



Issue 12 (September 16)

Message from Kat....

What a fantastic return to work I've had! It's been awards, awards, awards. Our own amazing night of celebration was truly a night to remember with so many fantastic nominations – each one a worthy winner. I hope everyone who attended had a great evening – you deserved it. Massive thanks to **Laura** and the **project team** who brought the **PersonAwards** to life in spectacular fashion. Here's to many more.

Aside from our own awards Persona has also been shortlisted for a **Best of Bury award Backing Young Bury** in recognition of our approach to recruiting and employing young people. We've also had news that we've been shortlisted for two national awards with **Laing Buisson** – one for **Pinfold's** excellent work around dementia and the other for the innovation and partnership between **Bury Council** and Persona in creating the organisation. Watch this space!!

I also have the fantastic news that **Debra Guider**, our very own Operations Director, is shortlisted for the **Bury Woman of the Year** award as is **Michelle Delaney**, one of our closest working partners at **Supportive Stem**. **Good luck** ladies – we'll be cheering you on.

Enjoy this months special edition newsletter with all your usual updates and information and a full breakdown of the **PersonAwards**.

Kat



Highlights this issue....

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Congratulations!!



Well done to all the Winners of the PersonAwards

- Volunteer of the Year – Graham Peters – Spurr / Elmhurst
- Young Carer of the Year – Maria Hughes – Positive Lives
- Employee of the Year – Lorraine Higham – Grundy Day Centre
- Team of the Year – The Victoria Centre – LD Day Service
- The Dignity Award – Spurr House
- The Innovation Award – Stella Parker, Michelle Walsh and Paula Lythgoe - LDST
- Manager of the Year – Anna Craig – Grundy/Pinfold
- Making a Difference to Customers Award – Support Team for SOK and Ramsbottom Day Service
- Learner of the Year – Debbie Riley – LD Day Service

It was a fantastic night at the PersonAwards which was held at the Elizabethan Suite and was attended by 150 people including Staff, Managers, Sponsors, Board and Bury Council representatives. All guests were welcomed with an arrival drink followed by a celebratory 3 course meal.

The evenings compere was **Smug Roberts** - star of TV and Film. **The Rushettes**, a female pop duo, provided the entertainment for the evening.

The event has been sponsored by a number of businesses who work with Persona and we would like to say a massive thank you to them for their support.

Bury Council
Horsfield and Smith
Baxter Life Care Ltd
Unison
Simply Moving and Sleeping
Lemon Zest
Ainsworth and Parkinson
Woodcock, Haworth and Nuttall Solicitors
Search

In addition the event also celebrated the 1st anniversary of Persona stepping out of the Council in October 2015. In has been a great year for Persona and the PersonAwards was a great way to recognise and say thank you for the hard work and achievements made by all staff.

Look out for the up and coming press release.
And masses of photos in the next edition of the Newsletter.



And don't forget to look out for details of next year's PersonAwards, it could be you!

What a Night!!



Feedback from the PersonAwards has been amazing and here is some feedback received about Persona and the PersonAwards

Cllr Rishi Shorii, Leader of Bury Council said,

"The positive feedback and enthusiasm captured in the nominations at this year's PersonAwards was fantastic".

One customer said about their mother's care received at Spurr,

"The staff are all stars in my opinion and I don't know what we would do without them. Staff at Spurr House have always treated my mum with respect and patience".

Kat Sowden, Managing Director at Persona said,

"The sheer volume of nominations we received was genuinely overwhelming. Each one was heartfelt and each one told a story of the amazing difference care and support workers can make to someone's life."

One customer wrote about his wife's attendance at Pinfold,

"My wife is known by every member of staff. They use her name and look after her very well. Whilst she is at Pinfold I attend Bury College to gain housekeeping knowledge that my wife has forgotten, which helps me keep our home as she would wish. We would not be able to do this without Pinfold."

