

# PERSONA NEWS



Picture courtesy of Bernard Noblett - Finance Director

## HIGHLIGHTS

2-Message from Kat

3-Staff News

6-HIVE FIVES

9- Able Futures

10- PersonAwards Nominees

11- How do you stay well?

12- Ted's Excellent Adventure

13- Service News

17- 'One for the Bucket'

18- General Photos

19- Spotlights

20- Backpage

Kat



# STAFF NEWS

## REFER A FRIEND

Natasha Galloway at Peachment Place has jumped into working at Persona with a positive mindset. Not only has she completed her probation, but she has also completed her Level 2 in Health and Social Care. Thank you to Amy Gemmell for making the referral.

Natasha says that she will be spending her voucher on make up or her daughter. She also wanted to thank Anna Craig as *'she has been very supportive and very knowledgeable as well. Giving lots of tips and explaining everything in depth and with me being new to care, has been really useful.'*



## SUGGESTION SCHEME

We are looking for ideas to help steer Persona into the future. This is open to everyone who interacts with Persona, whether you are a customer, employee, family member or visitor. If you have an idea, we want to hear about it.

Voice your ideas via the online form or submit it via the paper forms located at Grundy and Pinfold Lane Day Centres, and Elmhurst and Spurr House Short Stay. Just look for the suggestion boxes by the entrances. If your suggestion goes ahead, you will be rewarded with not only the knowledge that you have improved Persona, but a £25 Love2Shop voucher!



## 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/>



# STAFF NEWS

## BURY 10K TEAM

Introducing your Bury 10k Team who will be raising money for Buddy's for Children with Autism. Last year the team raised £1000 for Bleakholt's Animal Sanctuary. Can they do better this year?

The team have started their training regime and you'll be able to keep track of their progress on the Persona website.

So keep the 15th September in your diary and come down to cheer them on. Alternatively if you would like to sponsor them please go to our gofundme page found below.

<https://www.gofundme.com/personacareandsupportcharity2019>



## HELLO & WELCOME

Azmina Lalani, Care Assistant, Elmhurst  
Joanne Faulkner, Casual Domestic Assistant, Spurr  
Tanya Ferris, Support Worker, Supported Living

## ANNOUNCEMENTS

### GOODBYE & GOOD LUCK

This month we said goodbye to Sue Eckersall who retired from Supported Living.



**Everyone who leaves Persona will be contacted by a member of the Employee Forum for Farewell Feedback (an exit interview).**

## EMPLOYEE FORUM REVAMP

The survey was released and you guys answered! Presenting your new Employee Forum Logo.

The role of the Employee Forum is to bridge the gap between those in front line care and the Persona Leadership Team. It is a way to voice your ideas, concerns, get up to date news about the Persona business plan and represent your team to create a positive change for Persona's future.

Would you like to represent your team in the Employee Forum? We will be holding a recruitment session on 26th September at Escape where you can ask what being a member involves.

For more information please email [info@personasupport.org](mailto:info@personasupport.org)





# STAFF NEWS

## HFX- UPDATE

We are pleased to let you know that we are aiming to 'go live' with our HFX pilot in October.

Over the next few months we will be arranging training sessions with pilot managers and ensuring that all staff involved in the pilot know how to access the system.

We are looking to parallel run the current manual system and HFX system for 2 months with the pilot group before rolling out wider across the organisation.



## OUR LATEST STAFF SURVEY IS LIVE!



We are trying something different with our staff survey based on your feedback. We are using 'Survey Monkey' which means there is one link for all staff to provide your ideas, feedback and suggestions. Managers will provide you with access to the link to complete the survey – so get involved, what have you got to lose!

## PERSONA WELLBEING

Following the launch our new absence scheme, we are pleased to say that 40 staff have voluntarily signed up to the new scheme.

From August when the new scheme starts, staff who have signed up to the scheme will have:

- access to a health cash plan for themselves and their children paid for by Persona
- Additional 3 days annual leave (Persona staff only)
- Cash incentive

If you still want to voluntarily sign up to the new Persona Wellbeing absence scheme you can and you will still receive your incentive. Contact the Workforce Team on 0161 253 6135 to find out how.



# STAFF NEWS



## HIVE FIVES

It's great to see so many staff being recognised for living the Persona values.

