

PERSONA NEWS

Staple Down Here To Make This Into

An Easy Read Style Booklet



We support people
to live their best life

Parachute fun at Grundy

R	E	A	C	H
Respectful	Enthusiastic	Adaptable	Caring	Honest

Message from Kat

The beginning of a New Year often brings with it a feeling of new opportunities and optimism. It's a time where many of us make commitments or resolutions to change something in the hope of improving our lives. Too often though that optimism and energy fizzles out pretty quickly. We have the greatest of ideas and the best laid plans but when something gets in the way or takes us off course we can find ourselves giving up and making the mistake of thinking the change we had been so hopeful about can't or won't happen.



I heard a great piece of advice recently and it's really stuck with me. However enthusiastic and excited you are about a change, always stop to think about everything that is probably going to go wrong. I found this strange at first. Surely embracing change is all about being enthusiastic and taking the leap? But the advice is very wise. It's all about being prepared.

Enthusiasm can get us a long way on our journey but it can also give us rose tinted glasses that we can make a change and everything will go perfectly. At the first sign of something going wrong we can find ourselves floundering and turning back. However, if we have taken some time to think of all the things that could go wrong, all the barriers that might get in our way and all of the things that could take us off course, then we are expecting them and are prepared to deal with them. What's more if some of those issues don't arise we are pleasantly surprised.

So the key message from this? Expect bumps in the road whatever the journey you are on. If you expect them, you can prepare for them and stay on course when you hit them rather than giving up because you think you took a wrong turn.

Kat

This month's highlights

2- Message from Kat

3- Staff News

5- Recognition

7- Staff Workshops

8- Themed Quarter

10- Service News

13- Photo Montage

15- Spotlight

16- Back Page News

STAFF NEWS

LANYARD SAFETY

Police have issued a warning about the dangers of driving whilst wearing a lanyard last year following 2 serious incidents. 2 Minor traffic accidents involving people driving whilst wearing their lanyards turned what should have been very minor injuries into major injuries.

One person suffered a perforated bowel after keys attached to their lanyard were forced into their body by an airbag resulting in 6 months off work. A second person suffered a collapsed lung when an airbag forced the lanyard into the driver's chest.

It only takes a moment to remove your lanyard, but it may save months of agony. Next time you get into your car after work, stop and think LANYARD.



PERSONA BUSINESS UPDATE

To get the latest business update, please go onto the intranet. On the top tabs, press 'Staff Information' and click the Business Update block in the collection of useful information, including structure charts, telephone number lists and benefits.

<p>Workforce Committee</p> <p>Who is the committee concerned?</p> <p>The committee is made up of representatives from the workforce and the management side of the company.</p> <p>What do we do?</p> <p>We look at the workforce needs across the company and we also look at the needs of the management side of the company.</p> <p>When do we meet?</p> <p>4 times a year.</p> <p>What is the current focus?</p> <p>Training, including leadership and management development, and also looking at the needs of the workforce and the management side of the company.</p> <p>Engagement - we have had a number of staff meetings from the management side of the company and we have had a number of staff meetings from the workforce side of the company.</p>	<p>Person Board of Directors Meeting</p> <p>Who is the Person Board?</p> <p>The Board comprises the Managing Director, Finance Director and the CEO. They are responsible for the overall management of the company. They also have the responsibility for the day to day management and management of the company. They also have the responsibility for the day to day management and management of the company.</p> <p>What do we do?</p> <p>Person Board is the group of Directors who provide governance and oversight of the company.</p> <p>When do we meet?</p> <p>Person Board meets 4 times a year (2 times a year) and also has 2 Special Meetings, a Virtual Meeting and a Board Meeting.</p> <p>What is the current focus?</p> <p>As the business continues to grow we are looking at the needs of the workforce and the management side of the company. We are also looking at the needs of the workforce and the management side of the company.</p>	<p>Health & Safety Committee</p> <p>Who is the Health & Safety Committee?</p> <p>The committee is made up of representatives from the workforce and the management side of the company. They are responsible for the overall management of the company. They also have the responsibility for the day to day management and management of the company.</p> <p>What do we do?</p> <p>We look at the health and safety needs of the workforce and the management side of the company. We also look at the needs of the workforce and the management side of the company.</p> <p>When do we meet?</p> <p>4 times a year.</p> <p>What is the current focus?</p> <p>Health and safety, including the needs of the workforce and the management side of the company. We are also looking at the needs of the workforce and the management side of the company.</p>
<p>Persona Business Update</p> <p>We want to keep you up to date with what's happening in Persona and a summary of the key meetings that happen at Head Office.</p>		
<p>Information Governance</p> <p>Who is the Information Governance committee?</p> <p>The committee is made up of representatives from the workforce and the management side of the company. They are responsible for the overall management of the company. They also have the responsibility for the day to day management and management of the company.</p> <p>What do we do?</p> <p>We look at the information governance needs of the workforce and the management side of the company. We also look at the needs of the workforce and the management side of the company.</p> <p>When do we meet?</p> <p>4 times a year.</p> <p>What is the current focus?</p> <p>Information governance, including the needs of the workforce and the management side of the company. We are also looking at the needs of the workforce and the management side of the company.</p>	<p>Quality Committee</p> <p>Who is the Quality Committee?</p> <p>The committee is made up of representatives from the workforce and the management side of the company. They are responsible for the overall management of the company. They also have the responsibility for the day to day management and management of the company.</p> <p>What do we do?</p> <p>We look at the quality needs of the workforce and the management side of the company. We also look at the needs of the workforce and the management side of the company.</p> <p>When do we meet?</p> <p>4 times a year.</p> <p>What is the current focus?</p> <p>Quality, including the needs of the workforce and the management side of the company. We are also looking at the needs of the workforce and the management side of the company.</p>	

