

# Persona

# News



Issue 24—September 2017

## Message from Kat.....

*One word – Wow! The PersonAwards 2017 lived up to the high standard set by our first ceremony in 2016. The room looked amazing, the event ran like clockwork and everyone involved had a fantastic evening. The nominations themselves were truly inspirational. Passion and dedication in abundance. I was massively proud to be in the company of such a fantastic group of people.*

*As you would expect this edition is largely dedicated to coverage of the Awards. Reading it is like re-living the evening again.*

*A massive thank you to the people who made this celebration possible. The PersonAwards project team lead by Laura Wolstenholme have put 110% in to making the evening a go-to event in our social calendars. Christine Emanuel, Eddie Cheung, Deb Jones and Charlotte O'Rourke all commit their creativity, energy and commitment to planning and delivering this truly spectacular event. John O'Connor brings his personal talent for photography to the party, ensuring that we have beautiful photographs that act as a memento for individuals and teams. Delivering the PersonAwards isn't on anyone's job description – the team do it because they believe our staff deserve a real night of recognition for everything they do. So a massive thank you PersonAwards team, for a very special evening.*

Thanks

*Kat*



### Highlights this Issue

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# PersonAwards<sup>2017</sup>

Celebrating excellence 7

What a magical night at the PersonAwards, celebrating the fantastic people who work in and with our fabulous organisation. A massive congratulations to all the nominees, finalists and winners of this year's awards:

**Team of the Year – Pinfold**



**Support Service Award – Lesley Barrass**



**Employee of the Year – Juliet Goss**



**Young Carer of the Year – Liam Shellard**



**Learner of the Year – Catrina Kay**

**Innovation Award – Persona Friendship Group – Angie cooper, Chris Dawson, Ali Chappell, James Green**



**Volunteer of the Year – Christopher and Peter Bryant Hall**



**Dignity Award—Sue Stockman**



**Making a Difference to Customers – Mags Grainge and Janet Freeman**



**Manager of the Year—Lisa Beamer**





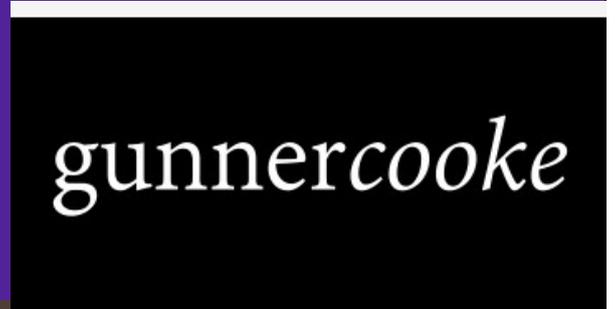
The evening was attended by 150 people including Staff, Managers, Sponsors, Board, Shareholder Panel and members of our Stakeholder and Employee Forums. All guests were welcomed with an arrival drink followed by a celebratory 3 course meal.

The night was compered by Bill Woolland – a local comedian and everyone was wowed by the fantastic close up magic provided by Ian Lavin.



# A BIG thank you to...

All our sponsors who without their support we wouldn't be able to hold such an event.



**The event is also a celebration of Persona's 2<sup>nd</sup> anniversary of stepping out of the Council in October 2015 and some of the highlights of the last year were shared on the night and include (to name a few).....**

- Our **Supported Living Team** will be stepping forward as one team and will be building on it's already excellent reputation to set the foundations for developing new approaches for people we support.
- Our **Day Services** have continued to develop their activity programmes to be even more interactive, therapeutic and stimulating.
- **Short Stay** have seen developments in the technology they use with a brand new **nurse call system** in place at **Spurr** and a new electronic care planning system being implemented to both **Spurr** and **Elmhurst** as we speak.
- **The Green** has continued to go from strength to strength with our partner **Supportive Stem** ensuring a fabulous weekend community offer to compliment our week day activity program.
- **Financially** we have now had two years where we have ensured financial stability. We've done this whilst fully achieving the £1.2million reduction set by the Council when we set Persona up.
- We've embraced **digital technology** implementing a fantastic new staff survey facility **HIVE**, which also gives us the opportunity to personally recognise team members for the work they do.
- We've become **Social Media** savvy! Our **Facebook, Website** and **Twitter** pages are active and achieving great engagement as we gradually spread the word about the fabulous things we do.
- We've begun **recruiting** very differently with values and attitudes the primary focus of our recruitment decisions.
- We've also recently taken on the contract for **Redbank** and the one for **Falcon and Griffin**. These are both extra care schemes within **Bury** and present an opportunity in a new area of work which we are excited to be getting involved in.

**Persona** is unique because of its **people** – we are a **people business** and let's look forward to next year and making Persona even better.