Here's a selection - congratulations to everyone!



Hive-Fives



Thank you so much for all your help in setting up the wellbeing sessions and arranging the 90minute managers postcards. Also, for your help with the event at such short notice whilst I was on leave. All your hard work does not go unnoticed and you always adapt to every eventuality with a positive attitude. Your help is very much appreciated!

**Fiona Parmanand**

**Adaptable**

Thanks for going out of your way to deliver something to a customer so that the situation could be resolved quickly and to avoid any further upset

**Jill Rhoden**

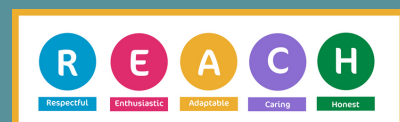
**Julia Guest**

Julia always approaches her work with an enthusiastic and positive attitude. She embraces all challenges within her role and seeks to find solutions rather than problems. Julia is a force for good and a real team player. Thank you in particular for all your recent input in relation to the mock inspection, a job well done!

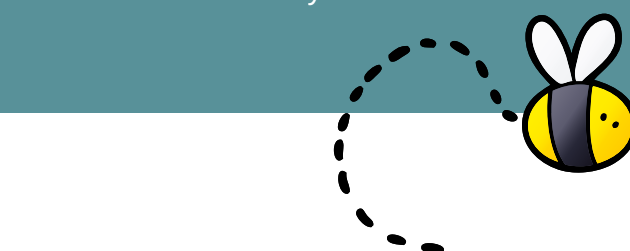
**Enthusiastic**

**Maria Burke**

Well done Maria for your idea planning n organisation of the first ever Grundy Sports Day.....the garden looked great....the games were fun with lots of laughter and everyone seemed to enjoy it.....was so nice for everyone to be outside and involved.....great idea xxx



**Enthusiastic**



**Anne Davis**

Great afternoon of fun and games that you helped organise and set up.....everyone joined in and seemed to have a great time so well done hun xxx

**Victoria Wilson**

You are demonstrating that you are keen to learn new things to develop yourself in your current role and deliver an outstanding service to Persona customers. Keep up the awesome work!



# STAFF NEWS

7



## HIVE FIVES



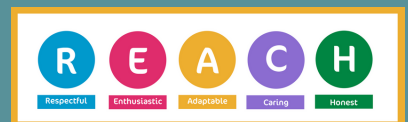
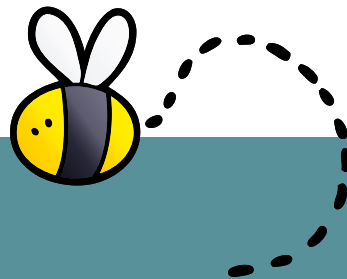
**Caring**

**Lorraine Murphy**

Hive five for always being 'on it'! Very much appreciate the extra stuff you do to help. Thank you!

**Michael Moore**

Always comes into work with a great attitude, and goes above and beyond for all the customers he supports and the cafe staff where ever he can, he does a great job!



**Anna Craig**

Thank you for always being so supportive throughout my first six months with persona, and it's also very nice to have management who take such pride in how they work to make a difference.

**Adaptable**

**Zoe Brady**

Whatever I ask you always have the answer and always respond quickly and with the correct information. You think about what you are doing and always ask if you need any clarification. Thank you

**Adaptable**

**Clair MacKinnon**

Thank you for being so thoughtful and going out your way to help others when you have your own work demands. It's really appreciated.



**David Pope**

For your professionalism and calm manner in an emergency situation. Well handled and thanks for staying on until we knew that he was found and was safe.

# STAFF NEWS

8



## HIVE FIVES



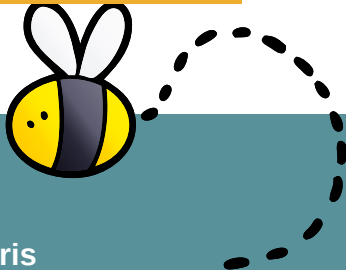
### Diane Davies

I want to thank Diane for all her recent hard work which helped to avert a crisis situation for a Shared Lives Care and customer. Diane has unwavering enthusiasm and dedication for her Shared Lives role, a huge thank you Diane for all that you do!



