

Message from Kat.....

Happy New Year everyone and wishing you all a healthy and fulfilling 2018.

One thing that leaps out at me from this edition of the newsletter is that there are no shortage of people in Persona who are willing to get stuck in, dress up and get into the Christmas spirit. From the Penguin, Christmas Tree and Turkey that left Head Office on a cold December day to spread some festive merriment, to the fabulous array of Christmas Jumpers and deeley boppers, staff and customers certainly know how to have fun. That's one of the things that makes Persona so special be a part of. So thank you to all of you for brightening people's lives and bringing your personalities and a bucket load of fun to work with you.

There are an abundance of photos in this edition which capture the range of festive activities that took place over the recent month. From carol singing to cake decorating, eating out and partying. Fantastic to see everyone getting in the spirit. Within these pictures there's another theme that stands out. We don't just have fun on our own - we involve a whole range of partners and other communities in the things we do. Some groups have involved local schools and nurseries whilst others have got together with local residents. In all cases the pleasure and enjoyment has been enhanced by sharing it with others. This really shows how embedded Persona is into a whole range of communities and how part of our role is connecting people with others to improve their lives.

Finally, we're starting 2018 with some insight into some of exciting new developments for this year. Fabulous new spa style bathrooms will be opening soon at Grundy and our partnership with Shooting Stars to deliver sport related activity will continue to develop as we extend the opportunities available to our day bases. Just a glimpse of how we continue to develop as an organisation to provide even more opportunities to our existing customers, and extend our reach to a greater number of people who can benefit from a little of what Persona has to offer.

Kat

Highlights this Issue

- Page ... 2-9 Christmas Fun!
- Page ...10,24 Fabulous Fundraising
- Page ... 10-14 December Events
- Page ... 15 New Sports & Fitness Classes
- Page ... 16-17 Introducing the New Team
- Page ... 18 Thank You, Derby High School
- Page ... 19 In The Spotlight
- Page ... 20-21 Staff & Facilities News
- Page ... 22-23 Announcements
- Page ... 24 Dates for the Diary
- Page ... 26 HIVE

Christmas Fun!



Santa's little helpers made their rounds of all the service locations on Friday 22nd December, wishing everyone a Merry Christmas and handing out gifts.



Christmas Fun!

Sunnybank Centre & PersonAwards Project Group
staff in their Christmas jumper finery!



Pinfold Centre Elves



The Grundy choir perform
at Pinfold

Christmas Fun!



Father Christmas wasn't the only visitor to the Grundy Centre in December - Bambinos paid a Christmas visit too!

Christmas Fun!



Christmas fun at Bolton Road Community Centre



Customers at Pinfold Centre decorated Christmas cakes & enjoyed a festive dinner.



Christmas Fun!

Pin the tail on Rudolph.
Katy Furnival thought it was more fun to put the nose on herself & Kenneth Ritchie found it tiring eating all those lollies!

Customers at Ramsbottom Centre enjoyed a lovely Christmas Lunch of roast turkey and all the trimmings, with mince pies for afters. There was a surprise visit from Emma Makin, and after lunch there was a quiz and then pin the nose on Rudolph. A fun day was had by all!!!

Merry Christmas & a Happy, Healthy New Year
from Ramsbottom Centre Customers & Staff.



Christmas Fun!



Customers from Ramsbottom Centre & the Green met up to enjoy a great Christmas buffet at the Hare and Hounds.



Christmas Fun!



Re-Start went out to the Earl of Derby for their Christmas lunch.



Christmas Carol Services

All Saints School
came to Elmhurst
& sang Christmas carols for us.



On the 11th December customers and staff at Ramsbottom Centre hosted

The Brambles Christmas Carol Service

working alongside Alice and Dennis who are tenants of the complex to organise the event. Members of the Pentecostal Church in Ramsbottom, St Andrews C.O.E Church and Holcombe Brook Methodist came together with residents from our complex and a lovely afternoon was had by all.



The children of Hazlehurst Primary School performed Carols and a Musical Medley accompanied by a brass band.

Higher Lane Primary School
came & sang carols at
the Pinfold Centre.



First-rate Fundraising



The Ramsbottom Centre raised **£303.00** for the amenity fund at their **Christmas Fair** & would like to **thank everyone** for their support.