This year we raised a fantastic **£728** from the **Raffle** is support of **Bleakholt Animal Sanctuary.**

**Thank you** to everyone who brought a raffle ticket.



# A BIG THANK YOU!!



To everyone that donated a raffle prize for the Awards:

- ASDA
- Avon
- Eagle and Child
- Hewenden Mill Cottages
- Horse Bits
- Morrisons
- O'Marleys—Queen Anne
- Palmers Florist
- Porada
- Verite





# Great News!!!!



Customers from Topping Fold created a fantastic I Love Manchester collage style piece of artwork for the centre.



Customers from **Ramsbottom Day Centre** enjoyed getting out and about in September enjoying a trip to **The Green** to explore the sensory garden and a trip to **Burrs Country Park** to learn how to orienteer using maps and electronic devices that recorded all the navigation points. The group braved the temperamental weather experienced in September—raining one minute and then glorious sunshine. **Toni** from the **Supported Living Team** supported **Arthur** on a holiday to **Blackpool** where they won a fancy dress contest at the hotel—which is another holiday in the same hotel for next year!!!

## Getting Out and About





# Fabulous Fundraising!!!

Staff and customers from **Ramsbottom** had a coffee morning to raise funds for **Bleakholt Animal Sanctuary**. Tenants and members of the community rented tables and sold their own hand crafted gifts. Staff and customers baked and sold cakes and Kenneth helped out on the stalls. The event raised £60.00 and the team supported Antonia from Ramsbottom to travel to Bleakholt to present the money to Karen Weed, Manager at Bleakholt and Candy the dog.

Well done to staff from **Pinfold Day Centre** who completed the **8K Memory Walk** in aid of the **Alzheimer's Society**.

Customers and staff at **Head Office, Spurr House** and **The Haymarket Day Service** all held coffee mornings for Macmillan. Over £130.00 has been raised so far!!



# A fond farewell

We have bid farewell to some people this month and there have been some fitting send offs. Here are the ones we have been sent to feature in the newsletter:

The **Haymarket** bid a farewell to **Rachel Lightfoot** who is moving on to a new job at Bradley Fold.

Staff and customers at **Elmhurst** gave **Jane Vevers** a fabulous send off.

Staff and customers from **Re-Start** surprised **David Strath** with a retirement party.

Customers from **Elton Day Centre** **Graham Whittam** and **Elizabeth Morrison** were treated to a retirement party from members of the **Social Development Team** at **Bury Council**.





**ELAINE HARDMAN – CUSTOMER FROM GRUNDY**

<b>Question</b>	<b>Answer</b>
<b>What do you enjoy about coming to the day centre?</b>	Meeting different people
<b>What's your greatest extravagance?</b>	Handbags most expensive was £75.00 but didn't tell my husband
<b>Favourite place?</b>	Paphos
<b>What makes you angry?</b>	People who are selfish
<b>Who/ what makes you laugh?</b>	My eldest son always makes me laugh
<b>Favourite film?</b>	Sound of music
<b>Your most embarrassing moment?</b>	Went into the men's toilets at a party
<b>Favourite singer / band?</b>	Frank Sinatra
<b>Life at home / hobbies?</b>	Bowling with my husband and I always won
<b>Favourite food and drink?</b>	Whiskey and lemonade, Steak Diane
<b>Who would you want to be on a desert island with, and why?</b>	My husband because I love the very bones of him

# Communication



Many thanks to everyone who took time to give us your **feedback, ideas and suggestions** as part of the last **staff survey**. We are currently looking through all the responses and **providing responses to staff**.

We received **92 responses** which was a 24% response rate.

**7.5 – score for staff who are happy in their role**  
**7.5 – score for how likely staff are to recommend Persona as a place to work.**

One of the main messages that have come out of the survey is that **staff love to work with the customers / people they support** and that **staff value being part of a team that works together to achieve positive outcomes for customers**. Also to many being in work is **fun – it's more than just a job**.

Additionally, a first look there appears to be some themes where some improvements can be made, these are in relation to:

- **Communication and improving this within teams**
- **Understanding the future direction of Persona and the impact that this has on staff.**

Our **first steps** to address these are to:

Work with managers to look at **communication within teams** and how this can be developed and we are also looking to introduce an email facility for staff to receive information first hand.

A video detailing the **growth and development strategy** for Persona has been circulated amongst managers to share with staff and we will arrange for a link to be put on the **staff intranet**.

We received some **feedback** to say that staff prefer questions using the **'on a range of 1-10'** style questions and we will aim to have future surveys in this style.

Once again, **thanks** to everyone who took the time to respond to the **survey** – we need your **feedback** to make **Persona** the best place to be.



