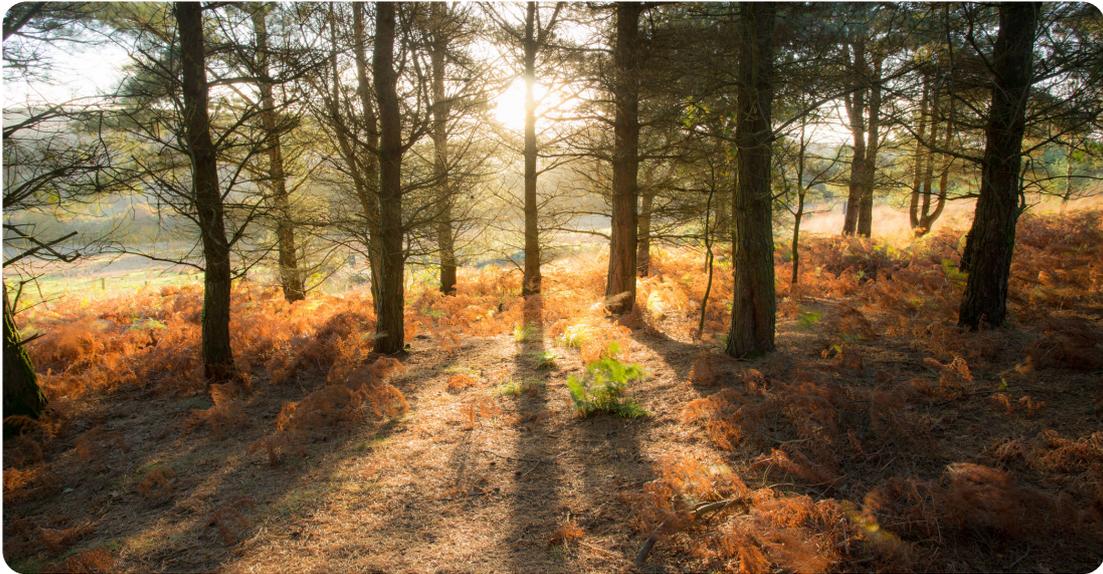


# PERSONA NEWS



Picture courtesy of Bernard Noblett - Finance Director

## HIGHLIGHTS

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ISSUE 35

2- Message from Kat  
3- Staff News  
5- HIVE FIVES  
8- Art of Brilliance - Self Reflection  
9- PersonAwards  
16-Service News  
22-Announcements

23-Celebrations  
24-Compliments  
27-Employee Forum  
29-Community News  
28- Spotlight  
30- Dates For your diary  
32- Back Page News

# Message from Kat

Whenever I write my message for the newsletter my focus is always on the positive and all the great things that are happening in Persona. This month has felt a little mixed if I'm honest with you; some fantastic things happening but also some really difficult situations and experiences across a number of teams and individuals. I want to acknowledge this because I think it's important context and links back to all of our Art of Brilliance training.



When things are running perfectly it's easy to be positive and be the best version of yourself. But that's not real life is it? When things are not going to plan that's when the cracks can show and we can quickly find ourselves not being the best version of ourselves and defaulting into a bit of a moan or feeling like the world is conspiring against us. When we do this we are not living our values so it's important to recognise it, accept we all have those days/moments, but don't let it become a habit. There's a helpful reminder of some of the ways we can counteract the tough moments in this edition's Art of Brilliance article and one of those is to remind yourself regularly of the positive things.

A major positive for me this month was having the pleasure of doing some of the follow ups on the PersonAwards nominations. I met and spoke to customers and families who had made nominations and heard first-hand the difference that the care and support they receive makes. It was truly amazing to hear such wonderful feedback and it shone through how valued it is by people, that they have support which feels personalised and caring, and also that this is flexible to meet their needs. If I'm ever having a bad day I'll revisit those quotes and feedback as I know it will immediately put a smile back on my face. I hope you enjoy reading some of them in this month's edition and also seeing the 'Big Reveal' of the shortlist for each of our PersonAwards.



*Kat*

# STAFF NEWS

## REFER A FRIEND

We know that our most successful recruitment generally comes from people who live locally to our services and share our values. Often our existing staff are our best advocates in encouraging people to join our fantastic team - do you know anyone who shares Persona's Values? Why not refer them to apply for a role within Persona and you and your friend could receive £50 each. All they need to do is add your name to their application form and we will do the rest!

**Our Values**

- Respectful
- Enthusiastic
- Adaptable
- Caring
- Honest

## VACANCIES AT PERSONA

Do you know where to find vacancies?

All our jobs are posted on our website and this is where you can find all the job descriptions and download application forms.

You can also register your email address here, if you would like to find out about new vacancies as they are added to the website, anyone can do this, whether they already work for Persona or not.

Visit <http://www.personasupport.org/jobs-and-volunteering/current-vacancies/>



## WELL DONE KYLE!

A massive congratulations to Kyle Howard from Head Office who received his Maths GCSE result last month – Well Done!

# STAFF NEWS

## STAKEHOLDER FORUM

Would you like the opportunity to shape social care in Bury?

We are looking for new members to join our Stakeholder Forum, to help improve services for customers and come up with ideas to make us more effective. The forum provides feedback on user experience of our services. You would play a vital role in helping shape the high quality adult social care services Persona provides for older people, people with learning disabilities and dementia.



