

# Persona

## News



**Issue 16—January 2017**

### *Message from Kat.....*

When I read the content for this month's newsletter the word that sprang to mind was simply wow! It really brought home some of the great things that are happening across the organisation every day.

The things that have happened at The Green over the past 12 months are captured beautifully both in pictures and words, and the site has developed as a true community facility. I look forward to seeing it flourish even more in 2017 as we develop the top green with our Tesco Bags for Help funding, and see a broader activity offer start to emerge.

The recent recruitment activity is an example of how we can take a really different approach and do things in a way which make sense for the organisation. Our previous recruitment approach was somewhat lengthy, a bit off-putting to applicants, and didn't always enable people to shine. We looked around at best practice, listened to people's ideas and co-produced something really different with some fabulous results. Not only have we recruited a number of really strong candidates, everyone had fun doing it. Result!

I'm delighted that we are talking already about our next PersonAwards. The buzz from last year has never really died down and has had a real lasting effect in terms of staff morale. I see and hear things all the time that I think are worthy of a nomination as I'm sure you do too, so I'm expecting some busy judging panels when we come to look at this year's shortlisting.

Finally I'm really pleased to see the information from the Employee Forum. It's great to hear all of the things that they've been able to get involved in and influence already. They've only existed for just over 12 months so to have such a list of areas which they have supported is a fantastic achievement and again I look forward to seeing how they grow and develop their impact this year.

There's so much good news I'll leave it there and let you get on with reading the main article.  
Best wishes

*Kat*

#### **Highlights this Issue**

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# Update from Team Green

Wow what a truly amazing year we have had at The Green – We would like to share with you some of the highlights of 2016 and let you know, how we have been improving health, wealth and lives at The Green and growing it into a wonderful hive of activity in the heart of our community....

In order to maximise use of our wonderful community venue and take us into phase 2 of our vision, we put a new innovative, partnership in place at the back end of 2015. This being **SupportiveStem** who had already been delivering essential debt and welfare sessions from The Green for the previous 6 months.



A project team was put in place to work with new community partners **SupportiveStem**. We pulled together new ideas and introduced new ways of working to ensure our shared vision was brought to life. Our aim was to transform our fabulous community hub into a hive of activity, with fully inclusive activities and ensure it was a safe and happy place where people wanted to come along to get involved, get active and make a positive difference ...



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



April saw us launch an innovative six week program of Sports and Social Activity nights, delivered by **Sport Works** in partnership with SupportiveStem. **Bury MBC's Bridging the Gap** provided essential funding so we could deliver these invaluable sessions, to enable residents aged 14+ with a disability to access these activities.

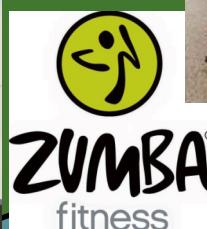
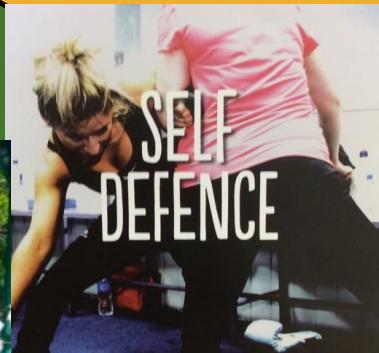
These were a huge success and it was inspiring to work with our group, as they enjoyed engaging with physical activity and built on essential social skills, in a fun and supportive environment. With the help of **Bury East Township forum** we were able celebrate Easter with a wonderful **Community Tea Party**. Again expecting around 40 visitors, we were thrilled to see The Green full of love and laughter, with more than 80 people joining us for a splendid afternoon.

During May we were very proud to support a national charity, **Contact the Elderly**, who provide help prevent social isolation, by volunteering to host a **Pensioners Afternoon Tea Party**. This was a truly wonderful afternoon and once again The Green was filled with love and laughter as many of our own local pensioners also joined us. Everybody had a fabulous time, made extra special by a visit from our **Mayor and Consort**, who not only stayed for the whole afternoon, but they took the time to chat and laugh with every single guest ... A truly amazing day was had by all.



