

PERSONA NEWS



Picture courtesy of Bernard Noblett - Finance Director

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Message from Kat

Well this month has been a real roller coast ride. We've had operational challenges which have tested our resilience but we've also had some wonderful successes. We've celebrated our 3rd Birthday and alongside it held our 3rd PersonAwards and I have to say although I didn't think it possible, it was even better than previous years. A massive thank you to the project team who make this happen.



The Hollywood themed evening ran like clockwork with everything from movie music walk-ups to the truly inspired table centre pieces produced by Elmsbank High School. The PersonAwards is about celebrating the fantastic work that happens every day in our services and it was great to see so many of our teams joining in the spirit. The winners were all well-deserving but it's the stories that sit behind the nominations that are truly inspiring. This year the awards included videos of the nominations which really painted the picture of the difference people make every day to the people we support. Well done to everyone who received a nomination and to our 2018 winners.

It's so important that we hold events like this to make sure we take the time out to reflect on what we do and the positive impact it has. Working in our sector isn't easy and there is a lot of hard work which goes in to every day to ensure that everyone we support receives a great service every time.

The PersonAwards is one of the ways we celebrate those people and teams who truly are living the values consistently. The great thing is that being nominated for a PersonAward is completely in your control, so every single person who works in our organisation has the opportunity to be a winner. Live by the values and brighten the day of the people you support and the people you work with, and you could be on the shortlist in 2019.

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



CONGRATULATIONS, JULIET

Juliet Goss from Supported Living has recently completed her Level 2 Diploma in Health & Social Care - Adults. Well done, Juliet!

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



HIVE FIVES

This month has seen 109 HIVE FIVES given across all the services. It's great to see so many staff being recognised for living the Persona values.

Here's a selection - congratulations to everyone!

Adaptable

Enthusiastic

John Marsden

A note of thanks for all your hard work and for being so flexible with the office moves. You and your team have been so adaptable to help make everything run smoothly. The little finishing touches and attention to detail have not gone unnoticed, such great team work - thank you!

Karl Jones

Adaptable

Enthusiastic

A note of thanks for all your hard work with the office moves. You and the team have been so adaptable and you have all gone out of your way to help make everything run smoothly - thank you!

Clair MacKinnon

Adaptable

Enthusiastic

Thanks for all your hard work and support this week with the implementation and 'go-live' of eMAR at Elmhurst. Thanks for sorting the ICT situation so promptly despite a difficult and hectic first day. Thanks for everything.



HIVE FIVES

Adaptable

Enthusiastic

Sam Guider

A note of thanks for all your hard work with the office moves. You and the team have been so adaptable and you have all gone out of your way to help make everything run smoothly. Your help around Head Office is also appreciated and you always manage to find solutions to any tasks that arise - thank you!

Caring

Respectful

Anna Craig

Being a fab manager nothing is ever a problem for you and you're highly appreciated

STAFF NEWS

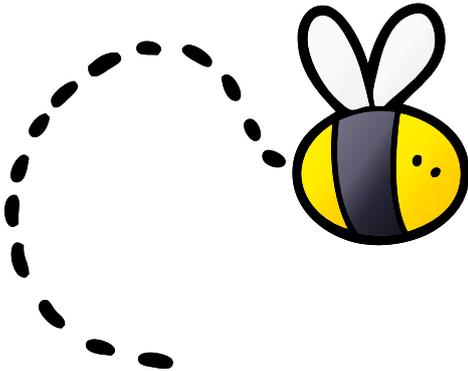


Caring

Enthusiastic

Eddie Cheung

For leading on implementation of EMAR. I know you have gone more than the extra mile to make this work and put your heart and soul into it. Having seen a quick demo I think your hard work has paid off and this will really help us move forward with medication. Thank you



Rob Laing

Enthusiastic

Adaptable

Thank you for the great training session you led at Bury Athletics. Brilliant advice and an excellent workout. Despite the rain everyone enjoyed it and got something from it. All in your own time - thanks Rob

Jean Howarth

Caring

Enthusiastic

Thank you for taking the time out and organising a fabulous trip to Chester Zoo, which was enjoyed by everyone that went :)



**HIVE
FIVES**

Respectful

Caring

Kath Hopkinson

Kath, I am so grateful for all the help, guidance and training you have given me since I started in my new role. You are such a lovely woman who is always willing to help absolutely anyone who needs it. Thank you for all the hours you have stayed late to help cover our current vacancy, you've been a star.

Enthusiastic

Adaptable

John O'Connor

Congratulations on leading the Bury 10K team - fantastic leadership, passion and organisation. It's been a pleasure to be part of it. Run well!