LGBT: PROMOTING INCLUSION & AWARENESS

From 15th January 2020 there is a new course available on Altura.

Learning Outcomes:

- Outline who may identify as a member of the LGBT community
- Explore the challenges that may be faced by older members of the LGBT community who require care and support in residential settings
- Discuss strategies to improve the inclusivity of care and how to create supportive and inclusive services



STAFF NEWS

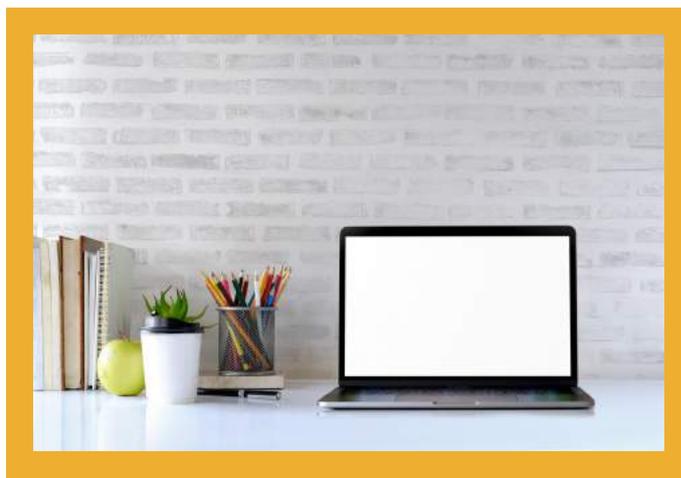
IT QUALIFICATION AVAILABLE

Bury College is opening its doors again to Persona. They are offering an IT Level 1 qualification which covers Word and Excel, starting Tuesday 25th February.

The sessions are 3 hours per week from 9.30- 12.30 for 14/15 weeks. During Easter and May Half Term there will be no sessions.

This is an excellent opportunity to expand your skills set, especially if you are not confident working on a computer.

Please talk with your manager before registering your interest with Susan.Partington@personasupport.org or ring her with the extension 0161 253 6334.



HELLO & WELCOME

Andrew Longmuir, Casual Support Worker
Janet Ndlangisa, Casual Support Worker
Emily Boal, Support Worker Apprentice- LD
Deborah Emery, Lead Support Worker
Rachael Warmington, Lead Support Worker

ANNOUNCEMENTS

GOODBYE & GOOD LUCK

Andria Smith, Head of Service
Kim Atkinson, Casual Support Worker
Samaira Bibi, Casual Care Assitant
Laura Britton, Casual Support Worker
Susan Prendergast, Casual Support Worker
Maureen Tomlinson Casual Domestic
Dawn Tonge, Casual Care Assistant
Ann Weaver, Casual Support Worker

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

QCS

QCS is our new online policy system. It is an internet based system where all of our policies are stored online with easy access for you to read and monitor.