Members are asked to provide information and comment on services, including any personal experience of social care. The role is unpaid and members are asked to attend meetings which take place every two months. To be eligible, members must either live, work or be undertaking training in Bury, or represent a community group or organisation in the area.

To find out more about our stakeholder forum you can visit this page on our website:

<http://www.personasupport.org/quality/stakeholder-forum/>, contact Catherine Nugent on 0161 253 5337 or email [info@personasupport.org](mailto:info@personasupport.org)

## THE BURY DIRECTORY

“Helping People to Help Themselves”

Now, new and improved... The Bury Directory is your 24/7 gateway to information, advice and services in Bury and the surrounding areas. It has everything you need to help you take a positive step towards improving your health, well-being and family life.

After engaging with Bury residents and professionals working in the borough, some changes have been made.

The new website will go live on Monday 24th September 2018

See for yourself here: [www.theburydirectory.co.uk](http://www.theburydirectory.co.uk)

or Want to drop by, meet the Bury Directory team? Then come and join us!

The new look directory will be showcased at the following venues.

**The Official Launch/ Drop In Session is at Bury Adult Learning Centre**

**Monday 24/09/18 1pm - 4pm**

**There will also be a promotional stand on The ROCK, Bury (outside Racconto Lounge) on Saturday 29/09/18 all day.**

**THE BURY**  
**DIRECTORY**  
Helping People to Help Themselves





The Bury Directory team will also be present at various locations across the borough over the coming weeks and months. Keep your eyes peeled!

# STAFF NEWS



## HIVE FIVES

It's great to see so many staff being recognised for living the Persona values. Here's a selection of this month's Hive Fives - congratulations to everyone!

**Respectful**

**Caring**

**Jack Cavanagh**

Jack is a new member to Persona's casual team, he supports us at Elmhurst, I have received some lovely feedback from customers and relatives as what a pleasure he is and how he promotes our values, he is already a valued team member, well done Jack keep up the good work.

**Mollie Cooper**

Mollie has recently worked incredibly well with a new customer and has supported this individual to be more independent

**Adaptable**

**Enthusiastic**



**Eddie Cheung**

Thank you for doing the Mobizio workshop, learnt a lot and feel more confident using it, it was educational and fun.

**Enthusiastic**

**Caring**

**Adaptable**

**Caring**

**Charlotte O'Rourke**

Charlotte has provided a smooth transition from my work experience placement to my current post as casual admin. She ensures that I perform different tasks each week so I have a good understanding of Persona, as a company.

## HIVE FIVES

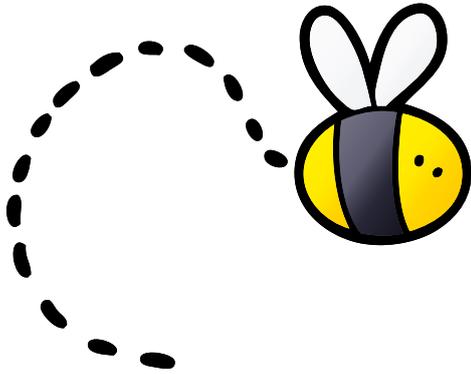
**Enthusiastic**

**Respectful**

**Nikea Wright**

Always comes into work with a smile on her face and a positive attitude!!

# STAFF NEWS



**Caring**

**Respectful**

**Maria Burke**

A big thank you for all your help and support in these last weeks in the absence of our senior. You have taken on additional duties and even changed your annual leave to help me out. I really appreciate all that you do, you are a true example of someone who lives and breathes our values.

**Sam Guider**

**Enthusiastic**

**Adaptable**

For all the hard work you've been doing for us recently at Woodbury and for putting up with us forever finding you extra jobs to do every time you're here!

**Amanda Freestone**

**Adaptable**

**Enthusiastic**

Lovely to see Amanda and the team at Sunnybank this week. There is always something creative taking place and lots of exciting plans for future activities. Amanda brings an energy and passion to the team which showcases enthusiasm and adaptability. Lots of lovely caring support always on display at Sunnybank too. Keep up being forward thinking.



**HIVE  
FIVES**

**Enthusiastic**

**Caring**

**John O'Connor**

Thanks for doing all of the extra things around the Bury 10k - providing a training plan and lots of handy links and tips for our team. You've shown your enthusiasm and brought your energy for running into work in a really infectious way. Thanks for going the extra mile and leading on this.

**Respectful**

**Adaptable**

**Tracey Molyneux**

Thanks Tracey for being so helpful with the laundry and being very pleasant at all times.

# STAFF NEWS



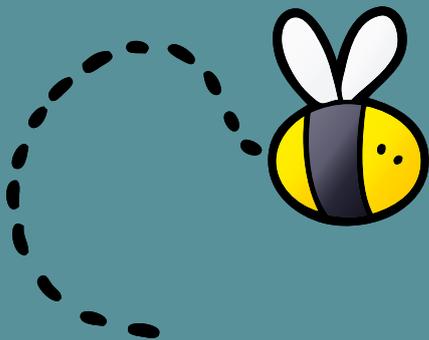
**Lisa Brennan**

**Enthusiastic**

**Adaptable**

Thank you for all of the hard work and dedication you have given in keeping things going at the café. This time of year is always busy and with staff sickness on top we have been presented with some real challenges but you have taken this in your stride and sorted a lot of stuff out on your own with your colleagues to make sure things keep going. You're are a real asset to the Day Service!

