

PERSONA NEWS



*We support people
to live their best life*

Staple Down Here To Make This Into

An Easy Read Style Booklet

Message from Kat

Christmas comes but once a year.... In some ways this year it's felt like it couldn't come soon enough. 2020 has certainly been a challenging year for each and every one of us and we've all faced our own personal challenges along the way. Some of you will have experienced ill health, isolation, fear and sadly even the loss of some of those you loved and cared for. The festive period is a time to reflect on what the year brought us. You might wonder why you should waste any more time thinking about a year which you'll probably be glad to see the back of.

Whilst it hasn't been easy for any of us, if we can bear to think about it there are lots of things we can learn from the discomfort we have faced and that learning is something we can then use as we move forward to build our resilience for the future. We are all shaped by the things that happen in our lives and we can choose to fall victim to that or to use that experience to build on and move forward. Many people have found they have reconnected with simpler pleasures in life and worked out what really matters most in their world. Let's not lose that as we move forward.



Whatever your feelings on 2020, as we enter 2021 we know that it will bring its own challenges. There is a long way to go before the impacts of the pandemic are a distant memory, but I'm confident with the skills and resilience we've developed in 2020 we can embrace whatever 2021 brings and approach it with hope and enthusiasm to play our part in rebuilding a new future.

Best wishes for a peaceful festive period.

This month's highlights

Kat

2 - Message from Kat

3 - Staff News

4 - Chat with Kat

5 - In Loving Memory

7 - Recognition

9 - Themed Quarter- IPC

10- Wellbeing Hub

11- Christmas Tree Comp

12 - Service News

14 - Activity Hub: Tie Dye

15 - Festive Box Offer

16 - Snapshot

17- Spotlight

AGM

Will be on 14th December at 10.30am via zoom. Details of log in details will be published on the intranet. Customers are welcome. Please ask a member of staff for details.



PAYROLL DEADLINE

HR would like to remind everyone that monthly payroll timetables are available on the intranet. **It is your responsibility** to ensure timesheets are submitted and authorised by the deadline. If you have any queries regarding your pay, please contact your line manager in the first instance.



REFER A FRIEND

Do you know someone who would be perfect working at Persona?

At Persona we know that you guys are great judges of character and know what qualities are looked for in a person working in care. This is why we have the Refer a Friend scheme. If a 'friend' of an employee is appointed and successfully passes their probation period, a payment of £50 in vouchers will be paid to the employee and £50 in vouchers to their friend.



ANNOUNCEMENTS

HELLO & WELCOME

Lindsey Abbot - Casual Care Assistant
Tracey Gateley - Care Assistant
Julie Hawkins - Deputy Day Services Manager

GOODBYE & GOOD LUCK

Catherine Poole - Night Care Assistant
Jolene Dodd - Driver / Support Worker
Patricia Kendall - Support Worker LD
Paula Forward - Senior Carer
Victoria Ritchie - Registered Manager

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

CHAT WITH KAT

We have had three Chat with Kat sessions since they began in September. Outlines of what was discussed in previous zoom sessions are available on the intranet via the Staff Information page.

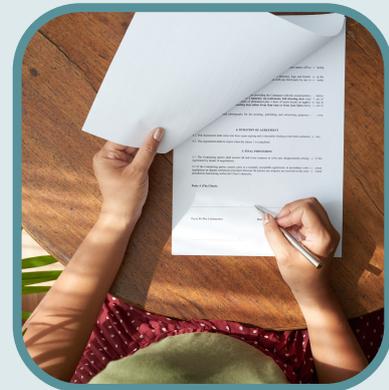
If you would like to join the next session, details are on the intranet. It's an opportunity for any member of staff to come and talk to Kat, and you can ask her anything you like.

December's Chat with Kat will be on 15th December the topic will be confirmed nearer the date.



NOVEMBER'S CHAT WITH KAT CATCH UP

This month's topic was the recent announcement from Bury Council about the contract reduction. A comprehensive outline of the situation and FAQs are located on the intranet. This area will be updated frequently, so please familiarise yourself with where it is. All previous 'Chat with Kat's' can be found in the Staff Information area on the intranet.