"I just wanted to say thank you for my invite to join you for a truly amazing night – Very well done!! Also congratulations to all nominees and very well done to all the winners ... Very well deserved and everybody seemed to have a great night celebrating xx"

Michelle Delaney, Supportive Stem

"Well done to everyone on raising over £300.00 each for Bury Hospice and Bury Gateway from the raffle.

Thank you all very much".

Feedback

"I can't say enough about Spurr House, the staff are fabulous. They go the extra mile, are respectful, professional, welcoming and work together to resolve any concerns timely. The staff care for my mother in the best way possible and are even having a party for her birthday. I would recommend Spurr House to anyone" - (daughter of customer AR)



My mum moved to Spurr House on Monday, a Persona facility. Immediately on entering the facility, the difference in ambience was immense compared to my mothers previous service. The staff are truly amazing, very patient, with emotional intelligence, wonderful with all their customers and all the customers are clearly happy, clean and very well dressed. A huge difference to our only other experience in the previous days. - (Dawn)

Debbie Riley a member of staff at **The Haymarket LD** day service expressed sincere thanks to **Dawn Clegg** a fellow member of staff. Dawn went over and above to help Debbie with a medical emergency which saved Debbie having to take time off and enabled Debbie to stay in work. **Well done** Dawn for going the extra mile.



Sue, a new customer starting at our **ReStart** service, wanted to thank staff for making the first week an easy one. Sue felt very anxious and nervous coming into the service and staff gave her the support and confidence to use the service on an ongoing basis. **Well done Jane, Natasha, Caroline and Liz.**



"I am writing to thank you for offering a placement to our Health and Social Care students.

Your support is vital to our students. The placements give our students a valuable insight into work practices and cultures and helps our students develop their knowledge, skills, behaviour and capabilities that will help them progress on their course".

Bury College



To all the staff at Elmhurst

"Thank you so much for taking good care of Marion. Marion thoroughly enjoyed her stay at Elmhurst.

It was very much appreciated by Chris and I knowing that she was in safe hands and being cared for whilst we were away.

Thank you once again Graham and Chris"

To all the staff at Pinfold

"Please accept our complete gratitude for doing such a marvellous job. The centre has been a complete lifeline for Rita over the past 3 years. You all do a wonderful job and may you continue to help other families for many years to come. Huge thanks and appreciation"

Nikki

Exciting News from LD Day Services

Hoyles Park Community Centre



Exciting News for Day Services for Adults with a Learning and Physical Disability as they celebrate the completion the buildings modernisation programme.

The final piece of the jigsaw was completed in August with the opening of The Hoyles and Victoria centres which allowed us to close the doors for the last time at Wheatfields in Whitefield.

The modernisation has seen a journey from traditional large day centres, such as William Kemp and Whittle Pike, to smaller community centres which are modern, vibrant and part of the local community.

These include Bolton Road Park at Radcliffe, The Elms, The Ramsbottom Centre and The Green as well as a number of Out Reach bases.

This plan was originally implemented by The LD Partnership Board and has had the support of many people over the years, parents, customers, elected members and staff, who all deserve to congratulate themselves in working so hard to make this idea come to life over the years.

Persona now has a modern and vibrant day service provision that is local to customers and their families, with facilities that meet customers' needs and feel homely and warm.

The groups are starting to develop and form links within their local communities and help develop friendships and support for all who live near.

Our buildings are starting to hold a strong presence in the local community as they are multipurpose use and regularly hosting local events, keep fit classes and children's parties.

As our customers are now settling in to their new locations, they are now actively looking to develop links within their local communities so watch out for future event's as we are community based you are welcome to visit us at any time.



Great news from Persona Services



Staff and customers from **Sunnybank** LD day service enjoyed a trip out to sunny **Blackpool** and **Blackpool zoo**.

