



Issue 7 (April 2016)

## Message from Debra....

It's been a busy month for Persona and I am pleased to say that the Persona website, Facebook and Twitter social media forums are now up and running and I must say looking fabulous!! Please log on and like/follow and send comments.



Persona Elmhurst Short Stay had 5 minutes of fame following the BBC North West Tonight programme profiling the changes that Bury Council have made by setting up Persona. The environment looked fantastic and a carer was invited to speak about what the service meant to her mother and her feedback was extremely positive.

Coming up next is our staff Intranet so keep posted for updates and developments.....

*Debra*

www.

### Persona Website Launches

[www.personasupport.org](http://www.personasupport.org)

April 2016 saw the launch of the Persona website and I am sure you will all agree that it looks great. The Persona leadership team would like to say a huge thank you to all involved who ensured that the website launched smoothly and worked hard towards the live-date to iron out any issues. Please go on-line and let us know what you think. There are four key administrators who can make any amendments to the site, Deb Jones, Eddie Cheung, Charlotte O'Rourke and Laura Wolstenholme. Deborah Jones will be updating the News and Events section of the site so please let Deb know of any events planned in advance and any great news to spread. To find out more exciting news around our communication platforms and social media developments read on.....

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## Hello from the Admin Team



April saw the fourth meeting of the Persona Admin Team, which was held at Elmhurst. The purpose of these meetings are to look at administrative areas that would benefit from standardisation, and to get to know Persona services and admin functions within these services and to build rapport as an Admin Team. To ensure communication of business developments, service developments and projects and to look at how we can support these from an administrative perspective. If you would like to attend one of the meetings to present a project or business development being worked on then please let Deb Jones know, who will schedule you in—we would love to hear from you. We thought it might be useful to include some details in relation to team members and the services they support. So here goes.....

Name	Job Title	Service / Base	Contact Details	Days Worked
Deborah Jones	Office Manager	Head Office, Grundy Day Centre	0161 253 6000	Monday to Thursday
Lesley Barrass	Administrator	Learning Disability Services, Head Office, Grundy Day Centre	0161 253 7349	Monday/Tuesday/Thursday
Alison Law	Customer Services Officer	Older Peoples Day Services Grundy Day Centre	0161 253 7393	Thursday/Friday and alternative Wednesday's
Jayne Howarth	Customer Services Officer	Older Peoples Day Service, Grundy Day Centre	0161 253 7393	Monday/Tuesday and alternative Wednesday's
Angela Kelly	Customer Services Officer	Older Peoples Day Services, Pinfold	0161 253 7371	Monday to Friday (9.00 am to 3.00 pm)
Maureen Howarth	Customer Services Officer	Older Peoples Short Stay, Spurr House	0161 253 6767	Thursday to Sunday then Wednesday to Friday alternate weeks
Jacqui Roberts	Support Services Officer	Learning Disability Day Services, Wheatfields soon be Hoyles	0161 796 3074	Monday/Tuesday and one other floating day
Sheila Smith	Administrator	Learning Disability Day Services, Ramsbottom and Sunnybank	0161 253 6697	Monday/Tuesday/ Wednesday/ Thursday
Katrina Baker	Administration Officer	Short Stay—Older Peoples, Spurr House	0161 253 6767	Saturday to Thursday then Monday to Wednesday alternate weeks
Stephanie Berry	Customer Services Officer	Short Stay—Older Peoples, Elmhurst	0161 253 6838	Monday to Friday
Janice Thomas	Administration Officer	Positive Lives—Woodbury Scheme	0161 253 7281	Monday/Tuesday/ Thursday/Friday weeks 1&2 Monday to Friday week 3
Maria Vanichpatanakul	Administrator	Shared Lives—Woodbury / Elmhurst / Spurr	0161 253 6767	Monday/Friday 5.30 to 7.30 pm; Saturday/Sunday 10.00 am to 3.00 pm



 Find us on  
Facebook

[Facebook](#) [Twitter](#) [LinkedIn](#) [Google+](#)

**More exciting news** is that Persona now have a **Facebook** page, a **Twitter** account and a **LinkedIn** profile!

Please visit our Facebook page and give us a like, share us too and offer all your support. Our **Facebook page is Personal Care and Support.**

**Our Twitter account is  
@PersonaBury so please keep  
following our tweets.**

Check us out on **LinkedIn**, which is similar to Facebook for professionals and businesses.