**HIVE FIVES**



**Adaptable**

**Enthusiastic**

**Kyle Howard**

Kyle has demonstrated he is Adaptable and Enthusiastic. He has been assisting me with a really important task inputting a months' worth of Medicines Administration Records data for a data analysis exercise needed by the Persona Leadership Team. It is a very intensive task, and quite laborious but Kyle has completed the work very quickly and remained focussed and positive with what is quite a boring, repetitive task. Many thanks.

**Dawn Clegg**

**Enthusiastic**

**Caring**

Well done on your open day at Escape, you and the team gave everyone a really warm welcome and the event showcased what a fabulous service and environment you have for customers and staff. Your passion for the service really shines through and it is great to have staff members like you. Well done!



**Hive-Fives**

When we attend training sessions the most important part of the session is to ensure that we take our learning and put it into practice. This can be something easier said than done as everything else takes over, so before you continue to read this, I want you to **STOP** and think of 3 good things that have happened in the last 24 hours – small or big, just have a think....



Hopefully it wasn't that difficult and by just taking a few minutes to think about your last 24 hours and the good things that have happened have brought a smile to your face. I'll share mine with you:

- My son has started school in reception and absolutely loved it and has already made a new friend.
- I had a lovely chat with one of the mums from swimming, we talked non-stop for half an hour chatting about our summers whilst watching our children swim.
- I saw a beautiful rainbow over our house, shining so bright in the sky, the brightest I have ever seen.

Do you remember doing this on the Art of Brilliance workshops back in March? Yes, March - it's been 6 months since our workshops and I hope that you are all still able to use some of the techniques that Daryl shared with us on the day.

We had such positive feedback about the Art of Brilliance Workshop that we have started to incorporate some of this in to our processes. For example supervision templates and the new My IMPACT Appraisal process (which is currently being rolled out in teams) will ask you to reflect on '3 good things'.

Remember it takes practice to be a top 2%er and the more we practice the easier it becomes so don't forget some of the top tips that we heard from Daryl and try to practice these whenever you can.

- Recall 3 good things regularly – ask yourself 'what has been good today?'
- The 4 minute rule – remember that the first 4 minutes of any interaction are the most important.
- The 90 / 10 principle - 10% of life is made up of what happens to you, 90% of life is decided by how you react to the 10%

Remember we also have some copies of The Art of Being Brilliant book that we have purchased for staff to borrow. If you would like to give us a call on 0161 253 6135 and we can arrange to let you borrow one. One of my favorite parts of the book is the last section which provides some suggestions on how to respond to 'mood hoover'. It gives you a response of what you would really like to say and a response of what to actually say – here are a couple:

What the 'mood hoover' says	How you would like to reply	How you should reply
'What are you so cheerful about'	'Seeing your cheery smile!' (said with a degree of sarcasm)	'I've made a choice to have a great day. Tell me some stuff you have got to be cheery about'
'I hate working here'	'and we hate you working here, Here's the job page, Check it out'	'That's unfortunate. What do you think you can do to enjoy it more'

**What are your thoughts on self reflection?**

**Please share them with us - email [info@personasupport.org](mailto:info@personasupport.org).**

# PersonAwards - Shortlisting

As you know, this year the PersonAwards have been arranged slightly differently, in response to feedback from staff.

To make the shortlisting process fairer, this year each member of the PersonAwards project team, representatives from Employee Forum and Stakeholder Forum not only took responsibility for coordinating the shortlisting meeting for an award, but made follow up calls to all those who nominated people for it. The aim of the follow ups was to balance out all the nominations, as some are very detailed and some are more general. As each follow up conversation covered the same questions, we hoped that it would give the shortlisting panels a more level playing field when they were deciding on the finalists for each award.



## Persona

We're all about you

This year is my first experience of the PersonAwards and I have to admit I was nervous at the thought of having fifteen conversations with the customers, relatives and staff who had made the nominations for 'my' category. So armed with a stack of questionnaires and a long list of telephone numbers, I got stuck in...and enjoyed the experience so much that I was left feeling that I wanted to share the feel-good factor.

It was genuinely uplifting to hear so many accounts of staff and volunteers who, every day, go way beyond what's expected of them to support their customers and colleagues. People who make themselves available at the end of a 'phone day and night, at weekends and even while they're on their holidays. People who are the essence of the Persona Values, who demonstrate respect, enthusiasm, adaptability, care and honesty in their dealings with everyone they come into contact with, making everyone's jobs and lives that bit easier and more fun.

I really did get goose bumps talking to some people about their nominations; the way some of the nominees support and encourage their colleagues, and brighten up the lives of their customers is humbling. So in the tradition of sharing a selection of HIVE FIVES, which we do each month in the newsletter, here is a small selection of quotes from follow ups the whole project team were involved in.

Fiona  
Customer Contact & Engagement Officer



PersonAwards 2018  
Celebrating excellence 8

"my nomination just flowed out, I didn't even have to think about it!"

"great fun and brings sunshine into the home, brightens up the customers' days"

"I can ask for help with anything and know I will get guidance"

"always smiling - even people with lots of health problems are cheered up when they walk in beaming"

"makes time to have one on one time with customers, especially if customers are having a difficult time, maintaining a personal relationship and visiting them in hospital"

"under a lot of pressure in their job, but really cares about the customers and their relatives"

"excellent at providing the care and assistance we need, whilst encouraging us to do things for ourselves where practical"

"the whole team is very adaptable to people's needs - fab place - love going!"