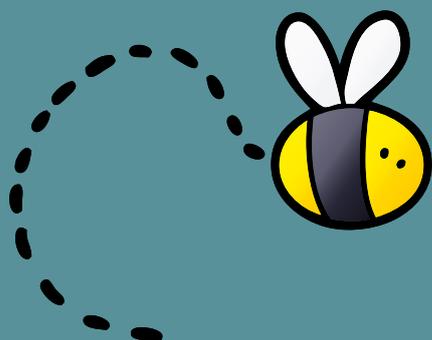
STAFF NEWS



Joel Noblett **Enthusiastic** **Adaptable**

Thanks for all your hard work and support this week during the implementation and 'go-live' with eMAR. You were a true asset and team player despite a difficult and hectic first day. Clearly demonstrating your Enthusiastic and Adaptable values during what has been a 'full-on' week!! Thanks again.

HIVE FIVES



Adaptable **Enthusiastic** **Samara Kareem**

Samara you are a pleasure to work with. You keep us all smiling, laughing and moving 100 miles an hour to keep up with you. You are always willing to learn and go the extra mile with your work, which doesn't go unnoticed. You've been a massive support to both Elmhurst and Spurr since you started, keep up the good work (and bring me some more cheese rolls ha ha).

Anna Craig **Enthusiastic** **Respectful**

Anna was brilliant when myself and the Mayor visited Grundy. The background detail of how the service operates and how it works with shooting stars to deliver activities was discussed in detail. Anna was buzzing showing off the new bathrooms and explained how anyone can book to use the facilities. Anna did Persona proud as always. Well done Anna.



Hive-Fives

STAFF NEWS

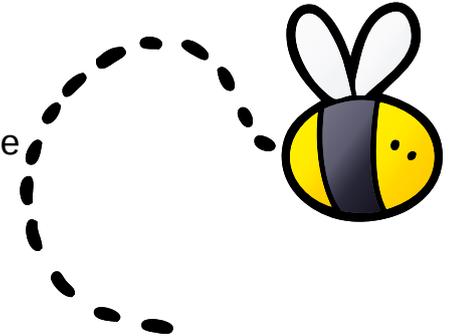


Helen Yates

Respectful

Enthusiastic

Helen was brilliant when myself and the Mayor visited Escape. The background detail of how the service came to be considered and the approach of getting it PLT's attention was well described. Helen completed showcased Persona, Escape and Get Social. Well done Helen



Caring

Enthusiastic

Lisa Beamer

Thank you Lisa for your support in getting me back to work it means a lot I feel so much better getting back. Even though we have been really busy this week I have really enjoyed it being back with the team

HIVE FIVES

Enthusiastic

Honest

Ruth Holder

For being so Enthusiastic and Honest during the implementation of eMAR this week. It's not always easy when introducing something new and you were proactive in learning to use the system and led your team by being supportive and positive. You asked questions and shared your operational knowledge with others which was extremely beneficial. Well done.

Deborah Wilkes

Enthusiastic

Adaptable

Well done Debs on working so hard with our customers, to create out very own Pinfold Bee, it looks great! Also, thank you for the time you are spending creating Poppies with our customers to decorate the centre, I can't wait to see the end result. You have brought lots of new ideas and creativity to the centre and have fitted in so well within the team. Keep up the great work



Alison Chappell

Caring

Respectful

For always making time to listen and helping to problem solve. Ali is an approachable colleague who you know you can trust to guide and support you in the right direction.

Hive-Fives

If you can't find the sunshine, be the sunshine.



It's that time of year when the mornings are darker and the evenings are drawing in and we will soon be going to and from work in darkness and the cold, wondering if the sun even came out today!

So how do we do it?

How do we get ourselves up each morning to start the day, bright and positive when that alarm goes off? It's too early, too dark, too cold and all you really want to do is turn over and go straight back to sleep. Well, be grateful you've not got tooth ache!

Andy (one of the authors from Art of Brilliance) did this for several weeks and although it might sound a little daft, it worked and he was energised to start the day, thankful that he was able to get out of bed at all!



What's important is valuing ourselves and our own health and when we do this we immediately feel more energised which has a positive impact on the people we support.

So start each morning with your 'positive pants on' and make each day great!

If you enjoyed the Art of Brilliance workshop and would like to find out more, Persona have purchased some of the Art of being Brilliant books.

Please contact the workforce team on 0161 253 6135 if you would like to borrow a copy.

**How do you find the sunshine on a grey day?
Please let us know - email info@personasupport.org .**

Laura

3 Years In - How Are We Getting On?

Persona is an organisation that's growing up in more ways than one. We recently reached our 3rd birthday and as we continue to develop, we're seeing growth in a number of the things we do as an organisation.