The system is similar to Altura. By keeping up to date with the policies, you will be best equip to serve customers correctly and within guidelines.

We're implementing QCS to give us a robust policy and procedure framework that underpins our work. This will help us to be compliant, keep our staff and customers safe and ensure that people know what to do and what is expected of them.

This should be implemented within teams by July.



RECOGNITION



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 Emma for always being so kind and positive. Also always being there to help if needed even though it's not your responsibility. Thanks so much:)

Emma Hulse

Stepping in without question in very short notice to support someone in an emergency situation. This was very much appreciated. A true team player.

James Kemp

Britney Bevon

For your care and support of an unwell customer well done

Jill Rhoden

Great to see lots of events in the diary for 2020 for Elmhurst, loving your enthusiasm for the service and how you make things happen.

Kirsty Goldrick

What a star you are for remaining calm, caring and professional in a very stressful situation. Well done xx

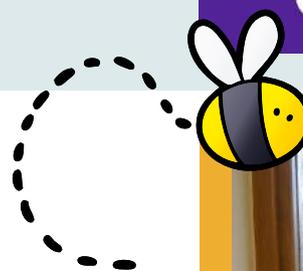
Caring

Enthusiastic

Caring

Learning in Practice

Emma Altham at Pinfold Lane attended the LEAD training last year. One of the elements of the course was showing recognition within your team. Emma found that within the Pinfold Team, the REACH mugs was an excellent way to show your team members that you are appreciated. It has gone from manager to peer and then peer to peer recognition. This is just one way to show recognition. Please let us know how you let your team know they are doing a good job. If you would like ideas or like to share your ideas about recognition, please contact the communications team.



RECOGNITION

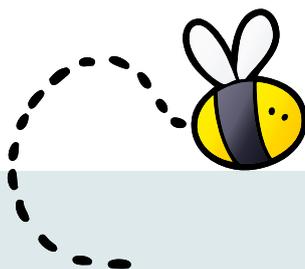


COMPLIMENTS

Thank you to everyone who has given our service teams compliments either by card, word of mouth or email. Your feedback lets us know how well we are doing. You can give us feedback or a compliment by visiting our homepage where there is a link to submit your comments.

Spurr House

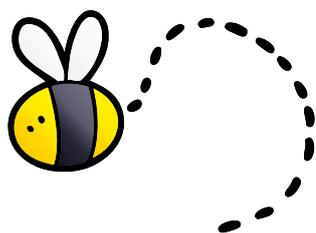
Thank you all so very much for all your kindness towards Geoff and all his family. It was very daunting having him come into care but each and every one of you have helped to make it easier for him and us. Best wishes The Wrigley Family.



Whittaker Street, Supported Living

I just wanted to say that I went to carry out a review at Whittaker Street yesterday. I was really impressed with the staff and their dedication to the service users in the property. Family were also really happy with staff and management. Well done.

- Erica Leahy - Learning Disabilities Social worker, Adult Learning Disabilities Team



Communications Team

I also just wanted to say I love seeing all of the social media posts, they are absolutely great and are painting the picture of a fantastic organisation so well done to you and the team for establishing really solid and effective social media platforms that certainly reflect the great work delivered by that staff teams! Brilliant to see!

- Lisa Hitchcox

Pinfold Lane

Thank you to everyone at Pinfold for all the support and care you've all shown Mum, it's made such a difference to me knowing she was well looked after.

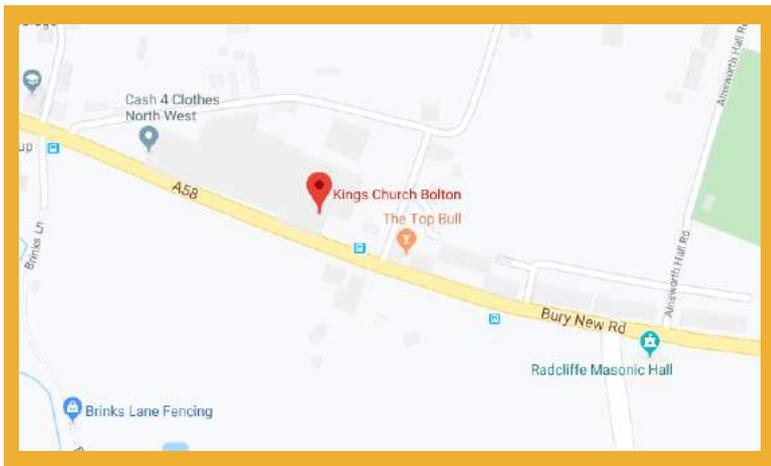
-Karen Whitehead

Caring

STAFF WORKSHOP

Persona are hosting their annual workshops.