There were 6 hamper winners and 9 raffle prize winners!

The **Brambles Christmas Carol Service**, hosted by the Ramsbottom Centre, raised **£128.53** which will be donated to **Bury Hospice**.



Emma Jones celebrated her 24th birthday on Wednesday 20th December at Ramsbottom Centre. She enjoyed a cake and being serenaded by her friends with a Happy Birthday!



Sunnybank & The Prince's Trust

Sunnybank Community Centre collaborated with the **Prince's Trust** during December.

Participants on a twelve week programme completed their **community challenge, hosting a Christmas party** at the centre. Customers, programme participants and staff all had a wonderful time with various activities. The day was such a **success** that Sunnybank **hopes to work in partnership with the scheme again**



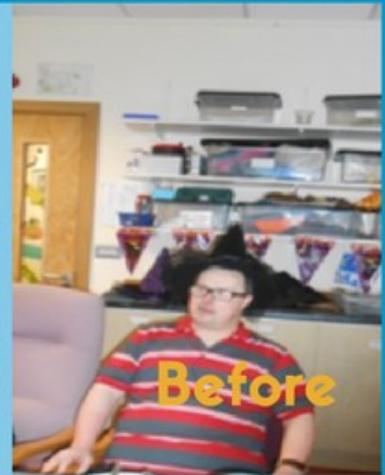
in the future and would like to say **a massive thank you** to the team that attended.

Ranger Rob visited Pinfold

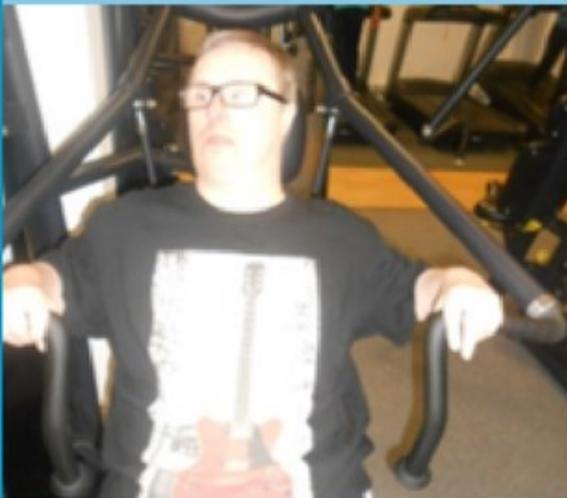


with snakes, lizards & spiders!!!

Mark Openshaw - Weight Loss Champion!



I have joined the Gym, I go swimming and I do chair based exercises.



I have now lost 2st & 1lb



Well done Mark from everyone at the Haymarket. We are so proud of you!



Super Skaters!

Staff at Sunnybank have been supporting some of our customers to access Ice skating at Blackburn.

Following great feedback from these events, it will be rolled out to more customers in the new year.



Out
&
About



It's surprising who you meet in Bury on a cold December day!!!
It's Andrew Hughes & Emma Jones from the Ramsbottom Centre.



Wild Wings visited the Pinfold Day Centre with some feathered friends.



Strictly Come Dancing came to Pinfold Day Centre It's a 10 from us!



New sports & fitness classes

You may have spotted an article in the Bury Times about the new activity programmes at Elmhurst and Spurr House recently.

Customers have been taking part in sessions for aerobics, archery, dance, yoga, and weight lifting, led by Shooting Stars Football Academy coaches and the sessions have been really popular.

The funding is from Bridging the Gap, a Sports England initiative.



SHOOTING STARS
FOOTBALL ACADEMY



The new year's activities are starting up again at Elmhurst and Spurr House from 8th January, and will be rolling out to Grundy and Pinfold Day Centres from 15th January.

NEW for 2018!

Introducing the Customer Contact and Engagement Team



What do the team do?

The team take a lead in 4 key areas for Persona which include:

- Communications and Marketing
 - Customer Enquiries
 - Customer Satisfaction
 - Events and Activities

These are areas of the business that staff have fed back to us via our recent staff survey saying that we need to do more of and an area that, as an organisation, we recognise how important it is to have a dedicated resource to let the wider public know about who Persona are and what we do.