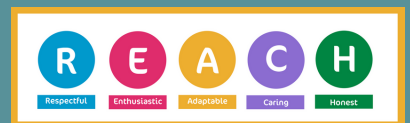
### Donna Bent

Thank you Donna for all your help with the new files, I would not of hit the deadline without your help.



### Catherine Morris

Thanks for doing the garden and raffle prize for the duck day Cathy. Very much appreciated. You help the service to provide it's quality support and bring fun and smiles to the place while you're at it!



### Ruth Holder

Looking to the future with enthusiasm and boosting staff morale

**Enthusiastic**



### Lorraine Morgan

For being so observant whilst administering medication. Once again your attention to detail ensured a tenant was not put at risk and errors were identified. Well done Lorraine



### Joanne Berry

Joanne has worked so hard on the garden at Elms community centre to get it ready for the Elms in bloom competition she has included all the customers that wanted to participate in the gardening activity and has made the garden look lovely.



# Able Futures

## Enjoyable futures\_ Have more good days

If you struggle with mental health difficulties it may mean you have more bad days than good days. We can help you manage your mental health at work so you can enjoy more good days.

The Access to Work Mental Health Support Service is funded by the Department for Work and Pensions meaning there is no charge to use this service.

The service is 100% confidential and can be accessed face-to-face or over the phone – we will work around you and your routine.

Contact us today for more information, we promise to get back to you within one working day.

**Freephone 0800 321 3137**  
8am to 10.30pm  
Monday to Friday

**hello@able-futures.co.uk**  
**www.able-futures.co.uk**

**\_able  
futures**

Able Futures is led by Ingeus UK Ltd

In partnership with  
**Department  
for Work &  
Pensions**

As part of our Wellbeing package we have partnered up with Able Futures. This is a government initiative to help workers have more good days than bad.

There is no charge for the service and you can gain help in a number of ways.

We understand that people may not always want to get support within work. So this is an option for support and guidance with someone that is external; it can sometime help to talk to someone who doesn't know you and give you some outside perspective.

Please use the contact details on the poster on the left, if you would like Able Futures to help you.

More information is available on the intranet via the Wellbeing Hub.

[www.personasupport.org/intranet/persona-wellbeing-hub/](http://www.personasupport.org/intranet/persona-wellbeing-hub/)



# Nominees

Nominees are invited to come to Grundy Day Centre on 22nd August for a celebratory cake and drinks reception at 3:30 pm.

Invitations are on their way!

Please RSVP by 16 August on 0161 253 6135 or [info@personasupport.org](mailto:info@personasupport.org)

## Congratulations to all our nominees for the 2019 PersonAwards!

Alice Greenhalgh  
Alison Messenger  
Amy Jackson  
Andria Smith  
Angela Kelly  
Anna Craig  
Anne Marie Davies  
Bernie Andrews  
Bernie Walsh  
Bev Hodgkinson  
Carol Heap-  
Greenhalgh  
Carol Upton  
Carrie and Vinnie  
Fatania  
Charlotte O'Rourke  
Mel Lee  
Christine Dawson  
Customer Relations  
Debbie Clarke  
Debbie Hothersall  
Debbie McManus  
Debbie Timmins  
Diane Davies  
Elaine Perkins  
Elmhurst  
Elton  
Emma Altham  
Gemma Winterburn  
Graham Peters  
Grundy Team

Helen Yates  
Hina Tanveer  
Holly Moran  
Hoyles & Topping Fold  
Jane Curtis  
Jane Houghton-Ashburner  
Janet Small  
Jeanette Boardman  
Joanna Jones  
Joanne Barnard  
Joanne Hilton  
Joel Noblett  
Kat Sowden  
Kath Craig  
Kathleen Hopkinson  
Kyle Howard  
Laura Wolstenholme  
LD Day Service  
Lee Sawbridge  
Lesley Taylor  
Lilian Temperley  
Lisa Ivatt  
Lola Foley  
Lorna Batha  
Lorraine Armstrong  
Lorraine Baison  
Lorraine Higham  
Lorraine Morgan  
Lorraine Murphy  
Maintenance Team