UBER EATS

The Care Provider Alliance has teamed up with Uber Eats to give social care workers a treat! Until 31st December you are able to get 10% off Uber Eats deliveries. All the details, including how to download the Uber Eats app, can be found on the intranet news feed.



IN LOVING MEMORY

As some of you may be aware, we lost one of our dear colleagues and friend Lindsay Howcroft (Mole) on the 29th October after a short time battling with cancer.

Lindsay worked for Bury Council and for Persona, both in Learning Disability and Older People's services for 20 years. Lindsay worked supporting customers to take part in gardening projects at Grundy, St Bedes, Bolton Road and The Elms Community Centre, to name but a few. She supported some of our customers to do voluntary work in charity shops across Bury, enabling them to work in those jobs for a number of years. For the last 2 years Lindsay ran the arts and craft group at the Haymarket in Bury, supporting customers to make wonderful creations and inspire their creative talents.

Lindsay was a passionate, creative and enthusiastic member of Persona who loved to support customers to use their skills and learn new ones. Lindsay was also not only a great worker but a good friend to all she worked with and loved nothing more than a night out and a drink or two, always making staff nights out very memorable.

Lindsay will be so sadly missed by all the staff and customers who were lucky to have her supporting them or working with them.

By Julie Pierce, Joanne Berry and the staff at the Elms



INTRODUCING PERSONA'S LEARNING HUB (FORMERLY KNOWN AS ALTURA)



Why is the name changing?

Over recent months, we have started to develop a range of our own in-house training courses within the system and we plan to continue to do this going forward. Altura is the name of the company that provides the system and we felt that it doesn't capture or give any clarity around what the system is for, so we felt we needed a new name for the system that says what it actually is – The Learning Hub!

What does this mean for me?

Very little, you will be able to log on to The Learning Hub in exactly the same way as you log into Altura; your username and password will remain the same. When you do login, everything will look and feel the same as it currently does. The only change will be a new logo that will be visible in the system and when you receive emails, these will come from The Learning Hub.

When will the change happen?

The changes will take place over the next few weeks.

Is there anything else I need to know?

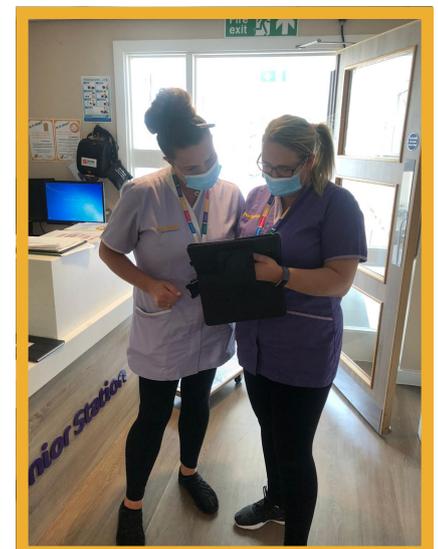
Due to the current situation with Covid-19 we have had to make a number of adjustments in relation to how we deliver some of our training. Whilst we continue to deliver some of our essential training face to face, there are some that we need to provide via The Learning Hub. Providing training, learning and development to our employees remains a high priority for us, to ensure that we continue to have the right skills and knowledge to provide the best care and support. There is always something to learn, even if you have completed a training course or a piece of learning previously.

All staff now have a Persona email address and you should log on to this each time you are working as this will be used to provide:

- Reminders about training that needs to be complete
- New training that you have been enrolled into
- Key updates and message about the organisation
- and many more including QCS updates

How to access the Persona Learning Hub?

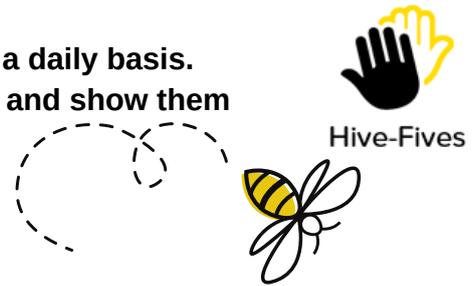
- On the home page of the intranet, on the right hand side under "Quick Links"
- Via the Intranet Staff Information tab, scroll down to "Training", click there and the link is at the top.