But what does this really mean?

The team are responsible for:

- Producing your monthly newsletter – letting everyone know about what is happening across services and the positive impact this is having on our customers
- Posting on social media (usually Facebook and Twitter) about our services and raising awareness of what our services are involved in
- Developing press releases for the Bury Times showcasing new and innovative things that our services are doing
- Organising the PersonAwards - gaining sponsorship for the awards and planning and preparing the evening
- Developing and distributing surveys for customers to ask them direct what they like about the support they receive and asking for their ideas and suggestions about things they would like to get involved in
- Working with teams to arrange for activities to take place within services

NEW for 2018!

Who are the Customer Contact and Engagement Team?

The team are:

Laura Wolstenholme – Head of People and Communications
Sarah Tattersall – Senior Customer Contact and Engagement Officer
Fiona Parmanand – Customer Contact and Engagement Officer
Debs Jones – Customer Contact and Engagement Officer

How can YOU get involved?

We know there is lots and lots of fantastic support provided on a daily basis to our customers and lots of activities and sessions happening – so let us know all about.

Send us your pictures and tell us about what you are doing (but staff please remember to check we have consent for pictures to be used!)



How to contact us?

Telephone: 0161 253 6060

Email: info@personasupport.org

Via social media



@personacareandsupport



@PersonaBury

Thank you, Derby High School!

Students at the **Derby High School** have worked hard to collect and make up ten Christmas hampers, which they delivered to customers at the Grundy Day Centre along with Christmas cards.

Anna and Karen would like to say **a massive thank you** for their efforts and continued support.





In the Spotlight



Catherine Nugent – Office Manager, Head Office	
Question	Answer
What do you enjoy about working for Persona?	I enjoy being part of a great team of enthusiastic people. I also like the flexibility of the hours which enables me to maintain a good work life balance.
What's your greatest extravagance?	Holidays and going to the theatre
Favourite place?	Anywhere by the sea
What makes you angry?	I don't get angry but.....rude people who have no consideration for others makes me annoyed.
Who / what makes you laugh?	My friends
Favourite film?	About Time
Your most embarrassing moment?	I couldn't possibly share the moment.
Favourite singer / band?	I love listening to a wide range of music
Life at home / hobbies?	Life at home is best spent on early morning and late evening walks with my gorgeous Labrador dog Jasper. My hobbies include renovating my home and going for long walks.
Favourite food and drink?	Afternoon tea, Sunday roast and white wine
Who would you want to be on a desert island with, and why?	My friend who has a great sense of humour and is very solution focussed.

**Is there a customer or colleague you'd love to find out more about?
Nominate them for "In the Spotlight" by contacting us on 0161 253 6060 or email
info@personasupport.org**

ACCTV

Last month we told you about ACCTV – a new training platform that we will be launching soon

ACCTV uses videos to aid learning and make learning more visual and engaging for staff.

Within ACC TV staff will have access to over 90 courses and as it is on-line it is available to complete learning anytime.

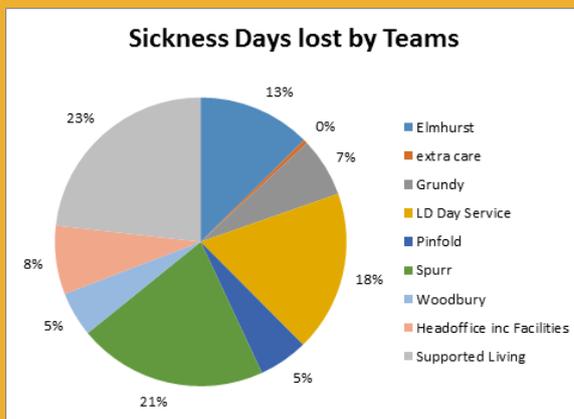


We will still have some training courses such as moving and handling and emergency first aid that will be delivered as a training course, but many other learning and developing will be available via ACCTV and can be complete individually or as a team

ACCTV can also email you to let you know when your training is due so if you haven't let us know your email address already give us a call and we will send you messages direct

If you want to know more check out the intranet for more information and look out for ACCTV launching soon

Sickness Days Lost by Team in December 2017



A New Spa Experience!

