

Persona

News



Issue NO.22—July 2017

Message from Kat.....

Well summer hasn't got off to a sizzling start with more wet weather than we'd all like. It takes more than a bit of rain to put a damper on Persona spirits though and the wonderful pictures in this month's edition prove that point.

Persona Friendship Group continues to gather momentum with a whole host of trips and activities initiated by customers and facilitated by a fantastic group of creative staff. They've even got their own Facebook page so they can communicate what they're doing and see who wants to join in with an activity.

I'm delighted to see the Elton Community Room open with some wonderful equipment to enhance the support provided to customers. Well done with the fundraising everyone who made this possible.

The long awaited shortlist for the PersonAwards is announced in this edition. Having sat in on some of the short-listing sessions I can tell you the competition was fierce with some amazing nominations that truly make me feel humble. It reminds me that I work with some truly amazing people and it's great to see so many teams represented in the short-listing. The anticipation continues to rise as we near the big night. Could it be you....?

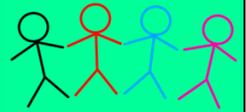
Finally this edition introduces you to our new digital care recording system Access Mobizio which we are implementing at Spurr and Elmhurst in the coming months. I'm delighted to see this coming on stream. It's another example of how we've been able to embrace exciting new technology and make changes for the better since becoming Persona. Can't wait to see it in action.

Kat

Highlights this Issue

- Page... 2... Out and About**
- Page... 3... Positive Wellbeing Course**
- Page ...4... Official Opening—Elton Community Centre**
- Page ...5... In the Spotlight**
- Page ...6... Special Birthdays**
- Page ...7... Summer Soiree**
- Page ...8-9.. PersonAwards**
- Page ..10.. Mobizio**
- Page ...11.. Hive**
- Page ..12.. Upcoming Events**
- Page ..13..Back Page News**

Out and About...



Darren, John and Raymer from LDST enjoying the Persona Friendship trip to Emmerdale in July.

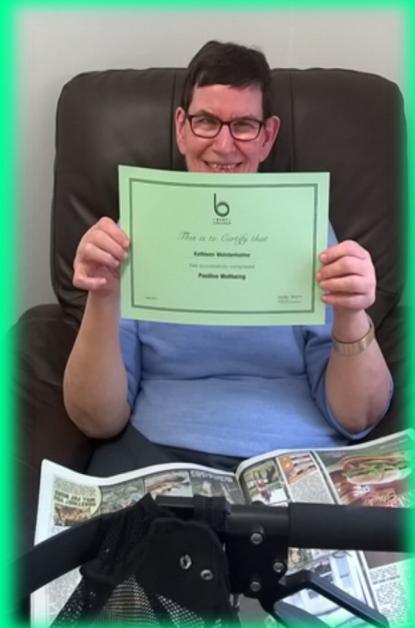
NCS



The NCS are delivering activities throughout the summer at Grundy. This photo shows customers and the group participating in a 'getting to know you activity' The Challenge is the UK's leading charity for building a more integrated society. They work on a local level to connect people together across all ages and walks of life through running a variety of youth and community programmes.

Positive wellbeing Course

Customers from Ramsbottom Centre took part and completed a Positive Wellbeing Course. Dawn; a tutor from Bury College ran the course at Ramsbottom Centre every Wednesday morning. One of the customers sometimes finds it difficult to access new /unfamiliar places so bringing this college opportunity to her own base worked really well for her to achieve and complete the course.



Official Opening— Elton Quiet Room

17th July 2017

The Elton Community Room has now officially opened.

The community centre had been fundraising for the past five years to purchase equipment for customers whom are adults with physical and associated learning disabilities.

Mr and Mrs Phyan were asked to do the honour of opening the room in memory of their daughter Suzanne who loved to use the room but sadly passed away in April 2016.

Mrs Phyan was unable to attend but Mr Phyan and his daughter Sarah are pictured cutting the ribbon and opening the room.



Latest purchases include a sensory LED light curtain and a projector which displays soothing swimming fish across the wall.

This can be seen below, being watched by Graham and Sandra.