HIVE FIVES

Living by the Values is embodied by our colleagues on a daily basis. Hive 5's are a way to recognise that. Lift that person up and show them that they are appreciated.

You can give a Hive Five by logging onto your account:
<https://personasupport.hive.hr/myhive>



Kirsty Goldrick

You need a big star. Calming presence to customers and staff, and the ability to brighten up the room. You are outstandingly respectful to customers, providing personal dignity and a listening ear, giving them individual attention. Thank you for being and staying you.

Respectful

Karen Wood

Your presentation on Black History month is fantastic. Really vibrant, interesting and thought provoking. Thank you for putting that together for people.

Enthusiastic

Emily Hanaway

Emily always has a smile on her face, nothing is too much trouble. Emily completes all tasks we give her positively. Emily is so kind and caring and a pleasure to have as part of the team!

Adaptable

Vicki Lee Roberts

Vicki has recently supported a customer who was at end of life, while working a night shift at Elmhurst. Vicki had previously supported this lady in Spurr House and whilst at Spurr Vicki put a play list together for a number of customers, this lady being one of them. As this lady was passing, Vicki supported her by playing her 3 favourite songs that she had picked before lock down. Vicki knew the lady loved to watch the birds out of her bedroom window, so she put nuts outside the bedroom window so the lady could watch the birds as she passed to hopefully a better place. Well done Vicki, you are a valued team member.

Caring

Stephanie Robinson

Thank you for taking the time and having the courage to raise your concerns to us. You gave us the opportunity to look into things and make changes where we needed to improve the support we provide.

Honest



Grundy Day Service

"She loves attending the centre and it also enables her husband to have a carer's break." Mary enjoys attending Grundy and stated that 'I love it and have missed it, the staff are great and I have made friends at the centre.'

- Julie Armstead, Social Care Officer

"I have enjoyed my stay at Elmhurst, I have found the staff to all be fantastic and I will miss my time here. I have progressed from staff administering my medication to being able to do it on my own, I have found all staff to happy and friendly throughout, I am sorry to be leaving"

- Jean

Elmhurst Short Stay

Spurr House Short Stay

Just a note to thank you for looking after Derek under difficult circumstances, for your understanding and care in the past two months.

- Derek & his family

We would like to thank you for all the help and assistance you gave (and are still giving) in getting the lads into their flats. We are so pleased they are so happy.

- Family Member

Supported Living

Peachment Place

Thank you doesn't say just how much a difference you made to both my mum's life and our life too. Knowing that someone was going to be there any time of day and night gave us all peace of mind. I know she could sometimes be naughty but that's what dementia/Alzheimer's does to you. She would never have meant anything. I'm sure we got accused of doing all sorts too but the love we had for her was endless which is why she's left such a gaping hole. I hope you all realise that the time you spend with people cheers their day up and leaves such a warm feeling with them for the rest of the day/night. You DO make a difference in their lives, as well as their families' too. We don't see you as carers but friends. Take care, stay safe and keep doing what you do best.

Love Ann, Phil and family xxxxx

Infection Prevention Control

Recently the council asked if Persona could provide short stay beds for people leaving hospital who were Covid positive. The team at Spurr House embraced this and carried out a huge amount of work to ensure all additional requirements were met. The unit has been closed off from the other areas of Spurr with a separate entrance and infection control has been the priority. To deliver care and support to Covid positive customers, strict IPC measures have to be in place and there is a requirement for CQC to inspect each service, this took place at Spurr House on 16th November.



The inspector was very complimentary about all the measures that Spurr had put in place, such as the unit being self-contained with a designated staff team, providing separate uniforms for staff and different coloured bedding for customers so this was identifiable when being laundered. Throughout this process, the team at Spurr have really lived the Persona values at work, through being adaptable, caring and enthusiastic.



Covid recovery success with Pat

January Champions!

What are you passionate about?