# Announcements

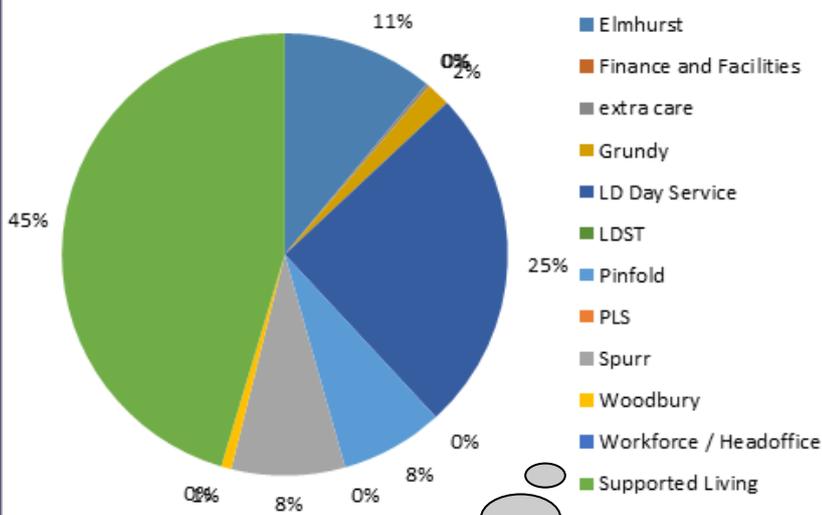
## Starters

Emma O'Connell Care Assistant Spurr House  
 Jayne Anderson Casual Support/Care Assistant  
 Christine Castledine Casual Support/Care Assistant  
 Sarah Donaldson Casual Support / Care Assistant  
 Diane Graham Casual Support / Care Assistant  
 Carly Lomax Casual Support / Care Assistant  
 Sheila Looker Casual Support / Care Assistant  
 Cherella Young Casual Support / Care Assistant  
 David Brierley Day Care Assistant / Coach Escort LD Day Service  
 Michelle Henderson Day Care Assistant / Coach Escort LD Day Service  
 Daniel Lawton Day Care Assistant / Coach Escort LD Day Service  
 Gemma Winterburn Day Care Assistant / Coach Escort LD Day Service  
 Paige Mangnall Domestic Assistant Spurr House  
 Julie Sutton Domestic Assistant Elmhurst  
 Jenna Williams Support Assistant Supported Living

## Leavers

Karen Berry Driver / Care Assistant LD Day Service  
 Adeyinka Bode Support Assistant Supported Living  
 Steven Cope Care Assistant Elmhurst  
 Paul Grimshaw Cook Pinfold Lane Day Centre OP Day Service  
 Aliah Haroon Apprentice Administration Assistant  
 Patricia Kendall Senior Day Service Officer LD Day Service  
 Joanne McGowen Driver / Care Assistant  
 Peter Miller Casual Support / Care Assistant

## Sickness Days lost by Teams



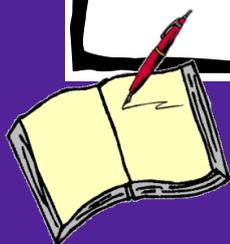
Despite incentives introduced in a bid to improve sickness levels, sickness is not showing signs of improvement. The **Employee Forum** will be looking at sickness and gathering some feedback into why levels remain high.

Congratulations to **Tracey Hilton from Elmhurst** who won the 100% Attendance bonus.

# Back Page News

## Home From Home by Ted Leach

There is a place in Bury  
quite well known as "Grundy's"  
You go there every day  
except Saturday and Sundays  
The ladies there are Angels  
their flair is loving care  
Nothing is too much for them  
that is why they're there  
Some names are well remembered  
like Debbie and Maria  
Lorraine, Bernice and Esther  
are also very dear  
David gives you exercise  
sitting on a chair  
Lee escorts you to the bus  
that gets you here and there  
Jane and Alison in reception  
keep records up to date  
Making sure the bus that brings you  
is seldom very late  
Janet and Lisa, also Trisha  
in the kitchen spick and span  
Know I'm fond of pudding  
like rice with apricot jam  
Anna and Karen  
leaders of this little haven  
Are loved by all and sundry  
making it a **must** for you to go to Grundy



Featured above is a wonderful poem from **Ted Leach** customer at Grundy Day centre. Ted turned **100** earlier this year and celebrated at Grundy in style.

Talking of special birthdays—**Persona** turned **two** at the beginning of **October**. Cupcakes were distributed to all staff and customers to mark the occasion.

Giggling away in this picture is **Karen with Bob Clayton** a customer from Grundy. Karen is seen here doing "In the Spotlight" with Bob. Karen has been completing with customers (as seen on **page 11** with Elaine) which is such a fabulous idea. So, why not do the same—please send to **[info@personasupport.org](mailto:info@personasupport.org)** with a photograph—we look forward to hearing from many more of our customers.