"they are always chatting to customers, staff and families, building relationships - they care and want the best"

"they bend over backwards to accommodate my needs if they can; I know it massively puts them out but they don't make me feel a burden, they just get on with it"

"doesn't beat around the bush, will be honest and respectful"

"excellent at providing the care and assistance we need, whilst encouraging us to do things for ourselves where practical"



# PersonAwards- Cake and Coffee Event

On the 23rd August we held a cake and coffee event for all individuals and teams who had received a nomination for this year's PersonAwards and over fifty staff were able to attend. It was a lovely atmosphere where staff got the opportunity to mix with others and spend some quality time chatting and enjoying the company of their colleagues.



We know it can be difficult for all staff to attend on the evening of the PersonAwards and previous feedback from staff suggested having an event that all staff could attend. Whilst we would love to do this, due to the nature of our services this is not possible, so we introduced the cake and coffee event for all nominees of the PersonAwards, in the hope that more staff would have the chance to feel involved. We hope that those that were able to attend enjoyed the event.

The afternoon was an opportunity to say congratulations to all staff for their nominations, thank you for the hard work and dedication of all our staff, and also to recognise the extra mile that staff go to support our customers on a daily basis and how our PersonA REACH values are being lived each day.



# PersonAwards- Finalists 2018

## PersonAwards Finalists 2018

### Support Service Award

- Maintenance Team
- Janet Whitnall - LDDS
- Angela Kelly - Pinfold Lane

### Team of the Year

- Pinfold Lane Day Centre
- Grundy Day Centre
- Elmhurst Short Stay

### Learner of the Year

- Angela Orrell - Supported Living
- Elaine Stewart - Supported Living
- Jacqueline Grayson - Supported Living

### Manager of the Year

- Norma Milne - Supported Living
- Anna Craig - Grundy/Pinfold
- Ruth Holder - Elmhurst Short Stay

### Shared Lives Carer

- Lisa Greenhalgh
- Anita & Joe Kenny
- Cath & George Hunt

### Innovation Award

- Woodbury Short Stay
- Escape - LDDS
- Get Social - LDDS

### Making a Difference to Customers

- Grundy Day Centre
- Spurr House
- Angela Cooper & Caroline Brennan - Supported Living

### Young Carer of the Year

- Catrina Kay - LDDS
- Emma O'Connell - Spurr House
- Kimberley Burke - LDDS

### Rising Star Award

- Melanie Little - Spurr House
- Amanda Freestone - LDDS
- David Pope - Grundy Day Centre

### Employee of the Year

- Lee Sawbridge - Supported Living
- Shirley Coyne - Supported Living
- Angela Kelly - Pinfold Lane

### Volunteer Award

- Jean Foster - Stakeholder Forum
- Kyle Howard - Head Office
- Geoff Wigley - Supported Living

### Dignity Award

- Karen Smalley - Grundy Day Centre
- Claire Gately - Elmhurst
- Supported Living - Louise Proudfoot, John Bolton, Shirley Coyne, Agnes McIntosh, Chris Crossley, Sharon Bailey, Michelle Walsh, Tony Redgrave, Toni Holland



All finalists are invited to attend the PersonAwards on the 4th October (shortlisted teams are allocated 4 places). There will be additional places available for other staff to attend on the night, so if you would like to attend, let your line manager know. There are a limited number of places available but we will do our best to accommodate as many people who want to attend as we can.

# The Great Persona Bake Off!

Calling all fans of the Bake Off - do you have a signature bake you'd like to share? Is there a supercalifragilisticexbialidocious showstopper lurking up your sleeve?

Well here's your chance to shine!

We are organising the first ever Great Persona Bake Off, with judging taking place at The Green Community Cafe on the afternoon of Wednesday 24th October.

The event is open to customers and staff, and you can enter individually or as a team.



There is a choice of three challenges to enter (feel free to enter as many of the challenges as you like!) and the theme is cake.

The challenges are:



**Signature bake** - any cake of your choice; tray bake, no cook cakes, buns, brownies, flapjacks...the list is endless!



**Technical challenge** – Swiss roll - any flavour, any ingredients.



**Showstopper** - a stunning cake or gateau you might make for a special occasion - any flavour, any decoration, the choice is yours.

We know that lots of you are brilliant bakers and that many services regularly bake with our customers and guests, so here's your chance to show off your skills and share them with the wider world!

If you do decide to enter, it would be fabulous if you could get some action shots of the bakers in action, and share them with us as you bake. This is a great way for us to get involved in the social media #GBBO buzz and to put Persona 'out there' in a topical, light hearted way which still demonstrates the amazing care provided every day by staff across the services.

Please enter before Wednesday 10th October.

You can email Fiona at [info@personasupport.org](mailto:info@personasupport.org) or telephone 0161 253 6000.

# Strictly Come Dancing

Strictly is back...

Yes, Strictly Come Dancing is back and the 2018 Launch show was aired on the 8th September with a new line up of celebrities and professional dancers set to entertain us all with more sequins, sparkle and salsa than last year!

