



Issue 9 (June 16)

Message from Bernard, Debra & Laura

What a busy month it has been for Persona and this month the focus is around celebrating the hard work and commitment made by our staff with the launch of the **PersonAwards**. It is all go for the project team who are planning the awards. The awards are set to be a fabulous event and we want to ensure the staff who attend have an amazing evening. The nomination forms are being distributed so make sure you fill one in or complete via the **Persona website**. You can nominate your colleagues, managers or volunteers who you think deserve a special **THANK YOU**. So what are you waiting for? Just go for it as it could be you. Read on for more details about the awards and the categories for nomination.

It has been great to see all the pictures of many activities that have been taking place across all our services in the last few months. Please continue to send these into head office.

The Persona website and social media pages are now becoming an everyday part of the day to day operation of Persona, please continue to like, share and tweet all our messages to promote the **Persona** name.

Thanks *Bernard, Debra & Laura*

Don't miss the opportunity to nominate in our up and coming awards ceremony. For all the details read on or visit the website and submit your nomination today
<http://www.personasupport.org/quality/personawards-2016/>



PersonAwards 2016
Celebrating excellence

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PersonAwards

2016
Are Here!!



Who is the best?

Who deserves to win?

What are the categories?

As mentioned in the last newsletter on the evening of 6th October 2016, Persona will be holding an awards ceremony for staff -

The PersonAwards, to recognise and say thank you for the work that they do supporting all our customers.

Thank you to all staff for the suggestions made in relation to the name of the awards and categories of awards.

The awards have been chosen and nominations are now open! Read on to find full details of the award categories, who to nominate and the nomination process.....

The Categories

Team of The Year Award

This award will be presented to the team who are able to best demonstrate a shared vision and agreed goals. The team should have a leader whose role is known and accepted and who takes personal responsibility for their tasks. Teams should have an excellent communication process and each members' skills should be recognised within the team. Demonstrating a commitment to dignity and privacy for customers, and also respect for team members is essential.

Young Carer of The Year Award

This award seeks to acknowledge a young carer, aged 18 - 24, who has commenced and remained in employment in the care sector. Since commencing their employment they have shown dedication to their work and adapted well to meet the ever changing needs of people that use Social Care Services.

The Dignity Award

This award will be presented to the individual or team who can demonstrate that they have promoted independence and choice for people they care for, whilst respecting and maintaining peoples privacy and dignity at all times.

Manager of The Year Award

This Award will be given to the Manager who has demonstrated a high level of expertise together with exceptional skills in managing the complex business of a care environment. A Manager who shows vision in developing and supporting staff to meet the ever changing needs of the customers.

The Innovation Award

This award is aimed at either an individual or team that have implemented something different, has made an impact on the service and the people that use the service.

Employee of The Year Award

This award is aimed at an individual that has worked consistently and constantly given their all. They will have maintained good attendance at work and training, provided high quality work whilst remaining flexible and dependable.

Making a difference to Customers Award

This award is aimed at either a team or individual who have made an extraordinary and significant contribution to customer(s) that has resulted in a positive impact on their life.

Learner of the Year

This awards is designed to recognise where learning has made a positive impact on a person's life. This maybe where an individual has learnt a new skill for personal or professional development or achieved something they never thought was possible.

Volunteer of the Year

This award would be open to any volunteer who supports Persona within any of our services and has made a valuable and positive impact on the services we provide to our customers. This award would recognise and honour an individual for their time and effort they provide to Persona and our customers.

PersonAwards

Do you know someone or a team at Persona who:

- Has gone the extra mile?
- Deserves a special thank you?
- Deserves special recognition?

If so, we need to hear from you!

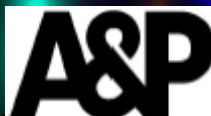
Ways to vote.....