Growth and development is a really interesting area as it means different things to different people. When we talk about growing as an organisation what do we actually mean?



- **Growing bigger?**

In terms of the number of people we support?

The number of people we employ? The area that we cover?

- **Growing financially?**

In terms of our turnover? In terms of our profit?

- **Growing in impact?**

In terms of the outcomes we help people to achieve?

The strength of our voice in Bury? Our influence in the social care sector?

- **Growing our people?**

In terms of their skills and knowledge?

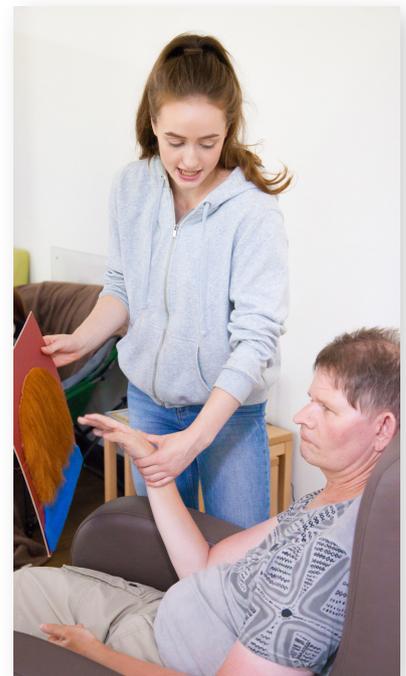
There are so many ways that we can measure growth and development and all of them matter. In our day to day work it's not always something we take time to reflect on, so I thought it would be useful to share how we are progressing with our business plan, which is the document that outlines how Persona intends to grow and develop.

There are 3 priorities in the business plan:

- 1. Maintaining high quality efficient services**

- 2. Building effective governance**

- 3. Developing and growing our business**



Our Business Plan - How Are We Getting On?

Maintaining High Quality Efficient Service

What does it mean?

We can't grow Persona unless our foundations are solid. We have to get the basics right. That means ensuring we have consistently high quality services that deliver good outcomes both for individuals but also when measured by our regulators. We need to have a great workforce with a strong and supportive culture that places the people we support at the centre of all we do.



How are we doing?

From a regulatory perspective we have Elmhurst, Spurr House and Supported Living who all have 'Good' ratings with CQC. Woodbury and Shared Lives have a 'Requires Improvement' and the team have been working hard this year to be ready for re-inspection.

In all services we can evidence that we provide some fantastic support and achieve great outcomes for the majority of people we support. In some teams we are not always consistent and that sometimes lets us down. We're doing well but we need to continually strive to improve on our quality, as every year expectations from people we support increase.

Our values are now in place and these form the foundations for a strong culture which strives to be Outstanding both in terms of how we treat our customers and also each other.

Building Effective Governance

What does it mean?

We need to have systems in place which tell us whether we are getting things right every time. That includes having strong quality assurance systems and having ways in which our workforce and our customers can give us feedback to help us improve. It also means developing ways to evidence the outcomes that we support people to achieve.

How are we doing?

Our Employee and Stakeholder Forums have grown and developed this year and are getting



more involved in helping us gather feedback and shape the business based on this.

We've invested in training for our teams on the CQC standards and have also developed a quality assurance framework to help us check that we are getting things right day in day out in our services. We've created a new Compliance Manager post which Debbie Timmins has taken up and that's there to help us ensure that we are getting things right every time and stay ahead of any changes or developments in social care.

Our Business Plan - How Are We Getting On?

Developing and Growing our Business

What does it mean?

We want to grow our services by winning new contracts and by supporting people who have personal budgets or their own funding. This allows us to support more people and to bring in additional funding to help create financial stability and enable us to re-invest in to services.

How are we doing?

- Short Stay: We are attracting more people to use our services who have their own funding.
- Day Care: We have developed the spa bathrooms at Grundy and are attracting people to use these new services and to use our other day care facilities.
- Young People: We've invested in developing our new service for young people with additional needs - 'Escape' and we're already attracting referrals from people with personal budgets.
- Day Care drop-in: We've launched 'Get Social' which allows people to join in with a selection of activities in the day service.
- Shared Lives: We've increased the number of placements that we support.
- Extra Care: We've been chosen to deliver the care and support element of the new Peachment Place Extra Care scheme, creating new income and a number of new employment opportunities.
- Supported Living: We're increasing our support to a further 4 households in 2019.



Alongside this we've developed our communications and marketing approach and now have a strong social media presence and following, which helps us to get our messages and opportunities into the public domain.