Confirmed celebrities that will be hot footing it on to the dance floor are:



**Charles Venn – Actor, Casualty**

**Vick Hope – Radio DJ**

**Stacey Dooley – Investigative  
journalist/TV presenter**

**Seann Walsh – Comedian**

**Susannah Constantine – TV presenter**

**Joe Sugg – YouTube star and Vlogger**

**Dr Ranj Singh – This Morning’s in-  
house Doctor**

**Kate Silverton – Breakfast news  
presenter**

**Lauren Steadman – Paralympic**

**Danny John-Jules – Actor, Red Dwarf &  
Death in Paradise**

**Graeme Swann – England Cricketer**

**Ashley Roberts – Singer, Pussycat Dolls**

**Lee Ryan – Band member of Blue**

**Faye Tozer – Steps singer**

**If you are looking to do your own Strictly dances or events let us know so we can promote and share it, email us at [info@personasupport.org](mailto:info@personasupport.org)**



# Made in Bury Business Draw

## Winning Persona-lity scoops Made in Bury weekly £2,000 prize draw

This week's winner couldn't have looked happier if she'd tried! Karen Smalley was the name on the lucky ticket that was drawn this week and she was literally jumping for joy when she heard the news that she'd won £2,000.

In actual fact Karen and three of her colleagues have purchased tickets as a syndicate, so there were four winners, not one this week, each taking home £500.



Karen's syndicate colleagues are Anna Craig (manager), Maria Burke and Anne-Marie Davies who are both carers. Karen and Maria have both vowed to go clothes shopping with their winnings - together!

Huge congratulations to all four of you! We hope that you have a fabulous time spending your win. Of course, being part of a syndicate means that there's an even bigger chance of winning again!

Persona are just one of around 70 local businesses that support the Business Draw. Every week, just 2,400 tickets are available at only £2 each, with a fantastic opportunity to win £2,000.

Proceeds from ticket sales will help new start-up businesses through the Made in Bury Business Academy, and support interest free loans.

Congratulations once again to Karen, Anna, Maria and Anne-Marie.

The draw is open to all Bury businesses, organisations and their employees and we are already looking forward to surprising next week's winner – could it be YOU?

If you'd like the chance of winning £2000 every week go to [www.madeinbury.co.uk](http://www.madeinbury.co.uk) or contact Phil on 0161 447 8814 or email [info@madeinbury.co.uk](mailto:info@madeinbury.co.uk)

## Arts and Craft

Customers from The Ramsbottom Centre and The Green Outreach at Clarence Park attended Bury Adult Learning Centre for an arts and craft session. They enjoyed making a lovely 'sunburst effect' mirror.



## Ramsbottom - Cosy Club

Customer Catherine Russell and Elizabeth Davies (staff member) from The Ramsbottom Centre had a relaxing morning with hot chocolates, cream and marshmallows, toasted teacakes and chocolate cake at the Garden Centre.

Catherine and Elizabeth visit the Garden Centre as a small group every Thursday morning. Catherine enjoys chilling and chatting together. Jo Holland who accompanied them, was touched and proud to see the interaction, affection and happy faces.



## Hoyles & Topping Fold - Afternoon Tea

Customers Lawrence, Emma, Linda, Justine & Noel from Hoyles & Topping Fold Centres have been celebrating afternoon tea week.

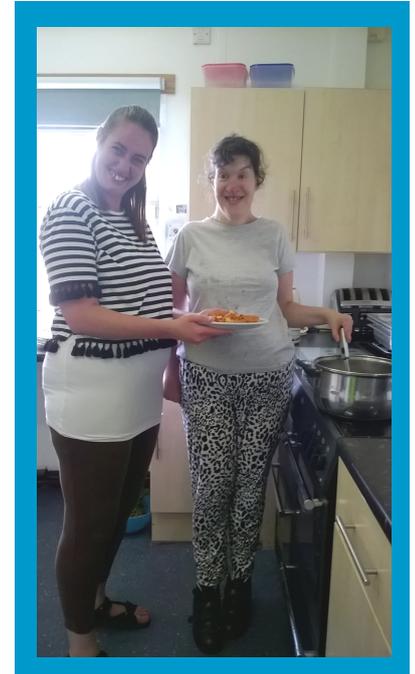
They had a great day and even baked their own cakes and scones for the occasion!



## Healthy Eating at Elton

Elton had the health trainer booked for a healthy eating session. Customers really enjoyed it as not only listening but joining in placing food on the correct colour for different food groups.

The props brought along were fabulous and very realistic. Afterwards customers were able to ask questions. Sandra Holroyd and Sonia Fantauzzo were supported by Bernie Walsh to cook a healthy bean and low fat sausage casserole. They even made slimming world ice cream.



## Escape Open Day

Escape had their second open day on the 9th of August where staff and customers worked hard to get the rooms looking amazing. We would like to thank everyone who came and made the day a success.

We had five new customers and families who are very interested in the service we are offering at Escape! One young man came with his grandma, who said *"I've not seen him interacting like this for a long time"*. She wanted to start the process to get him a day with Escape as soon as possible.

One new customer has started coming to Escape and staff are supporting six families through the process to get a needs assessment, which will enable them to have a personal budget to buy our service.



## Escape Afternoon Tea

Escape have had a busy month, they have also hosted an afternoon tea and everyone involved had an amazing afternoon! This was a great opportunity for customers, family and friends to socialise and see how independent and happy everyone is.

One customer took it upon himself, with no prompting, to make sure everyone had enough tea in their teacups! It was so nice to see the hard work that our customers put in to make the day extra special for their guests.

Everyone enjoyed it so much we have been asked when we can do this again by a parent. Thank you to everyone who supported us and we will definitely be doing this again.



## Beach themed antics

Customers at Grundy enjoyed an outdoor beach themed activity last month, where they decorated beach huts, ate ice creams, played games and had singalongs.