Summer 2016 put our fantastic **green team volunteers** to the test, when we proudly supported a **Charity Family Fun Day** in aid of children charity **4Louis**. With **Clarence Park** full of lovely families and The Green full of snack searching customers, we were full to the brim and our team were absolutely amazing ...

July brought celebrity fame and recognition, with a visit from national celebrity **Will Mellor**, who came to The Green, whilst raising awareness of the great benefits of **Wheels for All**. July also saw the first of our private children's parties and increased family fun days.



August saw the launch of a new wave of community partnerships, which was celebrated with a fantastic **Family Fitness Fun Day**. With more than 150 local people dropping by and joining in a range of activities' including **Rammy Utd's** football tournament and penalty shootout, where medals were presented by local celebrity **Gareth Seddon**. We also had brilliant yoga sessions delivered by the amazing hot **yoga specialists Evolve**, **Informative self-defence sessions, delivered by martial arts expert Luca**, and the launch of our new weekly **Zumba** sessions, which even saw our honourable

Mayor and Consort getting active and getting involved ... We all loved it and so did the thousands of other people who viewed the sessions online.



## PersonAwards 2016

October was filled with bright lights and wonderful achievements ... Despite tough competition, **Julie and Lisa** made the finals in very first year of the prestigious **Persona Awards**. This was truly well deserved recognition for how they have embraced new ways of working, and have helped drive forward The Green with a warm passion, innovation, dedication and commitment. We were equally as thrilled when community partner SupportiveStem's Michelle Delaney and her amazing volunteers in the green team, made the finals and were overwhelmed to be awarded '**Pride of Bury Community Hero**'.



With an amazing year coming to an end, there was no better way to end it than with an amazing **Community Christmas Day Dinner**. In true Green spirit with massive community support, we were again completely overwhelmed with the support, contributions and volunteers, who came forward to share the magic of Christmas. We were very proud and privileged to host an absolutely wonderful day, that made Christmas very special for many of our local residents, who otherwise would have been isolated within our community.

As more than 30 of us took our positions to enjoy a fabulous Christmas lunch together, everybody was thrilled when Santa entered the room, full of laughter and joy, and bearing gifts for all.



**Spread a little Christmas Magic!**

We are looking a Christmas Day Dinner this year for anybody who would like to come along and spend their Christmas Day with us. If you don't have any other plans for Christmas Day or maybe you know somebody who struggles at this time of year, we would love to see you there and promise a warm welcome. The only thing we ask is that you let us know your plan prior to us so we can have your Christmas Dinner ready! Unfortunately we can only accept advance bookings so please get in touch beforehand.

**SupportiveStem**

We understand a lot of people are struggling at this time of year, so we are only asking for voluntary donations. If you would like to help support us or our other community projects please contact us on 0161 447 8300 or info@supportivestem.co.uk  
on 0161 447 8300 or info@supportivestem.co.uk  
Proudly supported by:

The Green Cafe Clarence Park Persona  
More about you

We cannot thank everybody who has supported us over the last year ... it has been truly amazing and together we have touched hundreds of lives across our local community. Extended thanks go to our amazing green team who continuously volunteer their time to make a massive difference to improve the lives of others. Also extra special thanks to our Christmas Day Santa, wonderful local Councillor and friend of The Green, Trevor Holt and his lovely wife Evelyn, who insisted on rearranging their own family Christmas Dinner, to support our lovely day and share the magic of Christmas ...

Thank you for sharing our magnificent year and we are very excited about what 2017 will bring.

Love and best wishes, *Michelle and the Green Team xxx*

# New Year New Career

In January we saw the launch of our 'New Year New Career' recruitment campaign starting with our stand in the Millgate. Lots of people came to visit us at the stand to find out more information about working in social care but also about working for Persona.

Part of the promotion was about looking for people who shared Persona's values and who had the right qualities and attitude and who wanted to make a difference to the lives of others. These qualities included:

**Flexibility, reliability, friendly, professional and passionate**

On the day we took 77 peoples contact details and invited 47 back for an interview.

In some services we then piloted a new way of recruitment and we held 3 recruitment events where all candidates came along and took part in a number of group activities designed to bring out the best in people and give each candidate the opportunity to demonstrate the qualities and attitudes we want in an employee at Persona. The events also involved staff and customers.