So as you can see, we are making some really good progress against our business plan and that's thanks to a team of people who live the Persona values and bring their enthusiasm and commitment to all they do. Can't wait to see where we can get to in another 3 years!

Kat

Sleep-ins

Making it make sense

There's no getting away from the fact that sleep-ins are something which has become a talking point in recent months. There have been some high profile national legal cases which have been shaping how sleep-ins are dealt with in the future. But what does it all mean for you?



Well first of all most of our employees don't work sleep-ins. The only area where this does happen is in the Supported Living team where employees may be paid an allowance to sleep at a customer's property overnight. This is something which happens where we know that a customer doesn't need the level of support that a waking night member of staff would provide, but where there needs to be someone on site to provide support if needed. This has been a long established practice.

When potential issues arose about the rights of people 'sleeping-in', Persona undertook a process to ensure that people who worked a sleep-in were being treated fairly. We recognise that where a sleep-in happens, even if employees are not disturbed, they are not at liberty to leave the property. Therefore, since 2016 we've been checking the average pay of our Supported Living staff to ensure that if we took account of all of their working hours, plus all of their sleep-in hours, their average hourly rate doesn't fall below National Living Wage (NLW). In any situations where this has happened the employee has been paid a 'top-up' to ensure that they do receive NLW. Whether someone receives 'top-up' for a particular month depends on the number of sleep-ins and contracted hours worked. We've developed a guidance document on how 'top-up' is calculated at Persona which you can find on the intranet.



During the summer the long anticipated legal case was decided and the case law resulted in the previous decision on this matter being over-turned. The current position is that sleep-ins are not automatically considered as working time, although this is now being reconsidered at a higher court of law.

From Persona's perspective it's business as usual. Regardless of the outcome from the court case our Board has agreed that we will continue to pay 'top-ups' in the way we have to date. As a point of principle we believe this is the right thing to do. We're also continuing to review our approach in line with the HMRC Social Care Compliance Scheme to make sure that we have treated all of our employees correctly when it comes to sleep-in payments.

Social Media

Earlier this year we launched our revised Social Media Policy for Persona.

Social Media is a great way to promote our services to let others know about what we do and the support that we provide to a variety of customers.

We would love all staff to get involved in showcasing Persona; in doing this we all need to be aware of some top tips for using social media.

Know the social network -

spend time becoming familiar with the social network before contributing. It's important to read any FAQs and understand what is and is not acceptable on a network before posting messages or updates. It is recommended that you keep your social media profiles private.



Follow Persona policies and procedures –

these apply as much in the on-line world and the off-line world. If an internet post would breach any of our policies in another forum, it will also breach them in an online forum – see below.

You are responsible for what you post –

use your common sense when posting, if you feel any post or update may cause upset or offence then don't post it. Unless you are authorised to comment on behalf of Persona, you must make it clear that any posts you make are your own views.



Maintain confidentiality –

don't share or post any information or pictures in relation to Persona or our customers that could be considered confidential.

Any information that you want to share that showcases your teams must be done via Persona's official social media accounts.

Social Media



Don't get involved -

if you see a post or comment that you think is inappropriate don't like, share or comment on the post. If you are concerned, speak to your line manager or the Workforce team.



Don't make promises without checking -

employees should not make any commitments or promises on behalf of Persona without checking first.



Remember what you post is permanent.

And finally, get involved -

have fun, follow Persona on social media channels and like, share and tweet away.

Be thoughtful and considerate-

care should be taken on the content of posts on social media and any posts should not bring Persona into disrepute. Particular care should be taken in relation to posts that are made if you are off sick or on annual leave as this could be received badly by your team.



You are responsible for your actions -

don't use social media to say negative things about Persona, your manager or work colleagues. Instead speak to someone about it or contact the Workforce team.



Handle complex queries via other channels -

social networks are not a good place to resolve complicated enquiries and customer issues. If a customer has made contact, employees should direct this to Head Office where it can be dealt with via the appropriate channels.

A full copy of the Social Media policy can be found on the intranet or is available from your line manager or the Workforce team.

We celebrated the 2018 PersonAwards with an evening of Hollywood glamour, with 150 people welcomed into a wonderland of twinkling stars and silver chairs.

Caricaturist, Mike C, mingled with guests throughout the evening to create lightning sketches and guests had their photograph taken on arrival with a drink.

Following speeches from Stewart McCombe, Chair and Kat Sowden, Managing Director; staff, managers and sponsors joined Board, Shareholder Panel, Stakeholder and Employee Forum members for a three course meal.