A great time was had by all.



## International Cat Day

Customer Grace Jackson celebrated International Cat Day in style at Grundy! David Pope also brought his cat Purdy in. What a cutie!



## Pub Lunch outing

Customers at Grundy had a grand day out at The Waterfold, enjoying a pub lunch.



## Pinfold's Summer Soiree

Customers at Pinfold had a great night at their Summer Soiree. Thanks to everyone who came to the evening and the staff who helped to make the night a success!



Thank you to everyone who donated a gift towards the raffle, including customers' relatives, Holts Brewery, One 88 Kitchen & Bar, the Vine Brasserie, Cuppaccino Bistro and Magnum Whiteline.



## Smithill's Visit Pinfold



Customer's at Pinfold enjoyed a visit from their furry friends at Smithill's, from small baby chicks to Scooby the donkey! Everyone had a great time and when the farm visited Grundy the same day, they made everyone's day - not just at the day centre, but in Head Office too!

## Redbank Busy Bees

Olive and Marilyn tenants at Redbank, proudly showing off their handmade Bees. The Bees were made for them by our key support worker at Redbank Wendy Slater.



## Grundy's Summer Shindig

Grundy's annual shindig was a great success. Thank you to everyone who came along to support the event and made it such a great night!



## Elmhurst & Pinfold Muddy Mayhem

Here are Sarah Brown and Angela Kelly on the Pretty Mudder Race in July; a great 5k, muddy obstacle course in aid of Cancer Research UK.



## Cake all round at Elmhurst

Pictured are customer Kitty Henshaw and Millie, Kath Hopkinson's granddaughter, who had made this lovely cake for all the Elmhurst customers to enjoy!

# ANNOUNCEMENTS

## Starters

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Beverley Stott, Support Worker - LD  
Thomas Kendall, Casual Care  
Assistant  
Deborah Wilkes, Care Assistant /  
Escort, Pinfold

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## Leavers

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Gabrielle Daffern, Care Assistant,  
Elmhurst  
Ellen Lowe, Care Assistant, Pinfold  
Eileen Taylor, Lead Support Worker,  
Supported Living

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## 100% Attendance

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July's draw has taken place but the big reveal to the staff member is yet to happen, full details in October's edition.

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# CELEBRATIONS

## Happy Birthday!!

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Pauline Wood celebrated her 80th birthday at Grundy.

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Alison Law staff member at our Grundy Centre, celebrated her 60th birthday.

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A very happy birthday to both Pauline and Alison from all of us at Grundy!

# COMPLIMENTS

Here is this month's selection of compliments and thanks we've received - it is fantastic seeing 'Our Values' being demonstrated on a daily basis.

## Thank you's to Elmhurst

The wife of Ross Gavin was booking him for another stay and wanted to say that Margaret Hardman on the night shift at Elmhurst was especially helpful with her husband.



To all the staff at Elmhurst, Once again what can I say Thank you so much for looking after my mum. Again your kindness, sincerity and care has been great. Thank you once again. Very best wishes to you all love Sue, David (Joan Johnsons) daughter and son-in-law.

Many thanks for all the attention I have received. I am now feeling much stronger and able to enjoy the thought of looking after myself. Love Wendy and family.

To all the staff at Elmhurst, You are brilliant. A big thank you for all your help, care and support during my stay. Love and best wishes from Agnes Mary Johnson and family.



Please do let us know of any compliments or thank you cards you receive so that we can share them.

# COMPLIMENTS

## Thank you's to Spurr House



This generous gift was presented to all the care staff at Spurr House with this lovely compliment: thank you so much for showing so much care & attention to Archie (Junior). Everyone has been so lovely at such a hard time for all the family. Time for Walshy to come home now! Many thanks from all the Walsh family for looking after my lovely husband. Love always Diane, Junior, Lauren, Amy & Sophie

A huge thank you for all the help, support and kindness from everyone at Spurr House. They were truly wonderful with me and my mum Jessie Dewhirst when she came to stay from hospital. Carol Wilde

## A Compliment for Red Bank



To each and everyone of you I don't know what I would do without you cheekie lot, when I could not get about without you all. You are always there for me. Carry on with all the good you do for everyone. Thank you, Jean O.

## Thank you to Elton Community Centre

Liam Collinge rang Head Office to recognise Dan Lawton for the work he does at Elton Community Centre. Dan is good at his job, a good listener and he can't thank him enough for what Dan has done for him.



Please do let us know of any compliments or thank you cards you receive so that we can share them.

# COMPLIMENTS

## Thank you's to Pinfold



To all the staff,  
Thank you so much to you all for making Thursday evening a great occasion despite the heat. A job very well done God Bless.  
Maureen Makin

Dear staff of Pinfold,  
You cared for our beloved mother Christina again lovingly and with compassion. You were a wonderful help for us during the last years of our mum's life. You enabled us to care for our mum while she lived in her own home. Thank you very very much. With love from Mary, John and Andrew.

## Thank you's to Grundy

Thank you to all the staff and David who looked after Allen who became unwell. Your care and kindness to Allen is much appreciated.

The lovely Edna,  
pictured, quoted:  
"The staff here at Grundy are fantastic"



Please do let us know of any compliments or thank you cards you receive so that we can share them.

# EMPLOYEE FORUM

It's been an interesting summer for the employee forum. There's been some changes to our membership, so we've been doing some housekeeping and inducting new members!