The two bathrooms at Grundy Day Centre have had a major facelift over the past couple of months.

One is completely finished and back in use...



...the second is just waiting for painting and finishing.



We'll be launching the bathrooms officially very soon - keep an eye out for more news!

Announcements

Starters

Ruben Jackson, Day Care Assistant/Coach Escort Apprentice,
LD Day Service

Leavers

Samantha Booth, Casual Care Assistant
Emma Makin, Day Care Assistant, LD Day Service
Erzsebet Csatlos, Care Assistant, OP Day Service

Melanie Little

Congratulations!

on being appointed Deputy Manager at Spurr House

100% Attendance



As promised, here are pictures of
September's winner,
Suzanne McDonald, Support
Worker, Supported Living...



...and October's winner,
Giuseppina Innaccone,
Domestic Assistant
at Grundy Day Centre.

Congratulations!

Twelve members of staff across Persona are celebrating **25 years' service** in 2017.

They will be invited to an afternoon tea in their honour at Redbank Cuppaccino Bistro in January 2018.

Congratulations to:

Martin Watts, Support Assistant – Supported Living

Jacqueline Green, Night Care Assistant, Supported Living

Lorna Fairfield, Support Worker, Supported Living

Martin Murphy, Support Assistant, Supported Living

Christina Yates, Care Assistant, Grundy Day Centre

Eileen Taylor, Support Worker, Supported Living

Paula Lythgoe, Senior Support Worker

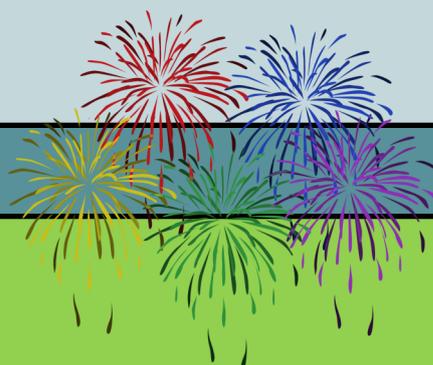
Tracey Meager, Support Worker, Supported Living

Carol Etheridge, Support Assistant – Supported Living

Maxine Wincott, Support Assistant

Eugene Bambrick, Support Assistant

Paula Scotto-Di-Freca, Night Care Assistant, Elmhurst



Eddie Cheung presented **Bleakholt Animal Sanctuary** with a cheque for **£728.00** this week, raised by the raffle at the PersonAwards in October. The money will be put toward the refurbishment programme, which includes updates to the cat pens and dog kennels.



Dates for the diary...

February is Bake for Fun month








7th Send a card to a friend
Ballet day

11th Make a friend day
Get out your guitar day

14th Valentines day

20th Play more cards day
Love your pet day

22nd World thinking day

23rd Play tennis day

24th Real Bread week

27th National Storytelling Week

28th Floral design day

friends



February Foods



3rd - Carrot cake day

4th - Homemade soup day
Ice cream for breakfast day

5th - Yorkshire pudding day
Chocolate fondue day

6th - Frozen yoghurt day

9th - Pizza day

19th - Chocolate mint day

21st - Sticky bun day

22nd - Sweet potato day

23rd - Chilli day
Banana bread day

26th - Pistachio day

27th - Strawberry day



HIVE – Staff Survey

Once again thank you to everyone who go involved in the last staff survey.

The Persona Leadership team have met to look at all your response, ideas, suggestions and feedback.

There were some key themes that have come across having looked at the results from the survey these include:



The cost of the PersonAwards and using the money for the awards in different ways

The awards are part funded by external sponsorship and the contribution made by Persona covers the cost of the celebratory meal and gifts, this works out as approximately £35 per employee who attends. Persona feel that this is a worthwhile investment into staff to recognise the difference they make to the lives of others on a daily basis. All the other entertainment included in the night is funding by external sponsorship.

The nomination process should be different

This is acknowledged and we have a meeting in January including members of the Employee Forum and Stakeholder Forum to take on board feedback that we have received in this area so we can look at how this could be done differently in 2018. Some ideas have included using HIVE FIVES, involving people who know services within the shortlisting process and not relying on just a written submission for nominations and more involvement of customers and carers.