Christine Emanuel—Performance Systems and Facilities Manager

Question	Answer
What do you enjoy about working for Persona?	The people I work with!
What's your greatest extravagance?	New speakers we bought at home at the start of the year
Favourite place?	Lancaster
What makes you angry?	Things being unfair or not equal
Who/ what makes you laugh?	My friends
Favourite film?	Wild Thornberrys – The Movie
Your most embarrassing moment?	The only one I am willing to put down on paper is when I tripped up the stairs in Oldham Library where I worked. I had bags in my hands and fell straight over. I quickly got my things together and rushed off hoping no one saw me.
Favourite singer / band?	Not sure I have a favourite, the last concert I went to was an 80s concert.
Life at home / hobbies?	I enjoy cooking and gardening
Favourite food and drink?	I like most foods but think that Greek food is probably my favourite
Who would you want to be on a desert island with, and why?	My partner and daughter as I would miss them otherwise!

Special Birthdays!

Here can be seen Lynda Collinge who is 70 years young. She celebrated with everyone at her party on 2nd July but her official birthday was on 7th July. She had a fabulous time with all her friends.



Norman celebrated his 90th birthday with us at Grundy on 27th July and enjoyed lots of cake!

Catherine (from Ramsbottom Centre) celebrated her 40th birthday on 27th July. John presented Cath with her flowers and Katy gave Catherine a little help to blow her candles out.



Arthur enjoyed belated celebrations at Grundy, after turning 68 on Monday 24th July.



Pinfold Summer Soiree!

Below are pictures of the Pinfold Summer Soiree which took place on 20th July 2017 between 7—9.30pm. Customers enjoyed an evening of entertainment with live music and a hot supper!



Finalists Announced

As mentioned in the last newsletter we had a fantastic number of nominations received for the PersonAwards and after some late submissions we had 186 nominations in total! Thank you to everyone that submitted a nomination and well done to everyone who received a nomination.

Event sponsors and members of the Stakeholder Forum have considered all the nominations and have come up with a list of finalists for each of the award categories. It was a difficult decision to make as there were so many wonderful nominations that have demonstrated the positive contributions made to customers.

All shortlisted individuals or teams will be invited to attend the PersonAwards on the evening of 5 October 2017. It is anticipated that the celebratory event will include 150 people and promises to be a real opportunity to celebrate and recognise the valuable contribution staff make in supporting customers.

The finalists for each award are listed below. Congratulations to all nominees and the finalists and good luck on the night!

Finalists:

Volunteer of the Year

Marie Lilley
Christopher & Peter Bryant-Hall
Brian Wilbraham

Employee of the Year

Juliet Goss
Julie Brindle
Lee Sawbridge

The Dignity Award

Paul Grimshaw
Sue Stockman
Stella Parker

Manager of the Year

Rob Laing
Jane Vevers
Lisa Beamer

Young Carer of the Year

Catrina Kay
Liam Shellard
Amy Jackson

Team of the Year

Spurr
Elmhurst
Pinfold

Innovation Award

James Green, Angie Cooper, Chris Dawson, Ali Chappell – Persona Friendship Group
Amy Jackson
David Pope

Making a Difference to Customers

Elmhurst Short Stay
Mags Grainge & Janet Freeman
The Elms LD Day Services

Learner of the Year

Catrina Kay

Vicky Knott

John Marsden

Support Services Award

Deborah Jones

Maintenance Team

Lesley Barrass



Listed below are some of the wonderful comments and quotes that have made up this years nominations:

"I was worried I would have to go somewhere else to be supported because I needed to be hoisted. The staff team rallied round and supported me so I could stay at home. They took excellent care of me and they deserve to be recognised. They went the extra mile and didn't complain. "

"I am coming up to 80 years young and have never met such dedicated, kind and caring staff that Persona have - nothing is too much trouble for them, not just some of the staff all the staff."

My husband has not been going long but already they have made a difference as he enjoys his days there and I am getting the respite needed. Without their care I would be "going under".

"Staff are really helpful, kind, excellent in everything. I play countdown and sports games which I love. I enjoy the celebrations of Easter, St George's Day and others and I have made good friends. "

The carers at the centre are always very kind and really do go that extra mile for the people there. It is lovely to see my husband look so happy when he comes home after a day with these lovely, caring people.