Do you remember the Art of Brilliance workshops back in March? I hope it's made a positive impact on some of you. Personally I've been putting the 90/10 rule into good use (we control 90% of a situation – how we choose to react to it, whereas 10% is out of our control) and it's definitely made my outlook more positive!

## New Forum Reps

You also might remember that the Employee Forum had a stand at the Marketplace. Julie Pierce and I ran the stalls and it gave us a very valuable opportunity to connect with employees that we had never met before and properly introduce the Employee Forum to these staff members. Well, since then we've seen a surge of interest into who we are and what we do. Perhaps most importantly it's led to us recruiting new forum reps, including in areas we've never had reps before, so we will now be able to communicate further and wider than ever before! So I'd like to announce the changes to our membership, welcome new reps and thank reps who are moving on.



Firstly, I'd like to say a huge thank you to Phil Marsh and Mel Quilton who have both stepped down over the summer. Phil and Mel have been with us since the forum was founded. Mel was our first Staff Director and also sat on the Health and Safety committee. A huge thanks to both of you for your hard work and dedication over the years, you helped to shape the forum into what it is today! A special thank you to Nikki Adams who has volunteered to fill Mel's role on the Health and Safety committee.

## New Recruits

I'm also very pleased to welcome our new recruits: Sharon Keymer from Head Office, Kim Atkinson from Supported Living, Sasha Hyde from Spurr House, Karen Boyce from Elmhurst, Tina Debiase from Casual Team, and Sue Prendergast from The Green Café. All new members have now been inducted and have joined the team.

**We're  
all  
about  
you.**

# EMPLOYEE FORUM

## Altura Training

As part of our role we've been getting our teeth stuck into the new Altura training system. We've all been undertaking additional learning and exploring the courses available. Have you had a look at what's available yet? You might find something really valuable to your role that is not part of your mandatory training. To see what's available just log on and click on 'Learner Library'. If you've come across a course you think the wider staff team might benefit from why not drop me an email at david.pope@personasupport.org - I'd love to hear from you!



The Employee Forum will soon be going on tour! We've occasionally had issues brought to our attention that are outside of the Employee Forum's remit, and these issues have displaced other items on our agenda. In order to counter this we will be holding future meetings at different workplaces, and holding a casual drop in session before the meeting starts to give staff an opportunity to come along and have a chat or discuss anything that's been on their mind. We will be notifying staff when and where these sessions are, so watch this space! If you have a meeting space suitable for 10 people and you would like the forum to visit your workplace please email me the details at the address above.

## Forum Contacts:

### Sharon Keymer

sharon.keymer@personasupport.org

### Nicola Adams

Nicola.adams@personasupport.org

### Julie Pierce (Chair)

Julie.pierce@personasupport.org

### David Pope (Staff Director)

david.pope@personasupport.org

### Michael Ziki

michaelfziki@gmail.com

### Susan Prendergast

sue.prendergast@personasupport.org

### Tina Debiase

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### Kim Atkinson

Kim\_atkinson@yahoo.com

### Karen Boyce

Karenboyce7@gmail.com

### Sasha Hyde

Sasha.moreton@personasupport.org

In addition to our newsletter articles we will soon be updating the Employee Forum intranet page with new rep details, and we hope to get copies of forum minutes added there as well so that you can all see what we've been busy with in more detail. That's all for this edition. Look out for us at this year's PersonAwards, where you will find us running the raffle and enjoying ourselves!

David Pope (Staff director)

**We're  
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# COMMUNITY NEWS

## Elton hula the day away and raise funds doing it

Elton Community Centre held a fun day with a Hawaiian twist to raise funds for Liv's Trust. In total they managed to donate £200 to a very worthy cause. Elton want to say a big thank you to everyone who donated items and a special thank you to Derek Hughes & Graham Whitham for being the Disco DJ's. Everyone had a fab time and looked great with their flower garlands and grass skirts.



## Stewart's Bury 10k Update - Running the Mhor Trilogy

On August 12th, Stewart McCombe (Chair of Persona) completed a marathon, in a time of 5h36m17s, the final part of the Mhor Trilogy. This was a series of events in Scotland, involving a 10k in April, a half marathon in June, finishing with the marathon. Stewart loves running, and he also loves the Scottish mountains, so he immediately signed up last December to do these events. At the moment, he is slightly less in love with the mountains, as the total incline during the marathon was about 2,200ft – he says it's the toughest run he's ever done.

Stuart also joined the Persona team at the Bury 10K – it was his first time running it, and he was thrilled with yet another medal, to go alongside the medals from his Trilogy (pictured).



## Persona's 10k efforts!

Congratulations to the Persona Bury 10k team, who all completed the race in under an hour and a half!

It was a great atmosphere, superbly organised and our thanks go out to all who had a part in its organisation and those who volunteered and supported runners all along the length of the route.

Thanks also to our extremely generous sponsors - at the time of writing we have received 332% of our JustGiving target - £749 - which has been raised for Bleakholt Animal Sanctuary.

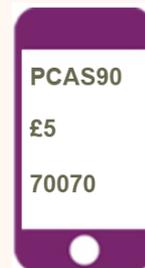
More photos and coverage to follow in October's newsletter!