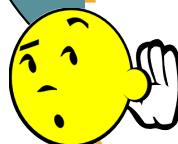
[LinkedIn](#)



[facebook.](#)

[www.persoansupport.org](http://www.persoansupport.org)

**Don't forget** we want to hear all about events, good news, updates on services for our website and social media platforms so please keep us posted.... Also if you would like to share some news about an outside work interest or achievement, to be included in an issue of the Newsletter, then please let Deb Jones know. You can get in touch by email at [info@personasupport.org](mailto:info@personasupport.org) or my contacting Deb Jones at [deborah.jones@personasupport.org](mailto:deborah.jones@personasupport.org) or telephone on 0161 253 6000.





**Rob Laing  
Manager—Day Services Learning and Physical Disability**



**What do you enjoy about working for Persona?**

The freedom to discuss and adapt to our customer needs in a responsive manner, backed up by a decisive and committed management team.

**What's your greatest extravagance?**

My wife

**Favourite place?**

Llandudno

**What makes you angry?**

In the past when I haven't been able to respond to the needs of the customers I look after and they have had to have a make do approach to service delivery.

**Who/ what makes you laugh?**

Stewart Lee (comedian) and myself

**Favourite film?**

I don't do favourite things, I enjoy things that are in the here and now and would rather enjoy something new than look to the past.

**Your most embarrassing moment?**

I don't easily get embarrassed, the only thing that does make me feel awkward is getting praise for doing my job well, as I always think I could have done it better.

**Favourite singer / band?**

I like Duke Special, Thomas Lang, Anthony and the Johnsons and Rufus Wainwright

**Life at home / hobbies?**

I live in a large Victorian House so my current hobby is DIY, never ending.

My other hobby is walking my rescued Greyhound called Jennie around Llandudno.

**Favourite food and drink?**

Paella and Bitter

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

My Wife and Children as they are the best things in my life and Jennie the Greyhound.

## Latest from The Green.....



### Putting A Heart Back In The Community

We had a lovely Easter here at **The Green** and thought it would be lovely to celebrate with a wonderful afternoon tea. We hoped to be joined by around 40 visitors but were completely blown away to welcome more than 80 guests throughout the day. We would like to thank everybody who joined us on this wonderful day and it was truly heart-warming to see The Green full to the brim, with love and laughter.

Our hopes were to raise awareness on how you can get involved and get active at The Green and we were thrilled that more than 30 visitors took away advice and support information. 13 visitors signed up to new activity and social sessions and I think it's fair to say we all made some lovely new friends.

It was a truly wonderful day and we would like to say a warm thank you to everybody who joined us and a massive thank you to our amazing volunteers, community partners and **Bury Township forum**, who helped us reach out and put a great big heart back in the community.



If you would like to know more about The Green or if you would like further information about any of the events and activities at The Green then please contact Michelle Delaney on 0161 447 8836 or visit the website at [www.supportivestem.co.uk](http://www.supportivestem.co.uk)

# More from the Greenteam....

## Improving Health

We are proud to welcome **Pauline Collins**, who supported our **Easter Tea Party** and brought her walking poles to the event, to give people an introduction to **Nordic Walking**. The following Sunday she was joined by some lovely ladies for a lovely walking activity and they all had a great time. This is a lovely way to get more active and make some new friends too, if anybody would like more information on these fun, friendly sessions – please contact us here  at The Green.



## Improving Wealth

We would also like to remind you about our **FREE debt and welfare drop-in sessions**, every **Thursday at The Green from 1pm until 4pm**. If you know anybody struggling with debt, benefits or other issues, please get them to drop by for a chat and we would love to give them the essential support they need.



## Improving Lives

Finally we would like to let you know about our amazing new **Sports and Social Activity Sessions** starting at **The Green**. We are proud to be running a **six week programme to promote and engage in fun, physical and social activity**. These amazing new sessions will be held **Friday evenings from 6pm until 8pm starting on Friday 29<sup>th</sup> April 2016**. They are open to anybody aged 14+ with an additional need or disability but places are limited so please **book now** to secure your place and avoid disappointment.



## SOS Event

### A big shout out to.....



**Rob Laing** who organised **Persona's** first event. The **Share our Services (SOS) Day** was held on 14<sup>th</sup> April at the **Elizabethan Suite Bury**. Rob wouldn't have been able to do it without the expert help of Helen Yates who's creativity produced a great promotional table top board (which I am sure you will agree looks great).

A day was organised by **Bury Parents Forum** bringing together local and national providers for services for young people with additional needs \ disabilities.

This was our first outing as Persona where we engaged with local parents and carers to discuss their needs for future services.