The team are always patient, good humoured and respectful - I rate

"The respect and dignity shown to my mum was unbelievable. The staff are not just carers, paid to do a job; they are truly remarkable people who actually care. No words can sum up how we as a family have felt about the care my mum received ."



Welcome to Access Mobizio – Persona’s new customer care planning system!!

A little bit about Mobizio...

Hello and welcome to our new electronic care planning system... 'Access Mobizio'!!
..... Now let's take some time to find out about the system and what it does!!

Mobizio is an innovative new system which will transform and improve the way we plan, record and monitor our customers' care and support needs and activities whilst using our service.

The system will streamline the way we record information about our customers and the care and support they receive. Mobizio will enable staff to collect 'real time' information as it happens and update customer care records more effectively and efficiently, without delays. Once records are created, all staff will then be able to view these customer updates immediately as they occur.

How does it work?

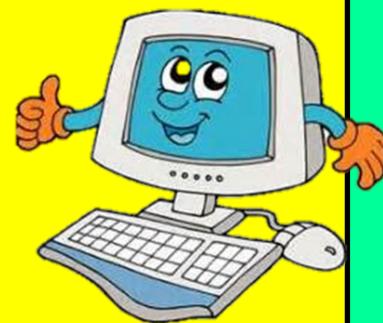
This system works from an application, or an app, which is downloaded onto an electronic tablet such as an iPad. Staff will then log in securely to record/ read information about customers which means there will be no need for the manual paper files we currently use.

All paperwork is being reviewed as part of setting up the system so that we don't create staff more work. We will then create all the forms electronically so they are available for staff to complete on the tablet.

When and where will the system start?

In the first instance, we are aiming to trial Mobizio at Spurr House in September and we are making good progress with building the system to meet our requirements so we are on track with this.

Once we have fully implemented Mobizio at Spurr House and made sure everything works as it should do, we will then focus on putting it in at Elmhurst in Whitefield.



Got a question?

We will keep you up to date each month on how the system is working so keep on checking the newsletter for updates. In the mean time, if you have a question or want to know more then contact Head Office and speak to Charlotte Patterson or Eddie!!

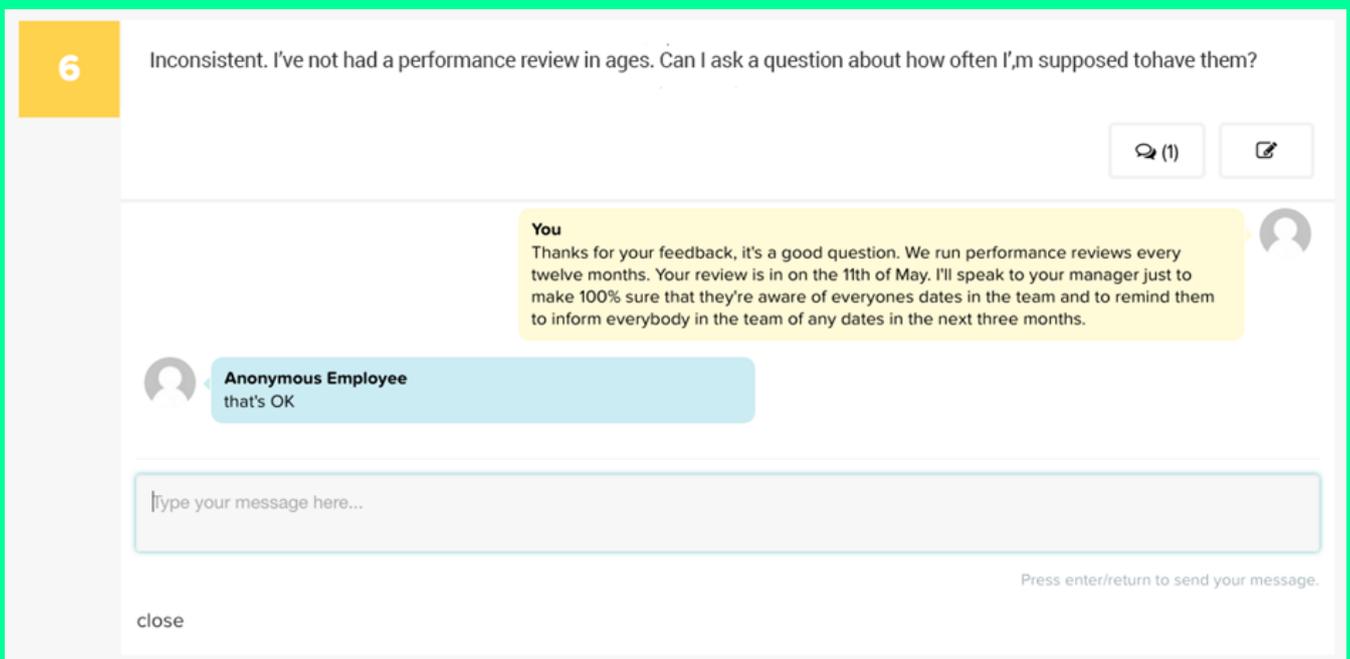
HIVE – Is it really anonymous?