Then the awards began, compèred hilariously by Jonathan Mayor and accompanied by an awe inspiring movie soundtrack.



There were hugs, squeals and fist pumps backstage as the winners went to have their photos taken with the sponsors of their award. 'I didn't think it would be me!' 'What can I say?' and a triumphant 'Second year on the run!' were some of the comments

The evening finished with a photo booth while DJ Paul Michael Entertainments played tunes for guests to dance the night away before their carriages whisked them away at the end of the night.

Congratulations again to all the winners, as well as the finalists – you are all amazing and we hope you enjoyed the evening as a chance to reflect on all the great work you do every day.

Thank you once again to our generous sponsors, without whom the night would not be possible..



The Winners



Learner of the Year – Angela Orrell



Manager of the Year – Anna Craig



Rising Star Award – David Pope



Dignity Award - Louise Proudfoot, John Bolton, Shirley Coyne, Agnes McIntosh, Chris Crossley, Sharon Bailey, Michelle Walsh, Tony Redgrave, Toni Holland



Team of the Year – Pinfold Lane



Shared Lives Carer – Lisa Greenhalgh (collected by Diane Davies on Lisa's behalf)



Making a Difference to Customers Award – Grundy Day Centre



Service Support Award – Angela Kelly



Employee of the Year – Shirley Coyne



Young Carer of the Year – Kimberley Burke



Innovation Award - Julie Pierce, Helen Yates, Dawn Clegg, Liam Shellard, Mollie Cooper & Amy Jackson



Volunteer of the Year – Geoff Wigley

The Event





Around 1,500 runners, including fifteen from Team Persona, set off from The Rock for the third running of the Bury 10K.

The expected rain held off and hundreds of supporters lined the streets of Bury creating a great atmosphere.

Eight weeks previously we'd managed to get together a team of walkers, joggers and a couple who'd run before. Everyone embraced the challenge, coming along to training sessions, blogging about their experiences and raising money for our chosen charity, Bleakholt. The final total raised (including gift aid) was an incredible £1,038.25.

Huge thank you to everyone who supported a very worthy local charity.

In the end everyone managed to complete the race in under 1h 30 mins, with at least ten of the team gaining a personal best. Everybody thoroughly enjoyed the event, and it was great to see all the Persona runners proudly wearing their medals after the run.

It's been hard work, but everyone has got fitter, a few have lost weight and all have promised to continue exercising. The whole time there has also been a real buzz, camaraderie and lots of humour amongst the team members.

Would you like to compete in next year's Bury 10K or take part in another Persona Active event?

Drop us a line at info@personasupport.org



Nadia and Usma Keep Fit!

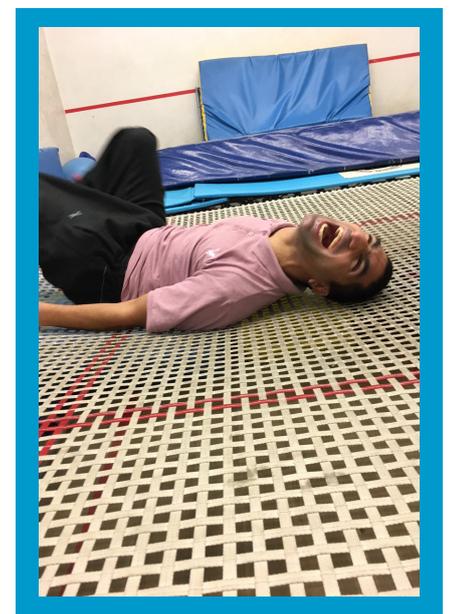
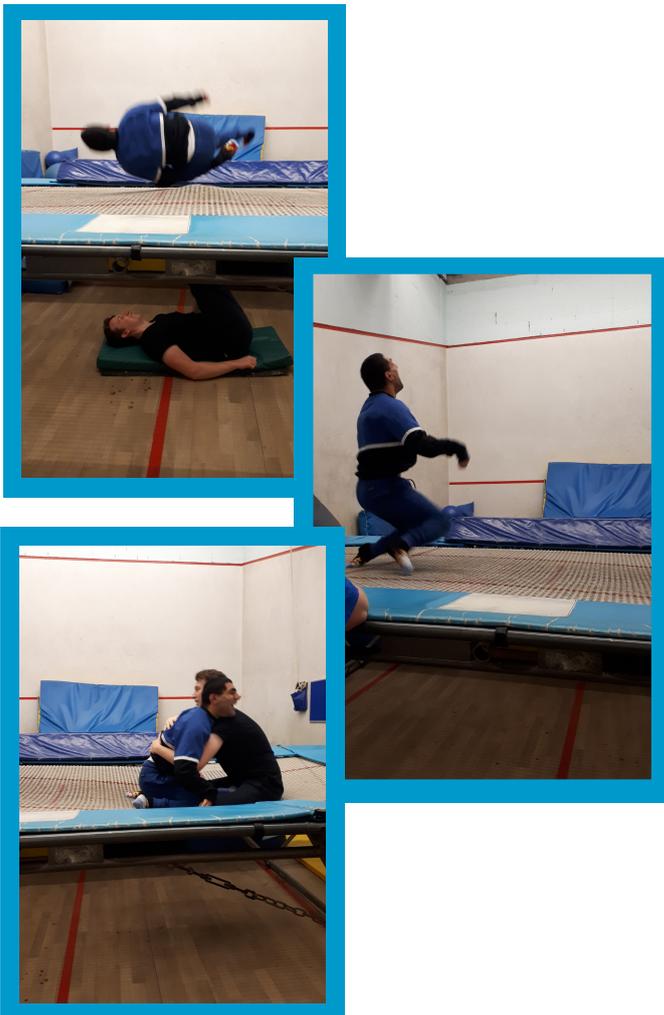
The girls are doing for themselves! Usma and Nadia are very keen to go to the gym and go swimming, they are very enthusiastic young women and the team at Escape are very proud of what they are achieving.