The day was a success with several parents requesting further information and good networks made with other providers who we hope to work with closely over the coming



### St Patricks Day Fundraising Event at Wheatfields Day Centre



It was fabulous to see friends re-united at the **St Patricks Day** celebration. There was a great turn out to the event which was enjoyed by 50 guests who tucked into Irish stew and soda bread lunch followed by a choice of deserts.

There was an array of raffle prizes generously donated by **Slattery's, Tesco, Croma, Martins Bakery and Bury FC** to name a few as well as donations from staff and the families of customers. A great time was had by all!!!



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](mailto:info@personasupport.org). Or by contacting Deb Jones, Office Manager, on 0161 253 6000 [Deborah.jones@personasupport.org](mailto:Deborah.jones@personasupport.org). We would love to hear from you.



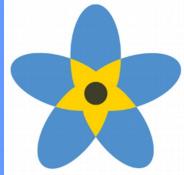
# Happy Birthday Your Majesty



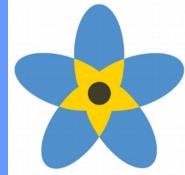
LD Day Services celebrated the Queens 90th Birthday in style. The Haymarket day service had a joint Queens 90th Birthday and St Georges Day celebration. Sunnybank had cream tea and even received a thank you card and letter from the Queen!! Check out these fantastic pictures from the days....



## Dementia Awareness Week 16 May to 22 May 2016

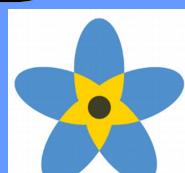
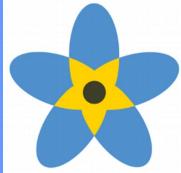


Persona will be celebrating Dementia Awareness Week. Check out these great events planned within our services.....



### Pinfold Lane Day Service

- Monday 16 May 2016 ..... Wild Wings Birds of Prey
- Tuesday 17 May 2016 ..... Mike Nield Entertains
- Wednesday 18 May 2016..... Outing to **The Green**
- Thursday 19 May 2016 ..... Trip on the **East Lancs Railway** & Tea-dance with Ron Barlow Entertaining
- Friday 20 May 2016 ..... Trip on the East Lancs Railway & visit to the centre from the animals at **Smithell's Farm**



#### Wednesday 18 May 2016

- 10:00 Open
- 10:30 Gentle Walking Group
- 11:30 Entertainer (Stephanie Portersmith)
- 12:30 Lunch
- 12:45 Bowls Match starts
- 13:00 Gentle Walking Group
- 13:30 Bingo
- 15:00 Chair Based Exercise

During the day there will be expert advice available from Solicitors, **Age UK, Carers Centre** and the **Fire and Rescue** service. There will also be more stands around the cafe area where you can get excellent advice on healthy living.

## Dementia Awareness Week 16 May to 22 May 2016



Wednesday 18 May

**Friendly Faces**  
**Radcliffe Borough Football Club, Stainton Park, Pilkington Rd**  
2.00pm - 4.00pm  
Tackling isolation amongst older people. For further information email friendlyfaces942@gmail.com

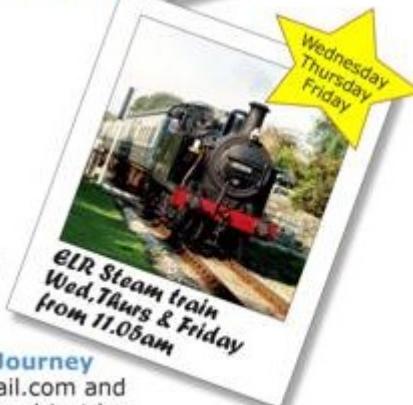


Thursday 19 May

**Carers Support Group**  
**Carers Centre, Silver Street**  
11.00am - 1.00pm  
Email Ummrana@gaddum.co.uk or phone 0161 763 4867



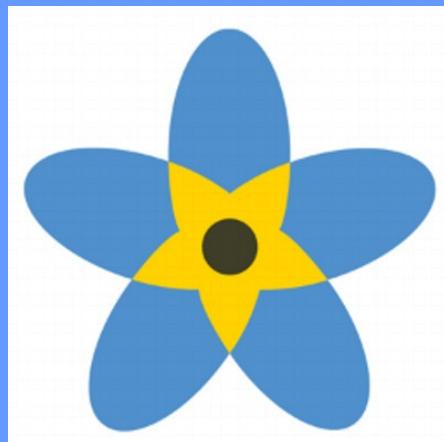
**Dementia Friends Session**  
**Hamilton House, off Walmersley Road**  
11.00am - 12.00pm  
Phone 07972 732 848