- Via the website by following this link <http://www.personasupport.org/quality/personawards-2016/>
- By returning your completed nomination form to Head Office at Persona Care and Support Limited, Grundy Day Centre, Wellington Road, Bury BL9 9AH
- By emailing the completed nomination form to info@personasupport.org
- By handing in at a Persona location— post boxes are available

Raffle Information

As part of the PersonAwards we will also be holding a raffle, supporting 2 local charities - **Bury Gateway** and **Bury Hospice**. Please look out for more details on this and details of the fabulous raffle prizes in future Newsletters. Raffle tickets will be available to purchase prior to the Awards Ceremony.

Thank You to our kind Sponsors.....



Celebrating with the Learning Disability Teams & Customers

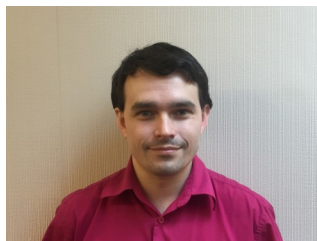
The LD team and customers had a busy month in June celebrating **Learning Disability Week; National Cupcake Day; National Picnic Week; Alzheimers Awareness** and trips out which included a visit to **Smithills Farm**. These are some great pictures of the team and customers.....





In the Spotlight

David Pope
Day Care Officer



What do you enjoy about working for Persona?

Having the opportunity to represent staff views on how Persona operates, as well as represent Unison members.

What's your greatest extravagance?

My car which is a Ford Focus.

Favourite place?

This one's easy – my bed!

What makes you angry?

Watching what austerity has done to the poor and vulnerable in this country – that's why I'm a dedicated trade union activist.

Who/ what makes you laugh?

I love comedy and spend a lot of free time watching or listening to it. My favourite comedian is Stewart Lee.

Favourite film?

Probably Terminator 2

Your most embarrassing moment?

This isn't something I'd talk about in public

Favourite singer / band?

I'm a big heavy metal fan, but my favourite band is Pink Floyd

Life at home / hobbies?

I spend a lot of my free time playing strategy games with my partner and friends

Favourite food and drink?

Favourite food has to be Tofu, because you can do so much with it. My favourite drink is a good beer

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

Prince William – If he was stuck there with me there'd be a much higher chance of being rescued!

Announcements

And the Winner is...



Anna Craig!! Who entered this fab photo in last months competition. Well done Anna a £20.00 voucher is coming your way!!!!!!

May's competition had a great response so thank you to all that voted. Watch out for competitions in up and coming issues of the Newsletter and your chance to win a great prize.



New Starters and Leavers in June 2016

New Starters

Persona would like to welcome Desmond Noi; Sharon Kirkham; Victoria Lord and Jacqueline Tucci. I am sure that everyone in Persona wishes them every luck in their new roles.

Leavers

Persona would like to say farewell to Debbie Coulthurst and wish Debbie every success in the future.



Latest News from your Employee Forum.....

As you are aware we have had an **Employee Forum** within Persona in place since January 2016. The Forum meet on a regular basis supporting with and providing suggestions on a variety of activity areas including:

- Should we have an Awards Ceremony for Persona?
- How can we look at reducing sickness absence across Persona?
- What information would staff like to see on a staff intranet?

There are 11 representatives on the employee forum and there are currently 2 vacancies on the employee forum within the following services areas:

- Older Peoples Day Service
- Learning Disability Day Service

Would you like to be part of the Employee Forum?

This is an opportunity to make a real difference to **Persona**. If you are interested and want to self nominate you can do so by contacting **Workforce** who will send you more information in relation to what being part of the **Employee Forum** involves and a self nomination form. Where we receive more than 1 nomination per work area we will notify employees in that area of the nominations received to represent them and allow the workforce to vote for the people they want to be on the forum for their areas of work.

Self nominations should be returned to the **Workforce team** either via email workforce@personasupport.org or by post to Grundy Day Centre, Wellington Road, Bury, BL9 9AH no later than **19 August 2016**

If you have any questions in relation to the joining the employee forum please contact either the workforce team or a member of the employee forum.