Margaret Brough  
Maria Burke  
Melissa Obersby  
Mirsad Vejzagic  
Mohammed Javid  
Mollie Cooper  
Myra Fuller  
Naomi Egan  
Natasha Galloway  
Nicola Adams & the Team at 71 Fir Street  
Norma Milne  
Peachment Place  
Pinfold  
Red Bank  
Re-start Team  
Roz Tyldesley  
Sam Guider  
Sharon Crompton  
Shirley Chadwick  
Spurr House  
Sunnybank  
Susan Partington  
Susan Ruddock  
Team at the Roc  
The Communications Team  
Tracey Molyneux  
Val Rutter  
Victoria Centre  
Woodbury  
Zenaida Kinsella  
Zoe McAuley



# How do you stay well?



The great thing about Persona is the wealth of different interests that we all have and how we use them to improve our wellbeing.



## Nicola's Bootcamp Story

"I love it!" Nicola beams. Having always been active, Nicola was often at the gym but found it quite boring and wanted to try something new.

This love affair is 3 years in the making and doesn't seem to be stopping anytime soon. The pull of the group is that it's always different. No matter what time of year, no matter what the weather, Bootcamp is on! And it's that challenge of different exercises versus different weather conditions that appeals to Nicola.

"There is a great team there... great banter. I have a lot of belly laughs when I go. You feel good afterwards especially when the weather is bad. After all day at work, all you want to do is go home and put your pyjamas on. But you go to boot camp and after a hot shower you feel better. Really perks you up. You just forget about everything that's going on. For me it's healthy to forget about work, bills, and just concentrate on the activity and the friendships. I go home feeling lighter. I see life differently after 6 hours of boot camp a week."

By challenging herself and in so doing, her wellbeing, Nicola has been able to shift her perception positively in what she can do, and is now ready to face anything. Bring it on!



If you would like to share your wellbeing story email [info@personasupport.org](mailto:info@personasupport.org)

### Persona Wellbeing Options available

Weekly sessions  
at Grundy  
#TakeTimeTuesday  
#FeelGoodFriday  
9.30-10am

Sing Better Feel  
Better Choir  
Every Wednesday  
12-1pm  
in Bury Council  
Chamber

Mind- Ebooks  
Access via the  
Wellbeing Hub on the  
Intranet

Movie Night  
1st Monday of the  
month  
Vue cinema, Bury  
Details on Intranet

# Ted's Excellent Adventure

Opening the curtains on the morning, we did feel crestfallen. After all that planning, the day of Ted's excellent adventure had come and the weather was overcast with some rain.

"It will still be interesting up there" Anna said enthusiastically as we all got into the car to go to pick Ted up.

Ted is one in a million. The Army Veteran turned dancer, this year turned 102. However, looking at him you may actually think he was in his late 80's or early 90's. Walking stick in hand, the man standing before us was dressed in style. White shirt, with a jacket and cummerbund. Whatever Ted does, he does in style.



Waiting in Runway 26 café bar, Steven, Angela and Sarah were intrigued as to what we were up to. "Oh Ted is 102, so to celebrate we are having a helicopter trip to Blackpool" said Anna.

Amazed by the spritely 102 year young man in front of them, they wanted to celebrate so offered him a free lunch after the flight.

Pilot Andrew from Helivation came to whisk Ted and his Grundy Angels, Anna and Maria away in the helicopter. Some group photos were taken and then off they went.

Up in the skies, Ted could see for miles around. Andrew headed off to Blackpool where Ted and his Wife Eva often frequented and danced the night away. But first a detour! Flying over Bury, Ted and his Angels were on the lookout for a special place. Looking out for a running track they soon found Grundy below.



Once back at base, entering Runway 26 they were greeted with a decorated table and a complimentary lunch. Taken aback by their generosity they were then surprised by the staff as they presented him with a slice of cake and a rendition of Happy Birthday.

Andrew from Runway 26 then escorted Ted and his Angels round the hangars where they could see a variety of light aircrafts. By this point, the sun was beating down on us, so when two Army Chinook helicopters came to City Airport to refuel, they helped cool us down.

With a broad smile on his face, we headed back to the car and back to Grundy. Ted's excellent adventure had come to a close, but it will be a day he will never forget!



**Check out Ted's poem about his day on page 17**



## Shared Lives Case Study

'We've come from fostering to Shared Lives because of the two boys - because they have a plethora of issues, they don't cope with change.