January marks the start of the Champions Themed Quarter. Over the first months of 2021 we will be looking at the Champions within the services. But what is a Champion? Have you met one? Do you want to be one? That is what we will be covering, but in the meanwhile, to give you a hint, meet the IPC champion of Elmhurst Short Stay. Amy Mellor who is part of the domestic team and her passion for IPC resulted in her being nominated for the role. Head over to the IPC Themed Quarter page on the intranet and have a listen to what she has to say.



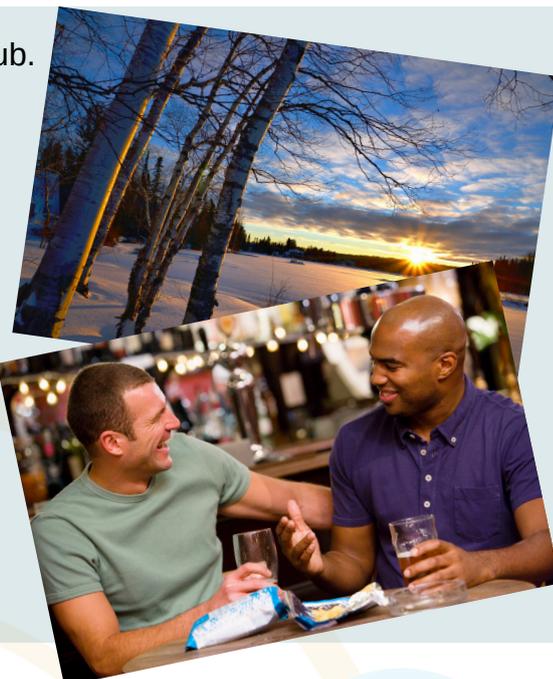
This month we've added three new pages to the wellbeing hub.

Winter Wellbeing will point you to different sections of the hub that could help you if you find the dark days hard.



Men's Health talks about the Five Things Every Man Should Know, physical and mental health facts and support that can help men live longer and happier lives.

And our third new page....



Liggy Webb's Bitesized Wellbeing Books

We're excited to announce that, following your positive feedback, we now have a year's licence for you to access the full library of Liggy Webb's **Bitesized Wellbeing Books**. You can find them on the Persona Wellbeing Hub and also on the Persona Learning Hub in your Learning Library.



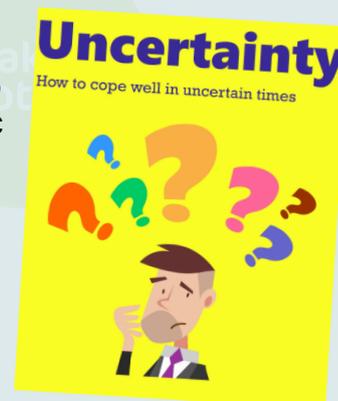
Thank you to everyone who took the time to give us feedback during the free trial.

Each month we'll pick one or two titles to highlight in the newsletter, to give you a taste of these helpful little books. December's highlights are:



An overview of how to keep well during winter. Take responsibility for your wellbeing, keep active and embrace the change of season with these simple tips, and find out just what sugar does to your immune system.

How to manage your stress levels, keep an optimistic outlook focus on the present and how not to get dragged down by negativity or gossip.



Persona Christmas Tree Competition 2020

*It's that time of year again! The Persona
Christmas Tree competition returns!*



Two winners will win £25 each towards their amenities fund! One winner will be decided by popular Facebook likes and the other will be picked by the man himself!

We have talked to Santa and he has agreed to pick his winner!

Due to new guidelines, no tinsel is allowed on Christmas Trees. This is due to IPC concerns.

Get your Christmas Tree photos into info@personasupport.org by 11th December.
Facebook voting from 14th to 18th Dec Midday

How will yours look?

Winners will be announced



18th December 2pm



Part One: How we became Shared Lives Carers

The Bury Shared Lives matching process is mysterious to those of us on the outside of it, so we've asked the Bliss family and their newest member, Sarisa, to let us know what it's like to go through it. Their story began back in December 2019...