The event should be for all staff to attend and all staff to be recognised and celebrated

Whilst we would love for this to happen unfortunately, we do not have access to a venue that would hold all our staff for such an occasion and due to the nature of our services some staff are working at the time of the event. However, we agree that all staff should be celebrated and we can look into how we may be able to do this this year. In addition, the awards are not our only way to recognise our staff we also have HIVE FIVES and of course a 'thank you'.

Not all staff are involved in the PersonAwards

All staff have the option to nominate or to be nominated by other staff, managers, customers, carers and external partners. We would encourage all staff to get involved and anyone who feels someone has been overlooked should submit a nomination.

We will look at the nomination process and how this could be changed for 2018.



Feedback about staff and customer events

We received lots of these and are asking the Employee Forum and Stakeholder Forum to get involved in how we may be able to develop this in 2018 for Persona.

Whats Next – Look out for our next survey!

Earlier in 2017 we asked you about what you valued about working for Persona and what 5 words best described your team.

There were many responses but one that we were pleased to see was they staff felt that working here was FUN.

On 26 January it is **International Fun at Work Day** so we want to know 'What is it that makes working in your team Fun'?



Back Page News

Trying to be good after the Christmas feasting? Try one of these 100 calorie snacks from NHS Live Well to take the edge off the hunger pangs!

Cheese and tomato toastie – 93kcal (390kJ)

Simply chop the tomato and spring onion, sprinkle them over a slice of crispbread, cover with grated cheese and place under a pre-heated grill for a couple of minutes.

- 1 wholegrain crispbread: 39kcal (164kJ)
- 15g of grated 30%-less-fat mature cheese: 47kcal (197kJ)
- 40g of tomato: 7kcal (29kJ)
an optional sprinkling of chopped spring onion (calories nominal)

Cheese and pickle canapés – 100kcal (420kJ)

Use a potato peeler to get melt-in-your-mouth, wafer-thin cheese slices, and top with gherkin slices and pickle.

- 3 water biscuits: 42kcal (176kJ)
- 15g of 30%-less-fat mature cheddar: 46kcal (193kJ)
- 30g of gherkin: 4kcal (17kJ)
- 6g (1 tsp) of pickle: 8kcal (34kJ) : 46kcal (193kJ)

Baked beans on toast – 99kcal (416kJ)

It's perhaps the ultimate comfort food, and we believe you should still be able to enjoy it even if you're watching your calories.

- a 22g slice of toasted wholegrain or wholemeal bread: 48kcal (202kJ)
- 60g of baked beans: 51kcal (214kJ)
- optional sprinkling of chives (calories nominal)

Homemade popcorn – 89kcal (374kJ)

As a source of fibre, popcorn will keep you feeling full for longer, making it an ideal snack – plus, it's really easy to make.

- 20g of popping corn: 62kcal (260kJ)
- 3g (1 tsp) of vegetable oil: 27kcal (113kJ)
- optional sprinkling of chilli powder and worcester

Smoked salmon and cream cheese parcels – 109kcal (456kJ)

Place 4 strips of salmon on an even surface and spread 5g of soft cheese mixed with some dill at one end of each strip. Starting from the cheese end, gently fold each strip into rolls.

- 48g of smoked salmon, cut into 4 even strips: 68kcal (286kJ)
- 20g of reduced-fat soft cheese (5g per parcel): 39kcal (151kJ)
- a squeeze of lemon juice: 2kcal (8.4kJ)
- optional sprinkling of fresh dill (calories nominal)

Apple and peanut butter – 96kcal (403kJ)

The perfect combination to keep you going until your next main meal.

- 50g of sliced apple: 26kcal (109kJ)
- 12g (1 tsp) of peanut butter: 70kcal (294kJ)
- optional sprinkling of cinnamon (calories nominal)

'3-fruit' fruit salad – 102kcal (428kJ)

This provides 2.5 portions of your recommended 5 A Day.

- 50g of seedless black grapes, cut in half: 30kcal (126kJ)
- 50g of diced apple: 26kcal (109kJ)
- 100g of chopped tinned pineapple in juice: 46kcal (193kJ)

If you would like to celebrate the success of someone you support, or your Service, or you 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 or Fiona on 0161 253 6060.