Imran and Joseff first came to us when they were small, now one is 27, the other one is 22, so they've been with us some considerable years. They're just like our boys and they call us mum and dad; they don't think of anybody else as their family, it's just us. So we've had to change our home to make sure they're always safe. This is difficult because you think of the long term and you're not always going to be there.

They're really good boys, you can't complain about them at all even with all their issues - but we've all got them, haven't we? Some more than others but nobody's perfect!



## Re- Start: Enabling Cooking



Debbie, a Re-Start customer, has been going to weekly cookery lessons at Bury Adult Learning Centre where assistive technologies, simple gadgets and thoughtful support all enable her to take part in an activity she can't do at home.

*'Because I'm blind, there are parts of cooking that I do need help with but in the past my support workers have sometimes been a bit wary of letting me 'do' by myself. Actually all I need is a bit of help finding things and someone to talk me through what's happening like Caroline and Liz do, and I can do a lot more than people think.'*

Caroline thinks this is really important and makes sure that Debbie gets to do as much as she can for herself *'...this is Debbie's course and she wants to experience cooking, so there's no point in me doing it all'.*

She guides Debbie's hands onto bowls and utensils, so that she can do the mixing herself and describes the changes in colour and texture, encouraging Debbie to notice the change in the way the mixtures feel.

*'This is the best bit',* Caroline says as they begin mixing the egg whites into the mixture.

*'The best bit is when you eat it'* Debbie retorts.

## To Infinity and Beyond!

Kevin had heard from Nicola at the Victoria Centre, that at the top of Holcombe Hill you could see the now UNESCO World Heritage Site, Jodrell Bank. Excited, Kevin and Nicola set off up the hill only to be met with clouds.

Back at base, Nicola showed Kevin on the computer what Jodrell Bank looked like and the journey could have ended there. But we are talking about Persona here. The following week, fellow Persona team member Faye Clifford took Kevin and some of the other customers in a mini bus to see Jodrell Bank for real.

The smiles were wide and Kevin was so thankful for the experience. As a thank you, he brought back a postcard for Nicola which is now proudly displayed in her office.



## Sunnybank at the Airport



The team at Sunnybank had a lovely day out at Manchester Runway.

The weather was kind and The Runway had great accessibility for the wheelchairs. Customers were able to get up close so they could wave at the pilots as they landed and the pilots waved back!

They even got the opportunity to see the massive Airbus A380 leave Manchester to destination unknown. The A380 is the largest passenger airline and widest plane in the world!

They rounded off the trip with a delicious burger in the hangar restaurant on sight.





## BBQ Celebrations at The Green

The weather was overcast but the rain held off for 'Party in the Park'. This year's theme was a BBQ and the gathering, organised by Lindsay from Bolton Road Community Centre took place at The Green. Groups from all over Persona gathered for the BBQ feast which was to celebrate the work done throughout the year by customers at the 'Art and Craft Sessions'.

Volunteers - Michelle (who is also a customer of Persona, has been volunteering with Lindsay for four years) and John (who retired from Persona still helps out and even holds sessions when Lindsay is away) were thanked by Lindsay and the customers involved. Other volunteers thanked were Sue and Irene.

Once the food had settled, teams were selected and a game of rounders started. Staff and Customers had a great time playing and the end score was a draw.

Lindsay wanted to say a big thank you to everyone who came from Ramsbottom, Victoria Centre, Church Lane, The Roc Centre, The Green, Escape and Re-Start. Also to Michelle from The Green who provided the catering, with a helping hand from Mike on the BBQ.



## Volunteers' War on Weeds

Jill and Leo from Elmhurst short stay were joined by Chris and Duncan to wage war on the weeds.

Chris' father Edward had been an Elmhurst resident for a while and sadly passed away in July. Chris said that as soon as he saw the poster he knew that he'd be here.

Chris also donated beautiful plants and flowers from his garden centre in Prestbury called 'Prestbury Plant and Garden' and these will be a heartfelt memorial for Edward. Leo from Elmhurst said that she likes gardening and wanted to help with the transformation. We really would not have achieved what we did without these guys!

A massive massive thank you to Chris and Duncan. The residents were all behind us and many came outside and offered there gardening advice.