From all the interviews that took place we have made 32 offers of employment and the feedback from managers, staff, candidates and customers has been really positive.

A massive thank you to all who were involved in the planning, preparation and organisation of the events.





# Save the Date!!!

## The PersonAwards Ceremony is coming

Last year we had a fantastic **PersonAwards** which recognised and celebrated the hard work and achievements of our staff in the work that they do supporting our customers.

We were blown away by the nominations that were received from customers, carers, staff, managers and partners highlighting the everyday work of our staff and the difference this makes to the lives of our customers on a daily basis. Some of these may only seem small to the outside world but the impact that this has on an individual are massive – and that's what counts, after all we are a people business!

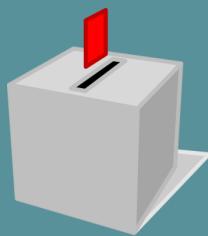
We want to continue to recognise and say thank you to our staff for the work they do and we plan to hold our second PersonAwards on the evening **5 October 2017** – so save the date!



Details of how to nominate will be communicated soon and we want to encourage anyone who has experienced or observed our staff working with our customers in a positive way to make a nomination.

### So who can nominate?

Anybody – whether you are a customer, carer, partner organisation, relative, manager or colleague, your nomination is important. Tell us as much information as possible about the fantastic work that you have seen.



### Who can I nominate?

You can nominate anyone who works within Persona. This can be frontline staff such as care workers and care managers to people who have made an impact in other ways such as kitchen staff, domestic staff, admin staff or any of our volunteers.

**PersonAwards 2017**

# PersonAwards 2017

## What are the categories?

The categories will remain the same as last year with an addition of a Support Services Award – This award is for an individual who works within a support service of Persona including admin staff, maintenance staff, domestic staff and headoffice staff 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.

A full list of all the categories is listed below:

<b>Employee of the Year</b>	<b>Team of the Year</b>
<b>Support Services Award</b>	<b>Dignity Award</b>
<b>Learner of the Year</b>	<b>Young Carer of the Year</b>
<b>Manager of the Year</b>	<b>Innovation Award</b>
<b>Volunteer of the Year</b>	<b>Making a difference to customers</b>

Keep a look out in the next **newsletter**, Persona **social media** and **web pages** for more details on the **PersonAwards 2017** and when you can start to make your nominations.

**Do you want to get involved in planning and organising the PersonAwards 2017? We are establishing a project team who will meet regularly to plan the night, give Laura Wolstenholme a call on 0161 253 6000 if you want to be part of the team.**





# Staff Benefits

Persona are working in partnership with **GHW Solicitors** to make legal advice and support more accessible for both our customers and our workforce. Many of our customers and their carers may at some point need to consider putting in place a will, power of attorney or a deputyship. All too often we see the consequence if this doesn't happen or it happens too late. That's why we have formed a partnership with a Bury based solicitor to provide much needed user friendly support and advice around these matters.

GHW Solicitors are based in the heart of Ramsbottom and offer a personal service from experienced lawyers. Members of their team are going to come into Grundy to provide information in the form of surgeries around wills, power of attorney and deputyships. This advice will be free and will allow people to better understand the issues and decide whether they have everything in place that they need for the future. GHW will be happy to provide services to customers for a small charge who then decide if they need to put something in place. In the case of wills, GHW Solicitors are proud members of a Cancer Research UK Will scheme and, in many circumstances, are able to offer free Wills (age restrictions apply).

We want to open up this opportunity to our workforce as some of these issues may be equally relevant to you and your family. Details of the dates of the surgeries will be made available to all teams so please come along if you feel this could benefit you. More details can also be found on the intranet.



## Recognising 100% attendance

The first draw to win £100 of shopping vouchers in recognition of 100% attendance took place during January's Board Meeting. The draw can be seen on the intranet.

Persona are pleased to announce that Cath Poole from Elmhurst Short Stay Service is the winner of our 1<sup>st</sup> 100% attendance prize of £100.00 of Love to shop Vouchers.

Cath was delighted to get a call from Debra Operations Director to pass on the good news and congratulate Cath who said "It made my day – I have never won anything before".