Staff and customers from **Re-Start** day service enjoyed a visit from the Mayor and his consort. Customers at Elton were treated to some beautiful flute playing from **Sara Catherine** and also had a trip out to Cherwell petting farm. It's so good to see our customers enjoying the lovely weather we had in September. Whilst visiting Spurr house in September, Deb Jones was introduced to one of Spurr's favourite visitors, Blade the cat.



More great news from Persona services...



Customers from LD day services enjoying fish and chips! Customers at Grundy Day centre had some tasty treats as Persona **Head Office** staff took part in the coffee morning to raise some money for the **MacMillan** cancer charity. **Well done to Gary Dawson** from our LD day services who was awarded **Volunteer of the Year** in the **Made in Bury** awards.





Debbie Hothersall
Domestic / Care Assistant



What do you enjoy about working for Persona?

Working with a great team and getting to know the customers.

What's your greatest extravagance?

My Sons wedding and holidays.

Favourite place?

Cyprus—love the island and people and Wiltshire have had many happy childhood holidays.

What makes you angry?

People who are never on time.

Who/ what makes you laugh?

People who are funny without knowing they are.

Favourite film?

The Godfather & Saturday Night Fever.

Your most embarrassing moment?

Reversing my car onto a concrete post whilst two men were watching.

Favourite singer / band?

Love anything I can dance to. Love Northern Soul; Long After Tonight Is All Over—by Jimmy Radcliffe.

Life at home / hobbies?

Love having my grandson Jacob. Walking, dancing and reading. Interested in the paranormal.

Favourite food and drink?

Sunday roast; Chinese food; coffee; vodka and Black Russian.

Who would you want to be on a desert island with, and why?

Family and someone who makes me laugh.

31 Days in October



Soberheroes aren't born; they're made.

I'm a Soberhero in the making, because in just two weeks, my Go Sober for October challenge begins!

While I won't be wearing a cape, or have x-ray vision, I will be using my powers to raise funds for Macmillan Cancer Support. Even the bravest of Soberheroes (that's me!) need support, and that's why I'm asking you to make a donation to my Go Sober.

[Support Shelley, the Soberhero](#)

You'll feel pretty heroic yourself after making a donation, knowing you've helped people facing cancer take back control of their lives.

Thank you, from one hero to another. (No need to be modest between friends!)

Shelley

P.S. Want to feel even more heroic? Why not [join me and sign up to be a Soberhero yourself?](#) It's easier with friends and we can support each other throughout the month!

WE ARE
MACMILLAN.
CANCER SUPPORT



Brighten up this autumn, and...

**DO SOMETHING
SUNNY FOR
MONEY!!**

The sunflower is the national symbol of hospice care.

Yellow is the colour of the Hospice movement.

October 2016 is BURY HOSPICE CARE MONTH!

Whatever you do, make it FUN make it BRIGHT make it YELLOW for BURY HOSPICE!

TELL US ABOUT YOUR BRIGHT IDEAS, AND WE'LL ADD YOUR EVENTS TO OUR FACEBOOK PAGE.

For more information visit: www.buryhospice.org.uk or call 0161 797 1748 (ext 216)



Wear YELLOW
Sell YELLOW food
Make and sell YELLOW things
Hold a YELLOW raffle
Do a YELLOW sponsored walk
Guess the number of YELLOW sweets in a jar
Have a CUSTARD eating competition
Sell a box of our SUNFLOWERS
Decorate your shop, school or office in YELLOW or do your own YELLOW thing!

Shelly Fielding from LD day service is going **Sober for October** as part of the **Stoptober** campaign. Please support Shelly as this is a big challenge for her and the money will also be going to a great cause. Follow the link here to support Shelly <https://www.gosober.org.uk/users/shelley-fielding-2/donations/new>



You all remember the **#nakedselfie**, right? Well, how about you dress up in your brightest, best or most ridiculous and outrageous yellow clothes/hair/make-up, take a **yellow selfie** and post on your social media pages.