'We had been foster carers for a couple of years and had a number of short term respite placements, but we didn't have any longer term ones so we decided to take a break from it. A relative told us about the scheme in Manchester, so we went online and found Bury Shared Lives. Our children

were now young adults and we felt we could offer a stable and loving family to someone. Our daughter was very supportive of the decision and was excited to meet Sarisa. Our teenage son initially had some reservations, mainly around someone new moving into our house, however we felt by the end of the matching process that Sarisa was a good match for us and I hope we are for her.'



**Find the next instalment
of their story in January's
Newsletter**

Christmas Hamper Raffle at the Elms

Liz, who goes to The Elms Community Centre came in one day last month with an idea. Her idea was to raise money for the Elms amenities fund with a Christmas Hamper Raffle, whilst bringing some festive cheer. Some of the goodies that feature are: Imperial Leather Bubble Bath, Quality Street, Galaxy Cake Bars, Wine Gums, Sparkling Wine, and much more! Tickets are £1 and the winner will be announced on December 21st via social media and on our website. If you would like to get a ticket, **please contact the Elms on 0161 767 9233.**





Generosity of the Community

Elmhurst shoe box appeal has been a massive success! Here is what Customer Relations Assistant Emma Hulse had to say:



Firstly a huge heartfelt thank you from myself to everyone who donated shoe boxes, items, money and their time – as you can see we collected so much stuff it was just a sea of donations at one point. We managed to organise all the items and get the boxes packed this week and our grand total so far is 93 boxes!! All crammed full to the top, with both treats and necessities for all ages - 0-2, 3-7, 8-16 and 17+. We also have 8 carrier bags full of food and toiletries left over, and another 6 bin bags of clothing that we have also been given to pass on to the charities.



We decided to split the donations between Bury Homeless Project and Manchester Street Angels – with any leftover food being taken to a local Foodbank.

It's been an emotional process for me personally, feeling so happy and so proud of what we have achieved, especially during a pandemic where times are hard financially for so many people, however also really sad and upsetting that some people have nothing and the only thing they will have to open on Christmas is the shoe box we have given them. We included a hand written card with every box with a positive and uplifting message inside, so all we can hope for is that each and every single box brings a smile to the recipient's face and that we have spread some Christmas cheer to as many people as we could.

*Many thanks & Merry Christmas
Emma*





A great activity that was enjoyed by all at Escape, and can be enjoyed by anyone of any ability. You can find more activities on the Persona Activity Hub on our website.

What you need

- Plain white t-shirt
- Elastic bands
- Different coloured dye (we got ours in a kit off amazon)
- Gloves and an apron
- A table cover



Method

1. Put on your gloves, apron and put a cover on the table so nothing gets damaged with the dye.
2. Put the t-shirt flat on the table and get your elastic bands and pinch the t-shirt and tie the pinches .
3. Then you will need to pick 2 or 3 colours to dye the t-shirt, apply the dye (don't be shy with how much you use).
4. Put it in a plastic bag and leave for 12 hours to let the dye settle.
5. Take the elastic bands out.
6. You can either rinse the t-shirt in the sink with warm water until it runs clear or put in the washing machine.
7. Once dry, put it on and enjoy your fashion creation!





Start the festive season right with

The Festive Box for two

£22.50

Delivered every Friday and Saturday from
now until Saturday 19th Dec

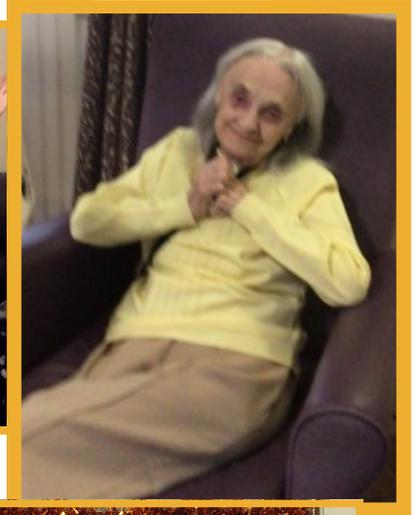
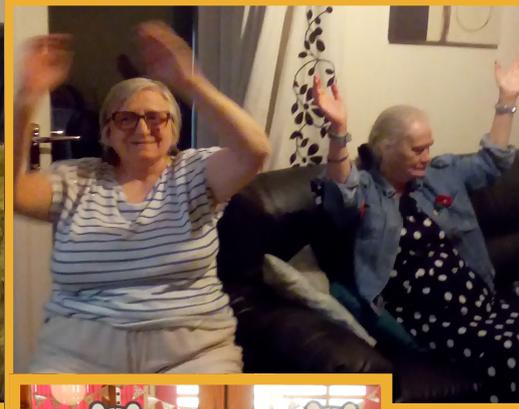
**TO ORDER RING GRUNDY ON
0161 253 6555**