Debra met up with Cath to present her with her vouchers and had a chat about what it meant to be recognised for her attendance. Cath has not always been able to stay in work as she has had some serious health and personal problems that have impacted on her attendance over the last few years.

Cath is now back on track, loves working at Elmhurst and is delighted with the recognition she has received. Debra asked Cath what she will spend the vouchers on and Cath said she wasn't sure but will definitely spend it on herself and may replace a charm bracelet she lost at a festival.

The next draw takes place on 20 February, for staff who have had 100% attendance between February 2016 to January 2017

# In the Spotlight



**Lucy Scott-Rushton**  
Apprentice Admin Assistant

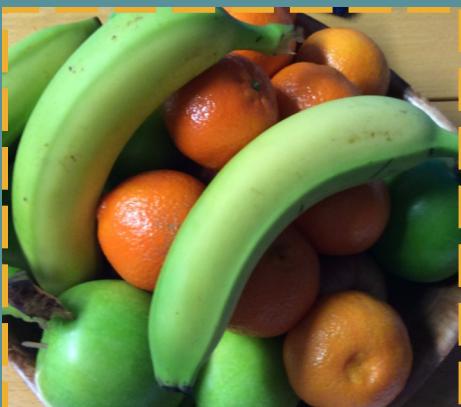
Question	Answer
<b>What do you enjoy about working for Persona?</b>	I like the environment and that everyone is willing to help when your not sure of something.
<b>What's your greatest extravagance?</b>	Holidays and going to concerts.
<b>Favourite place?</b>	My favourite place is America going to the Grand Canyon.
<b>What makes you angry?</b>	Nothing really as I'm a relaxed person.
<b>Who/ what makes you laugh?</b>	My sister when she tries to describe songs or stories that have happened to her at work.
<b>Favourite film?</b>	I love The Goonies and Lost boys.
<b>Your most embarrassing moment?</b>	Falling off my chair in college.
<b>Favourite singer / band?</b>	I like all different music but my favourite band is The 1975
<b>Life at home / hobbies?</b>	I read books and I write stories and going to concerts.
<b>Favourite food and drink?</b>	Favourite drink is Dr Pepper and my favourite food is cookies.
<b>Who would you want to be on a desert island with, and why?</b>	Someone who has good survival skills such as Bear Grylls

# Crazy Ideas



## Fruity Fridays

Staff at Head Office have gotten into the swing and have been having some fun with Fruity Fridays. Meet Miranda Melon our new addition to the team!!



If you have a crazy idea you would like to share we would love to hear it—just get in touch at [info@personasupport.org](mailto:info@personasupport.org)

The first Head Office lunchtime get together got off to a great start. Staff from Head Office are getting together over lunch once a month to catch up with each other and get to know each other a little better. Everyone was extremely healthy with their lunch choices obviously H/O is a very healthy Team!!



## Pets Corner



Many of our customers are taking great pleasure in some of the feathered and furry visitors that we have had visiting the centres over the last few months. Animals can bring great comfort and joy and we would like to ask that if you have a friendly pet that you think your customers would enjoy meeting then why not bring them in for a visit. Similarly, if you know of a 'dog walker' or any kind of pets club or group then why not ask them if they would like to come along to one of our services to meet the customers?? Don't forget if you do get any visitors please send your pictures to [info@personasupport.org](mailto:info@personasupport.org)



All we ask is that you agree this with your line manager to ensure that it would be appropriate for your service and not contravene any regulations within your service.



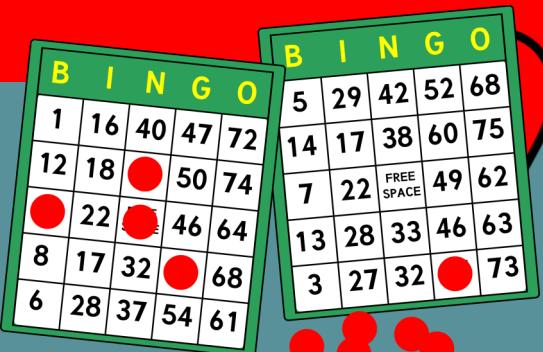
# Announcements

## And the winner is...

This fabulous photo from RE-START Christmas Jumper day ran away with the votes in the Xmas Jumper Competition which was set in the last newsletter. The picture was submitted by Jane Unsworth who wins the prize of £20.00 in vouchers!! Well done and thank you to Jane for submitting this photo and some other great pictures too. ALL the pictures got a vote so thank you to those who took the time to vote and for sending in your photos.