Text **YELF13** to **70070** to donate £5 (or whatever you can) to Bury Hospice, then nominate three of your friends to do the same and **SHARE, SHARE, SHARE!!**

Don't forget to post your pics on our Facebook/Twitter pages:
<https://www.facebook.com/bury.hospice>
<https://twitter.com/BuryHospice>

For further info, contact **Michelle King, Fundraising 0161 797 1748 (ext 216)**

If you would like to celebrate the success of someone you support or would like to include an article in the Newsletter please send us your story by emailing us at info@personasupport.org. Or by contacting Deb Jones, Office Manager, on 0161 253 6000 Deborah.jones@personasupport.org. We would love to hear from you.



Get involved...



Time is just flying by and before you know it we will be looking forward to our Christmas dinners. On that note we would like to arrange a couple of weeks in November to collect items of food for parcels that can be distributed with the community to vulnerable people. Please can you help and donate the following:

- **w/c 31 October 2016—any non-perishable food items, ie, tins / bottles / boxes**
- **w/c 7 November 2016—chocolate!!**

Food boxes will be packed by customers in our Day Service volunteering scheme.

If you would like to contribute please drop items off at any of the following sites Grundy, Sunnybank, Ramsbottom, Elmhurst.



**"Have
your say"**

Persona
We're all about you

Do you have an interest in helping shape the future of Social Care?
Do you have a passion for ensuring good care and support of others?
Do you want your voice heard and see your ideas become a reality?

If your answer is yes, then...

PERSONA NEED TO HEAR FROM YOU!!

As a member, you will be involved and contribute with tasks such as:

- ✓ Promoting the Persona vision and values.
- ✓ Being a key part of Persona, helping to innovate and generate new ideas.
- ✓ Ensuring positive customer experiences are being delivered.
- ✓ Representing Persona at events or activities.
- ✓ Workforce tasks such as Recruitment, Selection and Training.
- ✓ Peer Reviews, Mystery Shopping Exercises and more.

If you are interested in making a difference, contributing your ideas and want to get involved then please **GET IN TOUCH NOW!!**

To find out more and/or request a membership pack, please contact the Quality & Customer Experience Team at Persona Care and Support on:

- ☎ 0161 253 6000
- ✉ info@personasupport.org
- ✉ www.personasupport.org
- ✉ Persona Head Office, Grundy Centre, Wellington Road, Bury, BL9 9AH



Christmas Cheer—Nominations for food vouchers

If you know someone who does not take advantage of our wonderful services but that may benefit from them please send their details in and we can send them a food voucher for lunch on us at **Cappuccino's, Grundy**.

- Please send:
- Name of person you are nominating
 - Reason for nomination
 - Contact details

To info@personasupport.org



Announcements

Persona would like to welcome **Becky Nadin** who is the new Customer Service Officer based at Spurr House. I am sure you will all make Becky feel welcome.



GO FOR IT !
Good Luck !

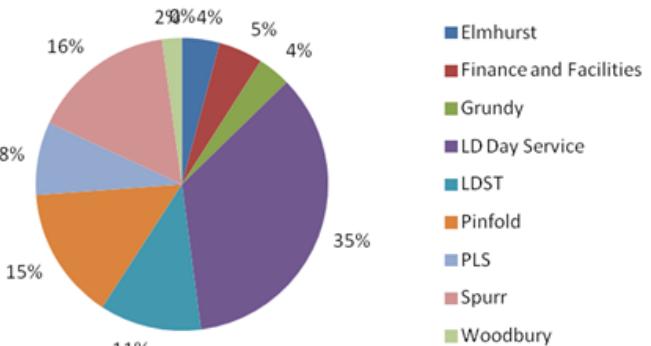
It's such great news that **Persona** have been shortlisted for a **Best of Bury** award in the category **Backing Young Bury**. Also, well done to **Debra Guider** who has been nominated for **Bury Woman of the Year!!**

Persona would like to say goodbye and good luck to :

- Ian Hargreaves LD Day Service
- Sara O'Shea LD Day Service



Sickness Days lost by Teams



thebestofbury

Congratulations to **Catering with Pride** who have also been shortlisted for an award with **Best of Bury** in the **Community Impact** category.