Persona Roots



Caring for you and
the community



Invisible Disabilities



An invisible disability is a physical, mental or neurological condition that limits someone's movement, senses or activities. That's me, Fiona, in the photo above (second from left) after a group of us hiked up Mount Snowdon for charity. And I'm living with an invisible disability.

I have joint hypermobility syndrome, so my muscles work extra hard to keep my joints stable and it's easy for me to hurt myself. I'd been injuring myself for twenty years before my diagnosis and had long periods off work when I couldn't use my hands, or walk or stand for long periods. Because there is absolutely no physical sign of it (unless you are a health professional), **I had years of people thinking I was 'putting it on', 'being awkward' or making excuses about being tired or in pain.** I even used to feel guilty about sharing what I'd been up to in my spare time, when I was well. How could I expect people to understand if I was 'swanning off climbing up mountains' on a good day?

It still embarrasses me to remember cutting a bit close in front of a couple of ladies in a car park once. I was having a panic attack because the pain in my feet was so intense that I just had to get back to the car as quickly as possible and sit down. 'They just can't wait' I heard one lady mutter. I was mortified that they thought I was some rude, impatient person who had wanted to push past, but I felt I had no choice. And over five years later, I still blush when I remember that comment.

You can never know what limits people face, or the choices they are making every day so they can walk the dog, help their kids with their homework, or just cook, then eat and wash up. I've managed to stay in work, but I have had to give up or limit several activities. That way I know I can cope with work, jobs at home and still stay well. I am grateful that I can lift my mug of tea, brush my hair and walk in the hills, because there are times it's really hard, or impossible.

So if someone barges past you in a queue, or forgets to say thank you when you hold the door open, **first be kind.** We can all be guilty of assuming people are acting a certain way because they are selfish, but they could be living with an invisible disability. Second, be grateful for your health. I am very lucky compared to others; there are still limits to what I can do because the damage I have done is permanent, but I am so grateful for what I *can* do now.

Everyone you meet is fighting a battle you know nothing about; be kind ALWAYS.

Robin Williams

BACK PAGE NEWS



Robin Day Cake Recipe

Ingredients: Lard or suet, handful of bird seed, handful of peanuts (unsalted), grated cheese or raisins, dry leftovers (oats, bread or cake), old, clean yoghurt pots and string.

Method:

1. Use one part fat to two parts dry mixture.
2. Make sure the fat is at room temperature.
3. Mix all ingredients together in a bowl.
4. Make a small hole in the bottom of each of your yoghurt pots.
5. Thread a length of string through the hole and tie a knot to secure it.
6. Pack each pot tightly with the mixture. Put it in the fridge to set.
7. Once set, the mixture should crack away from the pot.
8. Now all you have to do is hang it up, away from cats, sit back and enjoy the show

This is a great thing to do at this time of the year, as food becomes harder to find for your garden feathered friends. On the plus side, start now and by the time January comes, birds will already be flocking to your garden in time for the RSPB's Big Garden Bird Watch.



Outlook® Web App



Following feedback, we have added a link to the OWA for quick login access to your work emails. Just go to the Intranet Staff Info tab and look for "Email Information"

If you'd like to share a story, photos, or an idea, please email us at info@personasupport.org

Follow us on social media:



@personacareandsupport



@PersonaBury



@personabury



Persona Care and Support



Persona Care and Support

Visit our website www.personasupport.org

We support people to #livetheirbestlife