Shahid at Rebound

Julie Pierce, Support Coordinator at Escape says of Shahid's Rebound session, 'If you saw this man you would never know he's dependent on a wheelchair to be mobile.

Rebound is one of his most favourite activities and as they say the camera never lies. Shahid is so excited and always gives this 100% it's exhausting to watch him but great fun.'



Sunnybank's Summer

Sunnybank have had a wonderful summer of themed events from the royal wedding tea party to the world cup events and indoor sports themed activities, the cycle challenge and Samba workshop, but the everyday interactions can be just as special as the big events, and the 'team' includes customers as well as staff. Here is a selection of the positive interactions the team at Sunnybank share.



Intrepid Orienteers!

Steven Smethurst (pictured right), prepared for all weathers and still smiling! Steven, who attends Sunnybank, has been taking part in the accessible orienteering at Clarence Park during the summer. The team report that it's been an enjoyable activity which also provides the opportunity for old friends to meet up at The Green.

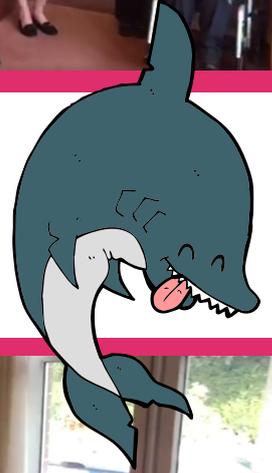
Persona Friendship Group

Congratulations to David, Rebecca and Ralph, pictured here with their quiz prizes on a recent trip to Blackpool.



Grundy Goes Viral!

Customers and staff at Grundy Day Centre agreed to become part of the social media revolution that is Baby Shark! If you haven't already heard this tune, head over to our Facebook page, where you can see the video. Thanks to everyone who took part; it's already had 1.5k views!



Manchester Memory Walk

Congratulations to staff members who completed the Manchester Memory Walk last month, in aid of the Alzheimer's Society. The event took place at Heaton Park and has so far raised over £218,000.

Mayor's Visit to Persona

We were thrilled to welcome Councillor Jane Black, Mayor of Bury, on a tour of Persona sites last month.

The Mayor visited the new Escape service for young adults at The Haymarket, before taking a tour of Elmhurst, where she had lunch and at Grundy the Mayor joined in a Shooting Stars afternoon activity session.



I was very pleased to visit the Persona sites in the Town Centre and across the Borough last week, so thank you so much to Debra and the team for showing me around. It was valuable for me to see how your work has developed since Persona was set up and to meet staff and centre users, including my former postman Eric!

Thank you also for the delicious lunch and for the opportunity to try out armchair exercise to Abba songs! Thanks also for the beautiful bunch of flowers, which were very much appreciated. Kind regards and very best wishes to you all.

Jane

ANNOUNCEMENTS

Starters

Deborah Bell, Care Assistant/Escort,
Pinfold

Mark Hamnett, Casual Support
Worker, Casual Team

Karina Reidla-Aleksin, Medication
Co-ordinator, Elmhurst

Louise Steadman, Casual Senior
Carer, Casual Team



Leavers

Philip Marsh, Support Worker, LD Day
Service

Thomas O'Donnell, Support Worker,
Supported Living

100% Attendance

Congratulations to Nicola Adams, Lead Support
Worker, Supported Living, who has won
£100 of vouchers for
July's 100% attendance.