Friday 20 May

**Musical Memories and Reminis-sing**  
**Manna House, Irwell Street**  
10.00am - 12.00pm

**East Lancashire Railway Reminiscence Steam Train Journey**  
Contact Fiona at burydaa@gmail.com and ensure you include 'ELR' in the subject box



## Dementia Awareness Week 16 May to 22 May 2016



Monday 16 May

**Dementia Friendly Swimming**  
Castle Leisure Centre, Bolton Street  
12.00pm - 1.00pm



**Otago**  
Clarence Park, Walmersley Road  
1.30pm - 2.30pm  
A series of slow and steady strength and balance exercises. For further information call John on 07972 732 848

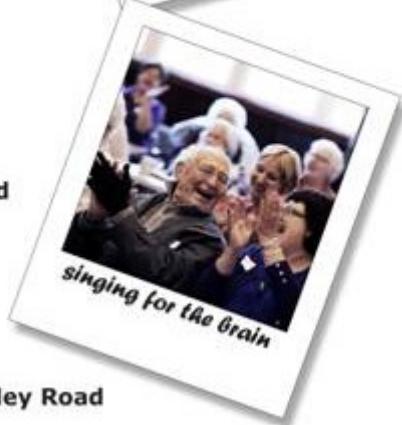


**Dementia Friends Session**  
Millercare, Bolton Road, BL8 2AH  
2.00pm - 3.00pm  
Learn more about what it is like to live with dementia and turn understanding into action. To book phone 0161 761 0099



Tuesday 17 May

**Singing for the Brain**  
Parkhill's Community Centre  
10.00am - 12.00pm



**Dementia Friends Session**  
Ashton Lodge, Ramsbottom  
11.00am - 12.00pm  
Phone 07972 732 848 to book a place

**Singing for the Brain**  
Harry Whitehead Court, Lowes Road  
13.30pm - 3.30pm



Wednesday 18 May

**Piece of Mind Cafe**  
The Green, Clarence Park, Walmersley Road  
10.00am - 4.00pm

# Persona

We're all about you

**Grundy**  
Day Service

**Pinfold Lane**  
Day Service

  
**The Green**  
Opportunities at the heart of your community

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](mailto:info@personasupport.org). Or by contacting Deb Jones, Office Manager, on 0161 253 6000 [Deborah.jones@personasupport.org](mailto:Deborah.jones@personasupport.org). We would love to hear from you.

## Update from your Workforce Team

### **Managing Attendance**

What could you spend £115k on?



Since October 2015 sickness absence has cost Persona £115,000 in terms of cover for employees who have been absent from work.

We are currently asking staff for their ideas and suggestions about what we can do to reduce sickness absences across all of Persona. Thank you for your feedback so far, please continue to share your feedback either via the Employee Forum, your shop stewards or via the Workforce Team.

Some staff have fed back to say they are not aware of the managing attendance policy and what happens when employees are absent from work, particularly in relation to frequent short term absence. Please see below in relation to some key points that you should be aware of in relation to absence from work.

#### **Do you know the Managing Attendance Policy?**

##### **When I am off sick I must...**

- Contact my Manager within 1 hour of my normal start time on my 1st day of absence
- Contact again if I am still off sick on my 4th day of absence
- Obtain and submit a 'fit note' on my 8th day of absence
- Continue to obtain and submit 'fit notes' as they become due for the duration of my absence
- Keep in regular contact with my Manager
- When I am fit to return to work notify my Manager

##### **On the day I return to work I must...**

- Complete a self certification form (PC8) for periods not covered by 'fit notes'
- Expect a return to work interview within a week of my return date

##### **Following 2 periods of absence or a total of 6 working days in a 6 month period (known as trigger points) I should expect...**

- An Informal Stage—First Review meeting with my Manager where my absences will be discussed and targets for improvement will be set
- At the end of the monitoring period an Informal Stage—Second Review meeting will take place to see if the targets set for me have been met
- If targets have not been met I will move onto a Formal Stage 1 meeting where further targets for improvement will be set
- At the end of the monitoring period a review meeting will take place to see if the targets set for me have been met
- If targets have not been met I will move onto the Formal Stage 2 of the managing short term absence policy where further targets for improvement will be set
- At the end of the monitoring period a review meeting will take place to see if the targets set for me have been met
- If targets have not been met I will move onto the 3rd stage of the managing short term absence policy where consideration will be taken about terminating my contract

Where managing attendance targets are set these will be over a set period, there will be some targets that I will need to work towards and there will be support that my Manager will need to help me with.

Non-attendance at work has an impact on your colleagues, customers and the delivery of our services.