Yes it absolutely is!!

Feedback from staff following our last survey in relation to communication has prompted a number of staff to ask us about the anonymity of the responses to the survey.

Questions have been particularly raised around the anonymous messaging, with staff wanting to know how it can be anonymous if messages are being sent between administrators of HIVE and staff.

To show you how anonymity works below is a screenshot of what the anonymous messaging looks like for an administrator – as you can see the responses from staff (on the left hand side) say **Anonymous Employee**. This is also the reason why we are unable to provide personalised feedback as we do not know who we are messaging and with some responses we have asked staff to contact the Workforce Team to gain a response to their feedback / suggestion.



Coming Soon....

Shortly we will be looking to launch our second survey and we really value the feedback and suggestions from staff – so please get involved.

Upcoming Events...

Grundy
Day Service



Summer Shindig

Join us for an evening of entertainment with live music & a hot supper

Tickets- £ 6.00 (Tickets are limited, so get yours whilst you can!)

Thursday 7th September
7-9.30pm



Persona
We're all about you

The Ramsbottom Centre **Persona**

Come and join us on
17 August 2017
from
11.30am till 3.00pm
at the
Ramsbottom Summer Fair
(Raffle will be drawn at 2.00 pm by the Mayor of Bury)



All proceeds raised will be for the Ramsbottom Amenities Fund

Summer Fun Day

at
The Haymarket Day Service
(Bury Adult Learning Centre)

on
Wednesday 23 August 2017

10.30am to 12noon
Tea, Toast & Crumpets

1.30pm to 3.00pm
Tea & Cream Scones



The Haymarket **Persona**

Social Media

Keep up to date with the latest Persona news on:

 Facebook: <https://www.facebook.com/personacareandsupport/>

 Twitter: @PersonaBury

 LinkedIn: <https://www.linkedin.com/company/persona-care-and-support>

W: www.personasupport.org



Back Page News

Below can be seen Graham and Tracy standing alongside Bob and Dawn who kindly donated the greenhouse to Elton Community Centre.

Elton Community Centre are on the search for Volunteer Gardeners, further information can be found on the link displayed on the poster.

A poster with a distressed, aged border. At the top, the word "WANTED" is written in large, black, serif letters. To the right of "WANTED" is a small illustration of a wheelbarrow filled with flowers. Below "WANTED" is the text "Volunteer Gardener" in red. Underneath that, in black, is "Elton Community Centre" and "Mondays/Tuesdays (mornings or early afternoon)". Further down, in black, is "To find out more about Volunteering and to register an interest in this position please go to: <http://www.personasupport.org/jobs-and-volunteering/volunteering/> or call and speak to Ali Messenger, Senior Day Care Officer, Elton Community Centre 0161 253 6697". At the bottom of the poster, there is a blue box with "Welcome to Elton Community Centre" and the word "Persona" in orange. The background of the poster features illustrations of yellow daisies, purple flowers, and a watering can.

A quick visit to see Helen and Baby Phoebe Yates who is now seven months old!