CELEBRATIONS

Birthdays Galore!

Happy 80th Birthday to Charles, who celebrated at Pinfold Lane this month.



Hazel Eckersall, with her lovely bouquet from Grundy, to celebrate her 90th birthday this month. Happy Birthday, Hazel!

Kenneth from Ramsbottom Centre, enjoyed a surprise 60th birthday party, when staff waited for him to make his usual trip to the library before preparing a buffet lunch and decorating the centre! Kenneth was 'very happy' and shared his Thunderbirds cake, provided by his family.



Farewell, Anne

Congratulations to Anne Lockey from Supported Living, who has retired after nearly 19 years' service.

Anne is pictured here with staff and customers when she was given her beautiful bouquet and chocolates. Thank you, Anne.



CELEBRATIONS

Persona is 3!



Persona celebrated its third birthday this month, with 400 handmade cupcakes beautifully made by James, of Cuppaccino Bistro, and distributed to all staff members. We hope you enjoyed your birthday cake!



Afternoon Tea Vouchers



Earlier in the year, we asked customers to complete our new satisfaction surveys.

Everyone who responded was entered in a draw to win afternoon tea for two at Cuppaccino Redbank.

The winners were Bill Boland, Elsie Cotton, Karen De Piano (all pictured), Margaret Hammesley and Suzanne Cauldwell. Congratulations to you all!

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 Spurr

Dear all, Just wanted to say a big thank you to everyone for all the help and kindness shown to me during my recent stay. The atmosphere throughout was lovely and I could see how dedicated all the staff are. Everything that you did really helped with my recovery. Once again a HUGE thank you to each and every one of you. Love Carol Smallwood



Lovely home, happy staff. Very accommodating.
Wife Nancy 100% better for being in here.
Richard Shaw



Thank you for looking after our Nann (Mavis). We appreciate everything you have done,
from Kirsty, Sarah & Karyn.

Compliments for Pinfold

I visited Mr Hilton yesterday and he cannot praise the staff at Pinfold Lane highly enough, and the day centre itself. Says there "is nothing they could improve on" and he says having Jennifer attend there has made a huge difference both to her and to himself.
Lesley, Social Care Officer

Dear Anna, thank you for all you did to make Harry's party a success. Thanks, Marie, David & Harry's Mum (Carrie)



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

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.

Escape compliment

Dawn Clegg, Lead Support Worker, LD Day Services writes: Yesterday we held an annual review for a customer and her elderly father attended, he has two daughters who use Escape and he's hoping next year another of his daughters may join the service when she leaves school! At the end of all reviews we always ask that question "is there anything you would like to ask or add?"



This gentleman replied I don't think you realise how much our family appreciate what we do for their family! He said the family would be unable to cope without it. He knows his daughters are well looked after and cared for and they always come home happy. They also look forward to coming every day. When you hear a parent talking like this it proves what a privilege it is to work with the people we do and their family carers.



This parent said at first when Julie Pierce was coming to visit him about his second daughter his heart was pounding and this is because his second daughter has very different needs and was worried she may not be suitable for our day service! He said he knew within minutes that Julie had recognised what needs his daughter had and reassured him that we could give her a great time and help maintain or improve her skills! This family works hard to stay strong and stay as family and by giving the parents a break and helping their daughters build up social skills and new opportunities this makes them very happy.

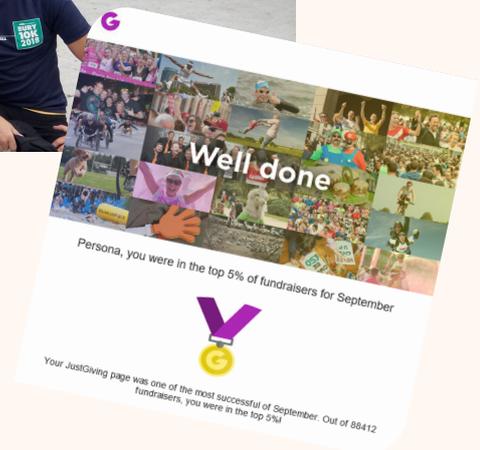


Please do let us know of any compliments or thank you cards you receive so that we can share them.

COMMUNITY NEWS



Persona Bury 10k Team Raises £1038.25 for Bleakholt



The efforts of the Persona Team have truly paid off for Bleakholt Animal Sanctuary; we are thrilled to announce that we have raised £1038.25 for the charity. Not only did we raise over four and a half times our original target of £225, but out of 88,412 fundraisers, our JustGiving page was in the top 5% for September. Well done Team!