This years staff workshops will be at
Kings Church, The Mill, Bury Rd, Bolton BL2 6QE



Take time out to focus on activities that are useful to you and that you can introduce to customers too.



Sessions

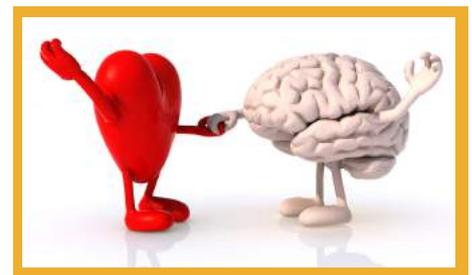
Tuesday 10th March
 9.00am - 12.30pm
 1.30pm - 5.00pm

Tuesday 17th March
 9.00am - 12.30pm
 1.30pm - 5.00pm

Transport

Parking is limited at the site, please car share where possible.

Alternatively, travelling from Bury please take the 471 bus towards Bolton (bus takes 15 mins)



The day will start with a marketplace where you will have 15 minutes to visit each market place stall to find out updates on things happening in Persona and to ask any questions. Then the main session will focus on the 5 steps to wellbeing: connect, be active, give to others, take notice and keep learning. For each wellbeing theme, staff will have an opportunity to do an activity that will not only benefit them but also give them tools and ideas to share with customers.

In the meanwhile why don't you visit the Wellbeing Hub on the intranet to get an idea of steps that can help your wellbeing.

Please talk with your manager about booking on to one of the workshop sessions.

Those employees working in Supported Living or Short Stay who cannot be released during working time will accrue 4 hours for attending the session, which can be added to your hours balance and paid or taken back at another time.

You must book to attend a session, please speak to your manager about how to do this.

Going forward, each quarter we will change our theme to draw attention to the different aspects of the care that we provide.

This quarter's theme is...

Dignity

10 Point Challenge

1. Have a zero tolerance of all forms of abuse
2. Support people with the same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service
4. Enable people to maintain the maximum possible level of independence, choice and control
5. Listen and support people to express their needs and wants
6. Respect people's right to privacy
7. Ensure people feel able to complain without fear of retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and positive self-esteem
10. Act to alleviate people's loneliness and isolation

Ask yourself

"What do I do each day to meet this dignity challenge?"

Wordsearch

A	C	C	E	S	S	I	B	L	E	A	Q
V	F	P	F	B	A	I	B	L	N	U	E
A	O	N	E	E	D	S	B	L	C	D	E
F	E	E	D	B	A	C	K	Y	O	I	S
T	D	C	D	Y	S	I	B	T	U	G	D
I	B	C	B	S	T	Y	B	E	R	A	A
S	C	C	A	S	T	I	B	I	A	L	E
R	D	I	G	I	S	V	L	R	G	C	R
E	C	C	N	S	S	A	B	A	E	N	Y
V	C	G	E	S	S	R	B	V	U	I	S
I	I	N	C	L	U	D	E	L	E	Q	A
D	C	C	E	S	S	I	B	L	E	A	E

- | | |
|----------|------------|
| Dignity | Easy Read |
| Include | Variety |
| Quality | Diversity |
| Needs | Encourage |
| Feedback | Accessible |

Life Story Activity

This is a great activity to do within a group to allow for discussion and to learn about the person you support. Doing this activity within a group can promote social inclusion and friendships, and understanding within customer and staff groups.

Ask people within your service if they would like to participate. Gather them within a communal area and use these prompts to get the conversation going.

What is your favourite book?

What is your ultimate pet hate?

What was your favourite thing to do at school?

If you were in a film, which film would it be and which character would you be?

What's the funniest thing ever to happen while you were on holiday?

What was the best job that you did and why?



Walking again!