Employee Forum Members

Lee Sawbridge, Lorraine Murphy, Melanie Quilton, Michael Ziki, Maureen Howarth, David Pope, Kath Hopkinson and Julie Pierce

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.

Celebrating with our Older Peoples Services

Staff and customers at our **Older Peoples Day** and **Short Stay** services had a great time celebrating some wonderful events in June which included **National Cupcake Day**; **Alzheimers Awareness Week** and **the Euros!!** Visits were also made by some of the animals from **Smithills Farm**. There was also lots of celebrating and dancing from our fabulous customers who are still young at heart...



Dates for your Diary

BURY HOSPICE BINGO



EYES DOWN, LOOKIN'!!

£5 per two hour session, 2pm—4pm at Blackburne Hall, (behind Bury Parish Church), on the first Wednesday of every month:

August 3rd; September 7th; October 5th; November 9th; December 7th

Next session July 6th

For more information or to register your interest, please contact Michelle in Bury Hospice Fundraising 0161 797 1748 Ext 216, or May Shipperbottom, Bury Hospice Radcliffe Support Group 07792 762432

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Carer Celebration Event

2 - 6pm, Thursday 21st July

Welly Community Cafe
Manchester Road Park, Bury BL9 0TD

Are you a carer? Do you know someone in a caring role?

We're running an afternoon of fun, relaxation, socialising and support for carers including:

- Refreshments
- Entertainment
- Activities
- Information Points

Please note: the cafe is located inside Manchester Road Park which is a 10 minute walk from Bury Metrolink and Bus Station.

This event is organised by Bury Carer Strategy Group to acknowledge and celebrate carers, reflect on how far we've come with carers support in Bury and to find out how we can make further improvements

For more information, please contact 0161 253 5439 or ecc.sdu@bury.gov.uk



Family Fun Day

The Haymarket Day Service
Bury Adult Learning Centre
Wednesday 10th of August 2016

Kitchen is serving food

10-30 am to 12pm for Tea and Toast and Crumpets
1.30-3pm for Tea & Cream Scones



Cake Stall



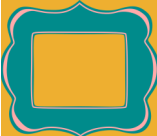
Facepainting



Count the sweets



Name the Teddy



Raffle

Tombola

Have a funky picture taken

All proceeds will go towards our Amenities Fund



Summer Soirée

Thursday 28th July @ Pinfold Lane
7-9.30pm

Join us for an evening of entertainment with Live music, A Grand raffle, Quizzes, Food & Drink.

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



Garden Party

Elms Community Centre

Friday 15 July 2016

11.00 am till 2.30 pm

Cost £4.00

Includes BBQ, Raffle and Live Entertainment



Workforce Update



Feedback from Staff

We have been receiving some feedback from staff in relation to the policies and procedures that we have in place within Persona. When we TUPE'd from the Council to Persona so did the majority of policies and procedures that were in place and therefore they still exist now within Persona.

As part of the TUPE measures we explained that policies and procedures would *'be reviewed to ensure that their requirements are appropriate to Persona and where necessary amendments may be made to ensure that they are relevant to the organisation'*.

The Workforce team have been working through the policies and procedures so that they reflect the make up of Persona and these will go on the staff intranet, which is due to go live soon. Alternatively, if you wish to have a copy now these are available from your Workforce Team on 0161 253 6135.

In addition we felt it would be useful to, each month, do a short overview of some of the policies and procedures we have in Persona – last month we had an article focussing on short term absences. This month we have focussed on **Dignity at Work**. Turn to page 12 for full policy.

More of your feedback.....



It has been suggested that as part of the **In The Spotlight** section of the newsletter we ask customers if they would like to feature. Therefore can you please ask your customers if they would like to share some of their achievements and experiences with us...I am sure you will agree it would be great to hear from them....