Summer has come to Bury and with it the annual Grundy Shindig and Pinfold Lane Summer Soiree. Customers and staff all showed great spirit as everyone joined in, enjoying drinks from the tiki bar, singing along with Mike Neald. Customers expressed how much they enjoyed their evenings as it is so rare for customers and their partners to go out and feel like they are in a safe environment. There was lots of singing and dancing to classics from the 50s and 60s which gave all a nice trip down memory lane.

## Grundy Summer Shindig



## Pinfold Lane Summer Soiree







'Teddy'  
aged 9  
in 1926

## 'One for the Bucket'

### Ted's Helicopter Flight to celebrate 102th Birthday

The ladies of Grundy, are angels of Care.  
They offer goodness and kindness to everyone there.  
It surprised me much, when they all said  
A "Birthday" special we'll do for Ted.

At one hundred and two, what can we do,  
This birthday to highlight?  
It must be special, or it will not be quite right.  
After much research, they cried with great delight,  
We know he's never been on a 'helicopter flight'.  
So they drove me round for several miles,  
Til we came to the 'Copter Park'  
I thought- is this real? Or just another lark  
They introduced me to the pilot, who was looking rather green.



It's the first time in a Copter, he has ever been.  
The light off to start with, wasn't quite right,  
And Maria my carer was shaking with fright,

But Anna of course just laughed in delight.  
There were moments up there, so high in the air  
With nothing but clouds all around.  
I thought- will I be happy? Or will I be sad?  
When my feet are once more on the ground.



Once in the air, so high above the ground.  
The scene was fascinating you could see for miles around,  
when we decided what was best,  
We turned right round and headed west.  
Blackpool Tower/ Stanley Park/ the Golden Mile/  
Amusement Park  
These were the scenes that came into view  
All this we saw, from a glorious height  
Because of this wonderful Copter Flight.

**by Ted Leach**





# This month's activities & events

18

Summer has well and truly arrived! Ducklings have hatched, kites were flown, sport days and BBQs were held.





# IN THE SPOTLIGHT



## Transported Down Memory Lane



Mike loves coming to Grundy. The days out are good...BUT. "But what?" Maria asks nervously. 'You never go to where I want to go' Mike replies. Mike, an engineer by trade wanted to go to Bury's Transport Museum. Challenge accepted! Maria and Lorraine were on the case.

Joining Mike on the outing was Ted who used to be a bus conductor, Margaret and Eric who used to be a postman. On arrival at the Museum, it actually turned out that Eric used to work with Barry Smith who now works at the museum.

What the trip proved was that we never truly grow up. "They had a great time... Mike was like a kid in a sweet shop". Ted talked to the group about how whilst being a ticket collector he nearly lost his job after defending himself against a ticket avoider. Mike talked in depth about different types of engines and enjoyed the activities that the Museum provided. Margaret enjoyed listening to the men talking and the nostalgia that it provoked.

Mike has early onset dementia. Having good days and bad days is par of the course but what this trip has done has given him a positive and even more precious, a memorable experience that he still recounts days later, which, according to his wife, is a miracle.



We at Persona want to cater to everyone and welcome any suggestions in care, outings and improvements. We have various way to communicate your ideas, one of which is the Suggestions Scheme. The form is available online and in paper form at Grundy and Pinfold Day Service, and Elmhurst and Spurr Short Stay. Alternatively contact us [info@personasupport.org](mailto:info@personasupport.org).

# BACK PAGE NEWS



## Congratulations to Michelle!

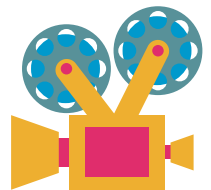
Supported Living Customer Michelle Holmes was very proud to be recognised for her volunteer work at the Bury College presentation day.

It is Michelle's 5th year working with the arts and crafts groups and she has been asked back for next year.

Keep up to date with upcoming events across Persona on our website at [www.personasupport.org/news-and-events/events/](http://www.personasupport.org/news-and-events/events/)



**Persona Movie Night**  
1st Monday of the Month  
Bury The Rock, Vue  
Keep an eye on intranet for more information.



### Well Done Lisa!

Congratulations to Lisa Ivatt from Spurr House for completing a mammoth hike for Macmillan Cancer Support. She raised over £700 in memory of her sister who sadly lost her fight with breast cancer. She and her team hiked 26 miles in the Lake District.



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)