It's eyes down every **Tuesday from 1.30 pm at Sunnybank Community Centre.**  
Why not come along and join in the fun!! On **Tuesday 14 February** there will be a special **Valentines Bingo** so be sure not to miss it!!



**Valentines Coffee Day**

Why not come along on  
**Wednesday 15 February 2017**  
from 11.00 am  
at the  
**VICTORIA CENTRE**

**Coffee and Cakes**  
**Fantastic Raffle Prizes**

Your support would be much appreciated as we are trying to raise funds for much needed kitchen equipment. For more information call us on 0161 253 6000 or visit our website [www.personasupport.org](http://www.personasupport.org)

**Persona**

### Persona would like to welcome.....

- Emma Barlow—Casual Support / Care Assistant
- Sandra Couzins—Casual Support / Care Assistant
- Victoria Green—Casual Support / Care Assistant
- Tony Ryan—Casual Support / Care Assistant
- Carol Upton—Casual Support / Care Assistant

### Persona would like to say goodbye and good luck to.....

- Lisa Boardman—Casual Support / Care Assistant
- Michaela Popay—Care Assistant
- Sara Speakman—Casual Support / Care Assistant

# Employee Forum 12 months on...

The employee forum was setup as part of the transfer to Persona in order to give staff a voice and contribute to the future direction of the company.

Staff members have self nominated from all areas of the business to ensure that we have as a forum representation across the whole of the company. Read on to page 13 to meet the Forum members.

**The journey so far....**Having an employee forum as part of our services is something new that we have never had before and the first few meetings were spent trying to establish

- *Our role*
- *How we operate*
- *How best to engage the wider staff team*
- *How often to meet*
- *Developing relationships within the team across all the services and bring the forum together as one unit.*

This has all been formalised and we have started to make an impact into a number of areas within the business and here are some of our achievements so far....

**Communication** – shaping the content of the newsletter including seeing staff included as part of the ‘spotlight on’ section based on feedback received from staff.

**Intranet** – the content of the intranet was based on feedback from the wider staff team.

**Texting Service** – this was introduced based on feedback that not all staff were receiving all information timely.

**Social Media** – influencing the social media presence of Persona on Facebook and Twitter.

**Staff Benefits** – reflecting on the existing benefits within Persona and what staff would like. A new suggest of a health cash plan was discussed and based on feedback it was decided not to implement at this time. Childcare vouchers were suggested as a benefits and have been implemented. The details of how to access these are available on the intranet.

**PersonAwards** – The forum and feedback from the wider staff team influenced most areas of the event including award categories, location, gifts, meal and how to include staff in the event.

**Recognition of 100% attendance** – the forum were asked to consider ways in which 100% attendance could be recognised for staff within Persona. A number of suggestions were made and one of these has now been implemented from January 2017 (see page 8 for more details).

**New Recruitment methods** - the forum have contributed to what qualities we should be looking for in new recruits which has prompt a new style of recruitment (details of which are on page 5).

## What lies ahead for this year...

We have taken time to reflect on the last 12 months and recognise the impact that we as a forum, with the support of the wider staff team, can truly influence and shape the future of Persona.

The forum is not a place for dealing with disputes which some staff initially thought it was – these concerns can be dealt with via the union or contacting the workforce team. The Forum is a place for taking forward ideas from other employees in their area of work and get staff views and feedback on a range of topics.

All positions with the forum have been recruited to and we have now appointed a Chair and Deputy of the Employee Forum who are Julie Pierce and David Pope. In addition to the Employee forum member listed above we are asking for staff to be part of a wider communication network particularly in areas of the workforce which are dispersed in order to reach as many people as possible.

The Forum are keen to gain more and more input from staff and with the help of the range of communication methods in place we hope this will enable us to engage staff more effectively. If you have any suggestion please let your Forum Rep know – there are no crazy ideas!!

We are currently in the process of setting up our first staff social event – see back page news for more details.....

