hope you both had a great time celebrating!

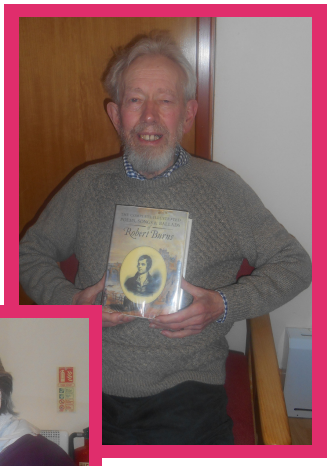
Compliments

Thank you for all the all the wonderful care and love dad received during the five years he attended Grundy Day Care. It made such a difference to our lives that dad had a safe, caring environment to attend- it meant that he could continue to live at home for much longer, which was very important to us. Julia Mooney.

Thank you for giving me the opportunity to work alongside you at Grundy. Thank you for the experience you have given me and the lessons you taught me. I wish you all the best for the future. Arinana Costo

Burns Night

Burn's Night was celebrated at Pinfold, customers read poetry and made cranchan, thanks to Sunnybank who supplied the recipe in last month's newsletter.



Thank you to Pinfold

To all at Pinfold,
Thank you so much for all your help and support "welcome to this festive season when all around are in good cheer may you find merrimnet and joy at this special time of the year". Lot's of love Gordon and Eileen Row and family.

Some more thank you's

Redbank,
A tenant from Redbank, said the key support staff have been really good and supportive of her recently, whilst she has been unwell.

To everyone at Elmhurst,
Thank you all for your help, care and support. It has been invaluable and much appreciated. You always have time and kind words for not just staying in the home but also for their relatives and make difficult times a lot easier. Once again thanks from Agnes Mary Johnson, Christine and family.

To everyone at Spurr House,
We would like to to thank each and everyone of you for taking care of mum whilst she has been in Spurr House. Mum is now ready for her next journey which we are sure she will enjoy as she loves company. A special thank you to her fiends Sheila, Mariah and Wyn for always looking out for her and guiding her when needed from Sandra and Janet.

For more compliments please follow the link https://tinyurl.com/ydxs8om2

IN THE

SPOTLIGHT

Growing our Business

As part of the Persona business plan we are always looking for new opportunities to grow and expand our business, so that we are able to make a difference to the lives of others and support people to live their lives as they choose. This month we welcome two new teams to Persona

Supported Living

Supported Living - We are pleased to welcome 9 new customers and 19 new staff to our Supported Living Service who provide support to people living in their own home. This service was previously provided by Pennine Care and the staff team who provided the support have moved across to Persona. We look forward to getting to know everyone over the next few weeks and months.

Peachment Place

Peachment Place - This is a brand new extra care facility for people over the age of 55 who require some additional support to live as independently as possible. Working in partnership with Bury Council and Six Town Housing, Persona will take responsibility for providing the extra care support to people who live at Peachment Place.

We have recruited a brand new staff team who will be based at Peachment Place. During their first few weeks at Persona they have been inducted together as a team so they are ready to welcome our new customers to Persona over the next few weeks.

Living the Values

Our Caring value may appear to be one which needs little explaining given the work we do. It should go without saying that to work in Social Care (the clue is in the title!) caring is fundamental. I don't doubt that every one of us recognises the caring value around us all the time. It's there in the way we speak to people, the way we make them feel and the support we provide. But even within our organisation there will be those who live the caring value to a greater extent than others. So what is it that the caring champions do?

It's about the attention to detail. Knowing what matters to an individual, whether that's a customer or colleague. Remembering the little things that make them smile and taking the time to check in on how they are feeling. Kindness is a key component to being caring and where this is strongest it comes from a genuine interest in others and an appreciation that everyone is different. Empathy and understanding to 'walk in that other person's shoes' is also a great ability of our caring champions.

Caring is in many people's nature but our ability to show this can be affected by the situation we face. For example, if we are working a particularly busy shift or have a deadline to meet this can affect our ability to be caring as our perspective shifts to being focussed on ourselves and the challenges we are facing rather than focussing on people around us. This is perfectly natural and something we all face. By being aware of it we can adapt to ensure our caring value doesn't get forgotten.

Caring also extends wider than the immediate verbal interaction you might have with someone. Caring is also about being respectful around someone's choices or opinions, ensuring people are involved in decisions that affect them and seeking their views. It's about how we treat that person in the widest sense – being respectful about how we treat information about someone is just as important as speaking to them kindly. Caring is more about **how** we do things than what we do. The same support can be provided by two different people and be perceived completely differently based on whether the caring value is being lived.

As with any of our values Caring will come more naturally to some than others and can fluctuate day to day depending on our own health and wellbeing. Set yourself the challenge to develop your caring value even further this month.

Treat each other with kindness and understanding

Appreciate the differences in others and value everyone

Have empathy and understanding for others and give emotional support

Work to agreed standards of quality

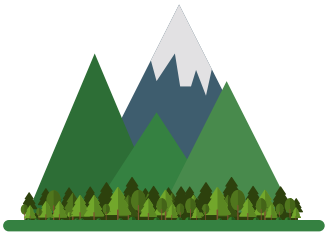
Kat

BACK PAGE NEWS

Happy Chinese New Year!
This year celebrates Year of the Pig!

To find out more information on the personality and characteristics of the twelfth Zodiac animal, the pig follow the link;
https://chinesenewyear.net/zodiac/pig/

Keep up to date with upcoming events across Persona on our website at http://www.personasupport.org/news-and-events/events/



Are you looking for a challenge this year? We are looking for volunteers to climb Mount Snowdon for charity this spring. Please email **info@personsupport.org** to show your interest.

No Smoking Day is on 13th March 2019. To help you quit smoking, follow the link below to find out the combination of support you need in three easy steps.
https://www.nhs.uk/smokefree

If you'd like to share a story, photos, or suggest someone we should put in the spotlight, please email us at info@personasupport.org
Follow us on social media:

@personacareandsupport

@PersonaBury

Persona Care and Support

Visit our website www.personasupport.org