**There's still time to donate online on the Persona JustGiving page here <https://tinyurl.com/ybjyvjn3> or by text.**

**Simply text PCAS90 followed by the amount to 70070**

**You can donate £1, £2, £3, £4, £5 or £10 by text and every penny of your donation (including Gift Aid) goes to Bleakholt. You may be charged for your text message, please refer to your network operator's standard rates.**



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# IN THE *SPOTLIGHT*

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## JASI AHMED CUSTOMER CONTACT & ENGAGEMENT OFFICER

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

As a new member of the team, I am excited to see what my role brings. My colleagues are a lovely bunch and I can see myself fitting right in.

### **What's your greatest achievement?**

Getting my degree in Marketing. Always a proud moment as I am the first to graduate in my family!

### **Favourite place?**

My favourite place is Dubai. I went there for my honeymoon and fell in love! I love the sun!

### **What makes you angry?**

Seeing injustice and selfish people!

### **Favourite film?**

I have so many if I had to choose Batman: The Dark Knight

### **Your most embarrassing moment?**

Hmmm, I have too many to name. I have daily embarrassing occurrences.

### **Favourite singer/band?**

I listen to all sorts of music whatever sounds good to the ears!

### **Tell us about your life at home/hobbies?**

I love going out and exploring new places to eat. Enjoy going out to the cinemas to watch the latest movies. Love a good thriller! (Nothing too scary though.)

### **Favourite food and drink?**

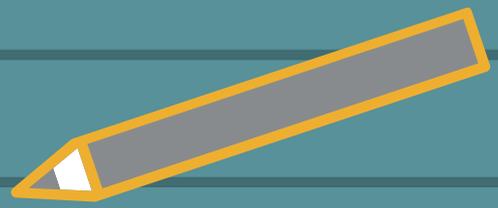
Breakfast food is my favourite. I also love all things cheesy!

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

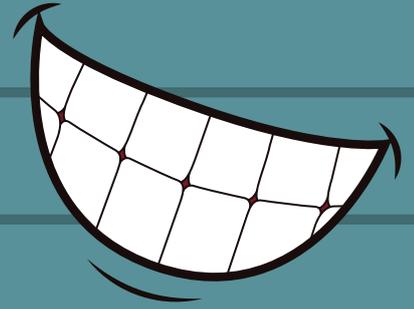
My husband, I can rely on him to find us a way out!

# October

Stoptober - Public Health England



1st - International Day of Older Persons



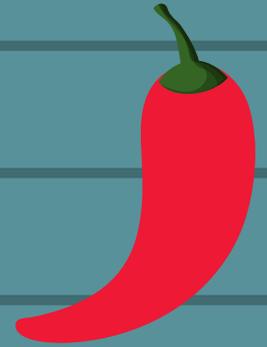
4th - World Animal Day

5th - National Poetry Day



World Smile Day

6th - World Cerebral Palsy Day



National Badger Day

9th - Dyspraxia Awareness Week

Chocolate Week



National Curry Week

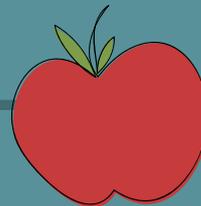
16th - World Food Day

National Baking Week



19th - Epilepsy Action National Tea & Cake Break

20th - Values Day



21st - Apple Day

24th - The Great Persona Bake Off (see page 13 for details!)

27th - Wear Your Whiskers Day



29th - National Cat Day

30th - UK Sausage Week

# BACK PAGE NEWS



## Congratulations!

Huge congratulations to Ali Messenger who has lost four stone with Slimming World. Ali attends Elton Liberal Club, where she was nominated for Woman of the Year by the other members. Ali was one of six people who was nominated for the award. The members took before and after photos and wrote about how their lives have changed since losing weight.

Ali said...

"Well I gabbed on a bit as usual and when everyone voted I won so it was fantastic and I feel so much better now after being overweight for many years."



Keep up to date with upcoming events across Persona on our website at <http://www.personasupport.org/news-and-events/events/>

## Gas Safety Week 17th - 23rd September

- Only use a Gas Safe Registered engineer to fit, fix and service your appliances. To find out how to check an engineer go to [www.GasSafeRegister.co.uk](http://www.GasSafeRegister.co.uk) or telephone 0800 408 5500.

- Check both sides of the engineer's Gas Safe Register ID card to make sure they are qualified for the work you need doing. This information is on the back of the ID card.

- Have all your gas appliances serviced and safety checked every year. If you live in rented accommodation ask your landlord for a copy of the current Landlord's Gas Safety record.

### Top tips to stay safe



- Know the six signs of carbon monoxide (CO) poisoning – headaches, dizziness, breathlessness, nausea, collapse and loss of consciousness. Unsafe gas appliances can put you at risk of carbon monoxide poisoning, gas escapes, fires and explosions.

- Check gas appliances for warning signs that they are not working correctly e.g. lazy yellow flames instead of crisp blue ones, black marks or stains on or around the appliance or too much condensation in the room.

- Fit an audible carbon monoxide alarm. This will alert you if there is carbon monoxide in the room.

### National Tell a Joke Day!

My mate sent Mo Farah out to buy a tin of Peas, he'd been gone ages, so I asked, "where's that runner been?" as told by Esther Johnson at Grundy, and quite appropriate for our Persona team 10K entry.

If you'd like to share a story, photos, or suggest someone we should put in the spotlight, please email us at [info@personasupport.org](mailto:info@personasupport.org)

Follow us on social media:



@personacareandsupport



@PersonaBury



Persona Care and Support

Visit our website [www.personasupport.org](http://www.personasupport.org)