With age, comes certain hurdles. Some hurdles that you simply can't manage to scale without support and encouragement. At Persona we are not just looking to provide excellent day to day care, we want to give our customers that little bit more. Giving them the tools and support they need so that they can live their best life.

Trevor came to Elmhurst after being in hospital for seven weeks, having to use a wheelchair after a stroke. Staff at Elmhurst instantly looked at how they could improve Trevor's life.

With weekly one hour sessions with the physio, Trevor was slowly building up his strength and with the help of the staff at Elmhurst, his rehabilitation went into full throttle.

Staff showed all of their values by helping Trevor on his journey back to independence. Their enthusiasm, caring and respectful manner meant that after three months of encouragement to take walks from his bedroom with his walking stick, Trevor is now moving about independently with minimal support from staff, and without being dependent on the wheelchair. Registered Manager of Elmhurst Ruth Holder said "we are very proud of him and the staff that have supported him on a daily basis." "I'm quite happy here." Says Trevor and told us that his goal now is to move to possibly Redbank, having had a day date a few years ago with a lady friend, after being told how good the food there was. Congratulations Trevor, and well done to everyone at Elmhurst!



Elmhurst training with NWS

Jo Thwaites from North West Ambulance Service (NWS) ran two awareness sessions for staff at Elmhurst this month, on the use of the defibrillator and CPR. Elmhurst recently registered their defibrillator with NWS. This will enable the general public to access it in cases of emergency through a 999 call. Staff found it to be really helpful and knowing that they can help the local community really plays to their Adaptable and Caring natures.

Big Garden Bird Watch at Spurr House

Some of the customers at Spurr House took part in the RSPB #BigGardenBirdWatch as part of 'Bird Feeding Month.'

The customers put the carefully selected bird food into containers and hung them from the trees around the building. They wrapped up warm and had tea and cakes while they waited and watched for the birds to come.

They recorded seeing:

- 4 Blue Tits
- 4 Great Tits
- 3 Collared Doves
- 6 Magpies
- 9 Wood Pigeons
- 1 Blackbird

They have sent our results off to the RSPB to help them keep a check on how garden wildlife is faring from year to year. Spurr House are now also fully fledged members of the RSPB and we will be making the bird watch an annual event.





Wizard of Aus

Grundy customers and staff had a ball this month, when they had a trip out to Seedfield Methodist Church for the Drama Society's Panto production of Wizard of Aus. Set in Austria, the classic Wizard of Oz story was told with a twist, from meeting the characters in a Bierkeller to Hansel and Gretel chasing two goat! Everyone was in stitches with this imaginative reworking of a classic. Customers enjoyed a supper at Grundy before the carriages took them to the Panto. The added extra was that after the show, the characters came off the stage in costume and served tea and biscuits to the audience.



Creative Pinfold Lane Takes On Flower Arranging

Pinfold Lane isn't waiting for spring to start, as they had a fragrant flower arranging session. Doreen (in the blue jumper) used to do flower arranging before coming to Pinfold Lane. Hazel's (red cardigan) favourite flower was a rose. A lovely activity to reminisce and enjoy the beautiful fragrances of nature.







IN THE SPOTLIGHT

Getting on the Website & Intranet

To find our website,
search for

Persona Care and Support

or type in:

www.personasupport.org

On the website you can keep up to date with:

News and Events and the monthly newsletter

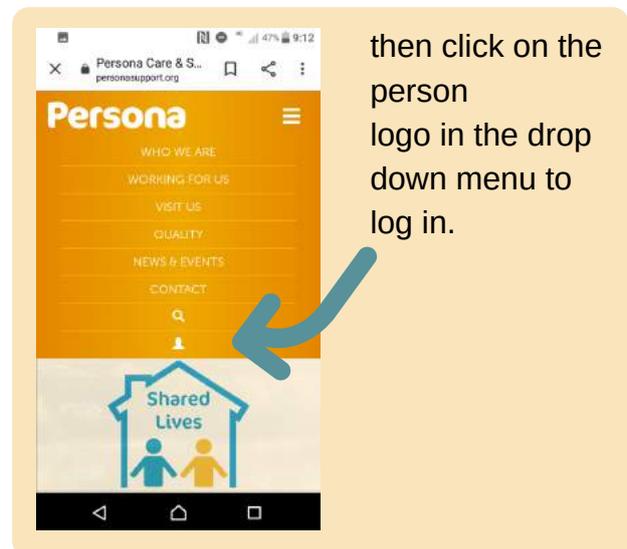
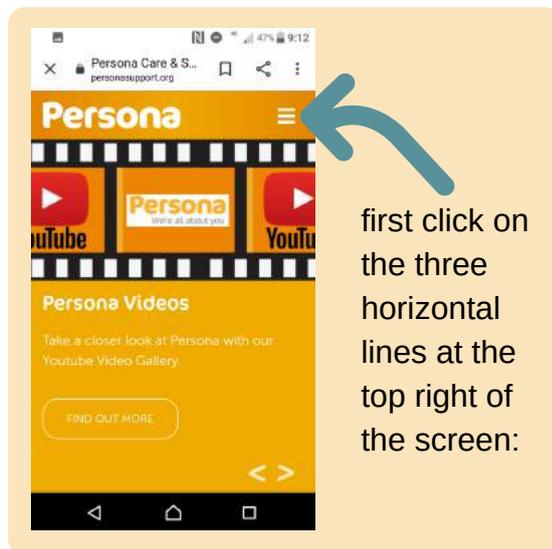
Who We Are, Working For Us including volunteering opportunities

Visit Us - information on all our individual services

Quality - our CQC rating, compliments, complaints, feedback and the suggestion scheme

You can also access the staff intranet.

To visit the staff intranet from a tablet or phone:



Log in with your payroll number (with a capital 'PS') as your user name and your password - you will be asked to change your password when you first log in.

If you're not sure of your payroll number, ring 0161 253 6135.

If you need to reset your intranet password, ring 0161 253 6000.

On the intranet you will find:

Home - Latest News and **Quick Links** to access your payslips, training & more
Our Values

Staff Information - our structure, contact list, benefits,

Wellbeing Hub - find ideas to stay well in work & check regularly for new tips & offers

Policies, Procedures and Forms



How did you get on identifying these birds?

Starling



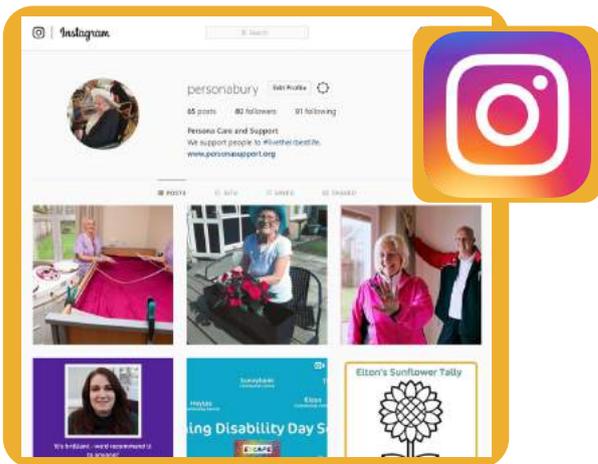
Dunnock



Goldfinch



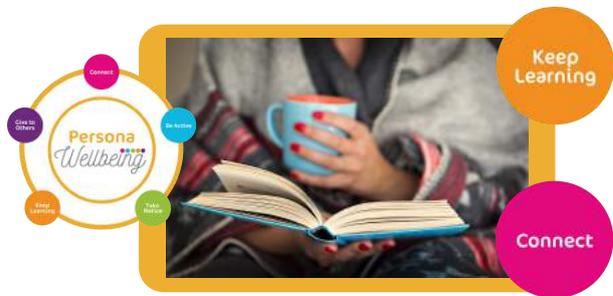
Keep up to date with upcoming events across Persona on our website at www.personasupport.org/news-and-events/events/



For those of you who may not know, Persona posts on Instagram. Just search for **@personabury**. This is great substitute if you want to stay in the know regarding Persona, but you don't use Facebook.

#Bookchat

Join us for our book chat every other month. It's not a traditional book club in that you **HAVE** to read a book that everyone is reading. If you are interested, please contact Comms.



NOTE FOR THE DIARY:

The early May Bank Holiday is **not** on Monday 4th May.

The Bank holiday is on Friday 8th May to coincide with the 75th Anniversary of VE Day.

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



Persona Care and Support



@personabury



Persona Care and Support

Visit our website www.personasupport.org

We support people to **#livetheirbestlife**