# Employee Forum



**David Pope** Day Centre Officer Grundy  
[David.pope@personasupport.org](mailto:David.pope@personasupport.org)



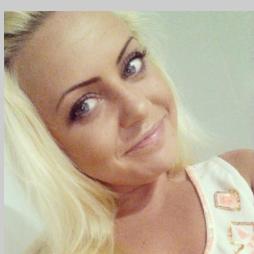
**Lee Sawbridge** Support Worker LDST  
[lee.sawbridge@personasupport.org](mailto:lee.sawbridge@personasupport.org)



**Cathy Hodson** Care Assistant Pinfold  
[Cathy.hodson@personasupport.org](mailto:Cathy.hodson@personasupport.org)



**Lorraine Murphy** Support Worker  
LDST  
[Lorraine.murphy@personasupport.org](mailto:Lorraine.murphy@personasupport.org)



**Mel Quilton** Support Assistant Positive  
Lives  
[Melanie.quilton@personasupport.org](mailto:Melanie.quilton@personasupport.org)



**Maureen Howarth** Customer Service  
Officer Spurr house  
[Maureen.howarth@personasupport.org](mailto:Maureen.howarth@personasupport.org)



**Phil Marsh Day**  
Care Assistant Victoria  
[Phil.marsh@personasupport.org](mailto:Phil.marsh@personasupport.org)



**Michael Ziki** Night Care Assistant LDST  
[Michael.ziki@personasupport.org](mailto:Michael.ziki@personasupport.org)



**Mike Tucker** Support Worker Positive  
Lives [M.tucker@personasupport.org](mailto:M.tucker@personasupport.org)



**Julie Pierce** Senior Day Service Officer  
[Julie.pierce@personasupport.org](mailto:Julie.pierce@personasupport.org)

# Back Page News

## 10 Foods to Fuel your body....

- 1) Hard-boiled egg whites—low in fat this protein rich food provides plenty of energy. Why not try on a Rivita for breakfast??
- 2) Yogurt—low in fat and high in protein and calcium. Excellent for the digestive system so you can eat just before you workout to provide energy but won't give you heartburn or indigestion.
- 3) Bananas—rich in vitamins and good energy in a light carbohydrate form.
- 4) Blueberries—an antioxidant that provides energy and also high in fibre.
- 5) Oranges—contain folate which helps strengthen the heart and also high in fibre.
- 6) Wild Salmon—high in Omega 3 fatty acids and packed with protein.
- 7) Oatmeal—complex form of carbohydrate and rich in fibre.
- 8) Leafy greens—high in calcium, vitamin C to name a few contain many other vitamins and minerals.
- 9) Peanut Butter—contains high proteins perfect for the budding athlete or those of us that work-out regularly. Excellent source in sustaining energy levels so great before a run or a fitness class.
- 10) Whole wheat pasta—complex carbohydrate which provides greater benefits than the traditional white pasta. Not advisable to eat immediately before activity as takes longer to digest, however, this can also be beneficial as smaller amounts can lead to feeling fuller therefore less likely to need a snack!!

## Health & Wellbeing

### Employee Forum

**Big Forum Quiz of the Year**

On  
7 April 2017 : 7pm arrival for  
7.30 pm start  
At  
Grundy  
Cost: £10.00 per team

Maximum 6  
People per  
Team

Raffle Prize

Refreshments  
available or  
bring a bottle

Teams need to be registered by 17 March 2017. Register by emailing to info@personasupport.org or by contacting Head Office on 0161 253 6000.

**Persona!**

The Heartline Club is a great environment with facilities and equipment to encourage a fitter, healthier lifestyle. The Heartline Club meet twice weekly on Wednesdays and Fridays in Middleton Arena where members meet to enjoy each other's company, share problems and to achieve and maintain a higher level of fitness and a better quality of life. The club maintains strong links with heart care professionals and other heart support groups. Some of activities you can partake in are:

Badminton / Bowls / Table Tennis /Gentle Exercise there are some great social events going on also. To find out more call 0161 728 5060 or come along Wednesdays and Fridays 10.00 am to 12.00 noon at the Middleton Arena.



**British Heart  
Foundation**

### Sickness Days lost by Teams