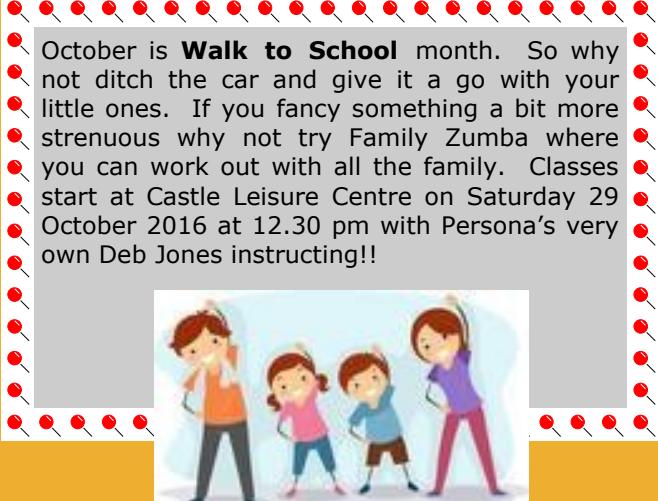
We've also had news that we've been shortlisted for two national awards with **LaingBuisson** – one for **Pinfold's** excellent work around dementia and the other for the innovation and partnership between **Bury Council** and Persona in creating the organisation.

LaingBuisson
The healthcare experts

If you would like to celebrate the success of someone you support or would like to include an article in the Newsletter please send us your story by emailing us at info@personasupport.org. Or by contacting Deb Jones, Office Manager, on 0161 253 6000 Deborah.jones@personasupport.org. We would love to hear from you.



Back Page News



Connect to public Wi-Fi, and you could be connecting to danger.



Health & Wellbeing

Would you like a challenge for the rest of October??

Would you like help to stop smoking or cut down on drinking alcohol?

Would you like to eat healthier and manage your weight?

If you would like help and advice on any of the above or would like to attend one of our support groups contact us on 0161 253 7554 or email lifestyleservic@bury.gov.uk



Red Lentil Curry



Did you know that 1 October was **World Vegetarian Day**?

Here is a tasty warming autumn veggie dish for you to try at home.....

Ingredients

- | | | | |
|---|----------------------------|---|----------------------------------|
| + | 2 cups red lentils | + | 1 teaspoon chili powder |
| + | 1 large onion, diced | + | 1 teaspoon salt |
| + | 1 tablespoon vegetable oil | + | 1 teaspoon white sugar |
| + | 2 tablespoons curry paste | + | 1 teaspoon minced garlic |
| + | 1 tablespoon curry powder | + | 1 teaspoon minced fresh ginger |
| + | 1 teaspoon ground turmeric | + | 1 (14.25 ounce) can tomato puree |
| + | 1 teaspoon ground cumin | + | Add all ingredients to list |

Directions

- | | | | | | |
|--|--------------|--|--------------|--|------------------|
| | Prep
10 m | | Cook
30 m | | Ready In
40 m |
|--|--------------|--|--------------|--|------------------|
- 1 Wash the lentils in cold water until the water runs clear. Put lentils in a pot with enough water to cover; bring to a boil, place a cover on the pot, reduce heat to medium-low, and simmer, adding water during cooking as needed to keep covered, until tender, 15 to 20 minutes. Drain.
 - 2 Heat vegetable oil in a large skillet over medium heat; cook and stir onions in hot oil until caramelized, about 20 minutes.
 - 3 Mix curry paste, curry powder, turmeric, cumin, chili powder, salt, sugar, garlic, and ginger together in a large bowl; stir into the onions. Increase heat to high and cook, stirring constantly, until fragrant, 1 to 2 minutes.
 - 4 Stir in the tomato puree, remove from heat and stir into the lentils.