If you need any further information about managing attendance please contact the Workforce Team on either 0161 253 6135 or [workforce@personasupport.org](mailto:workforce@personasupport.org)

## Announcements



Persona would like to welcome the following members who joined the team in April 2016.

- Sarah Badlan—Spurr House short stay
- Sarah Brian—Spurr House—short stay
- Christine Emanuel—Head Office
- Julie Kirk—Positive Lives
- Maria Vanichpatanakul—Shared Lives

P60s are now available on-line to view at [www.bury.gov.uk/employee](http://www.bury.gov.uk/employee)

### Dementia Awareness Week 16 to 22 May 2016—keep posted

for feedback and photographs from all the exciting activities Persona are hosting at our various sites and services. Updates will be found on our website and our Facebook and Twitter pages.

May brings us National Walking Month which is a campaign to promote the benefits of walking and to get everyone walking no matter what level of fitness you are. Walking is simple and free and one of the easiest ways to become more active, lose weight and improve health and wellbeing. **IWIYW** are championing some great ways to get involved so take a look at the **back page news** to find out more.....

Persona would like to bid farewell to the following members who left Persona in April 2016.

- Melanie Carter—LD Day Services—36 years service
- Christina Hurley—LD Day Services—37 years service
- Claire Dos Santos—LDST
- Regan Ellaway—Positive Lives
- David Hall—Positive Lives
- Gary Thompson—Elmhurst



I WILL IF  
YOU WILL  
.CO.UK

### Don't forget 22 May at

The Green who have been selected to host a pensioners Tea Party on Sunday 22 May 2016 where the Mayor of Bury will be in attendance!!



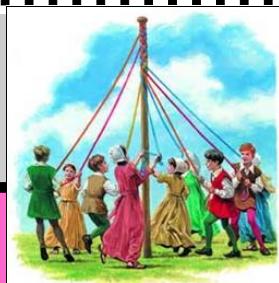
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# Back page news.....

## 31 Days in May....

May brings us lots of things to do and think about this year so why not take the opportunity to enjoy the lovely weather we have had in May so far and get out and about .....



### Put your best foot forward... walk this May!

May is National Walking Month and it's time to discover the importance of adding more steps to your daily routine.

I Will If You Will (IWIYW), the fitness movement delivered by Bury Council with National Lottery funds from Sport England, promotes walking as part of its activity programme.

By working in partnership with Living Streets and Transport for Greater Manchester, IWIYW is celebrating all things to do with walking and the many health benefits that come with it.

IWIYW knows many women and girls are afraid to exercise because of fear of judgement and therefore, the thought of getting active from scratch can be a daunting prospect. Because it's a gentle reintroduction to being active, walking is very often the first step people take with IWIYW.

#### **Put your best foot forward**

As a nation we're walking a third less than we did 20 years ago. It might not seem like a big deal but the hard-hitting facts remain – when walking levels increase, congestion, pollution, obesity and other social problems decrease.

It sounds simple but just 20 minutes of walking a day is enough to make a significant difference to all of us. After all, walking is one of the most effective exercises around and one of the most popular activities on the IWIYW programme.

It burns calories and gives the metabolism a boost, improves heart health and blood pressure levels, can help to enhance your mood and help you feel more connected to your community.

#### **Easy ways to get walking**

Shake up your walking routine with these top tips:

Track your steps – get yourself a pedometer or step tracker and aim for 10,000 steps a day. Start with one day a week, see how good you feel then aim for 10k every day.

Walking meetings - clear your head and get yourself some fresh air, try a walking meeting at work, it'll give everyone an energy boost and might even generate new ideas.

Feed the piggy bank – motivate yourself to walk more by putting what you would spend on petrol or bus fare in a safe place. Watch the pennies mount then treat yourself at the end of the month.

#### **Pledge to #Try20 this May**

Pledge to fit 20 minutes' walking into every day in May as part of Living Street's #Try20 campaign. Visit [www.livingstreets.org.uk/nwm](http://www.livingstreets.org.uk/nwm) to find out more.

#### **What's happening near me?**

The Greater Manchester Walking Festival takes place throughout National Walking Month and features more than 200 free guided walks across all ten districts of Greater Manchester.

The groups are delivered by walk leaders from over 30 walking groups and organisations and range in length, district, difficulty level and theme, to suit all ages and abilities.

Visit [www.tfqm.com/walking/Pages](http://www.tfqm.com/walking/Pages) to find a walk happening near you.

To find out more about all the walking activities running as part of IWIYW, plus more than 100 other ways to get active, head to [iwillifyouwill.co.uk](http://iwillifyouwill.co.uk)