A great idea was fed back to add the Newsletter on to the Persona website. This has now been done and can be found at www.persoansupport.org/news-and-events/newsletter/

Policy of the Month

Dignity at Work

We always talk about supporting our customers with Dignity – well this is equally important for employees. At Persona we are committed to providing a working environment where all employees are treated with dignity and respect, and are valued for the different skills and abilities that they bring into the workplace.

Bullying or harassment of any kind will not be tolerated.

What is Bullying or Harassment?

Harassment occurs when someone engages in unwanted conduct which has the purpose or effect of violating someone else's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

Harassment can include:-

- threats, insults or abuse
- offensive or suggestive comments
- unwanted attention
- gossiping about colleagues
- invasive personal questions
- refusing to work with someone because of their race
- assuming a disabled colleague is inferior in any way
- making derogatory remarks about someone's ability based upon their age
- outing a lesbian, gay or bisexual person without their permission
- engaging in banter or making jokes which are derogatory

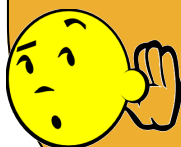
Bullying is offensive, intimidating, malicious or insulting behaviour towards another individual or group of people. It is typically an abuse or misuse of power which is meant to undermine, humiliate or injure the recipient.

Bullying can include:-

- malicious rumours and allegations
- open aggression, threats, shouting, abuse or obscenities humiliation, criticism or ridicule
- undermining professional status
- unfair allocation of work or over-monitoring
- isolating or marginalising colleagues
- Cyberbullying
- withholding information, opportunities or training with the intent of affecting a colleague's performance or development
- imposing inappropriate tasks which are not in line with the duties and level of a post

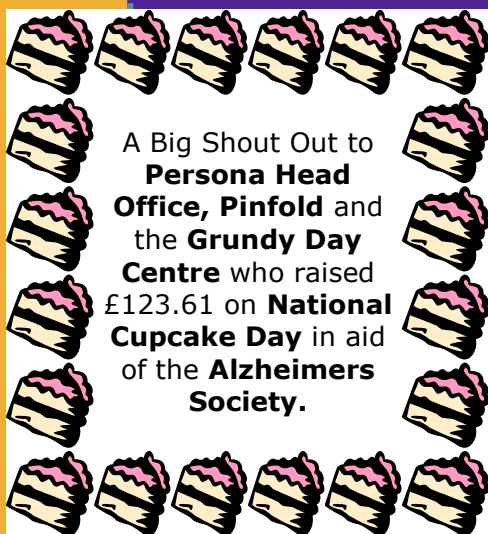
All employees and managers have a right to be treated with respect and dignity in the workplace and a responsibility to challenge inappropriate behaviour and raise complaints.

If you need any confidential support or advice please contact your Workforce Team on 0161 253 6135, alternatively you can contact your Trade Union representative.



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



July brings us some sad news in that **My Sensibility** are closing down their sensory venue at the end of July. Open sessions will cease on Wednesday 27 July 2016. On a brighter note My Sensibility are hoping to continue with the social/quiz nights and music classes and will be looking for places to hire out in the future. My sensibility have expressed their thanks to all at **The Haymarket** for their loyal custom and support.

Summer is officially here! July brings us lots of outdoor events and activities so why not get your shorts on and get out and about and have fun.



End June brought us the start of **Wimbledon** so why not pick up a racket and become the next Andy Murray or Serena Williams.

July brings us **National Parks Week** from **25 July to 31 July 2016**. For great ideas and parks to visit go to <http://www.nationalparks.gov.uk/visiting/national-parks-week>.

Why not try the **Bury Tail & Rail on Sunday 24 July 2016**. For more details on what promises to be a great day and to register go to <https://www.eventbrite.co.uk/e/bury-trail-rail-2016-tickets-25735903781>.

10 July is Don't Step on a Bee Day. So don't forget whilst your out and about this summer BEE careful and help to save our bees .



Don't forget we want all your great news. You can contact us 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.