PersonAwards Raffle Makes £401 for Liv's Trust



Thanks to our generous employees, partners and sponsors, the raffle on 4th October raised £401 for this local charity.

Liv's Trust was set up in memory of Olivia Campbell-Hardy, who died in the Manchester Arena Terror Attack. It helps under 25's across Greater Manchester get help and receive education in music and dance.

Thank you to everyone who donated or contributed to prizes, and to all who bought and helped to sell tickets on the night.



IN THE SPOTLIGHT



JOEL NOBLETT SYSTEMS AND PROJECTS OFFICER

What do you enjoy about working for Persona?

I enjoy the positive impact Persona has on people's lives. Whenever I'm at one of the centres and see customers laughing and smiling it makes my day. I also love how friendly and welcoming everyone is, I was made to feel at home straight away. The pups at Grundy, Gus and Lottie, are a huge bonus as well.

What's your greatest extravagance?

My car, my Samsung S9 and my girlfriend!

Favourite place?

It's a toss-up between New York and Chorley.

Your most embarrassing moment?

Whilst training for the Bury 10k in August I was out for a run when a wasp flew straight into my mouth and got stuck on my tonsils (luckily for me the wasp died on impact). I had to ring my girlfriend's mum and ask her to pick me up and take me to the walk in centre. The doctors there had never seen anything like it so I ended up having to go to A&E in an ambulance where I'm pretty sure every member of staff there came in to have a look at the freak 'wasp man'. Eventually the wasp was removed but I don't think I'll ever live it down.

What makes you angry?

Inconsiderate drivers, bad manners and Manchester United most weekends nowadays.

Who/What makes you laugh?

Everything and anything, I do particularly like Max and Paddy's Road to Nowhere though.

Favourite film?

The Lion King – real men love Disney.

Favourite singer/band?

Ed Sheeran or Kanye West.

Tell us about your life at home/hobbies?

I live at home with my Mum and Dad (some of you may have heard of him). My hobbies include football, watching and playing, and going to the cinema. Being mini-golf maniacs, my girlfriend and I always look out for a mini-golf course. However, with me being probably the most competitive human on the planet things don't end well when I lose.

Favourite food and drink?

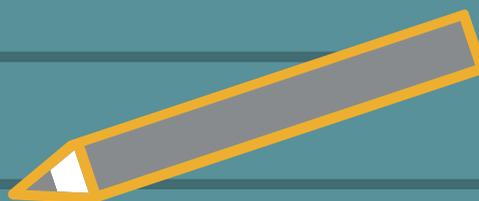
Anything Italian with some whisky to wash it down. I love a good cheese board as well.

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

The giant gingerbread man from Shrek. At least I'd eat well for the rest of my days.

November

All month - Movember for Prostate Cancer UK



3rd - National Sandwich Day

5th - Guy Fawkes Night

7th - National Stress Awareness Day



Hug a Bear Day

11th - Remembrance Day - Centenary of the end of WWI

12th - National Recycling Week



Self Care Week

World Antibiotic Awareness Week

13th - World Kindness Day

14th - Blue Wednesday for Mouth Cancer Action Month

15th - Social Enterprise Day



17th - Blue Light Day

19th - Disability History Month

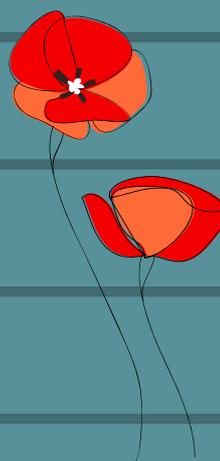


Road Safety Week

21st - World Television Day

27th - Lancashire Day

30th - Carers' Rights Day



BACK PAGE NEWS



Stay safe, stay back

This new road safety campaign from Highways England has been launched to show the dangers of driving too close to other vehicles. With over a quarter of drivers admitting to tailgating, the campaign tells road users: “don’t be a space invader”. There’s a video raising awareness of the risks, based on the popular game Space Invader. To see this and to apply for a free sticker pack to warn other motorists about the risks, visit <https://highwaysengland.co.uk/staysafestayback/>

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



Infection Prevention is everyone's responsibility. This week (14-20 October) is Infection Prevention Week.

Test your knowledge of infection with these quizzes: <https://tinyurl.com/yab9buqq>

The Great Persona Bake Off is not far off! We're really excited to see all the tray bakes, signatures and showstoppers you've created. Judging is at The Green on 24th October.



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

Follow us on social media:



@personacareandsupport



@PersonaBury



Persona Care and Support

Visit our website www.personasupport.org