

Persona

News



Issue No. 22—August 2017

Message from Kat.....

Some might think the summer months are a time where things quieten off and the pace becomes more relaxed – not at Persona! If anything our summer months have been even busier than usual. There have been a raft of summer fairs and activities as well as CQC inspections and new business opportunities. I was particularly delighted to be involved when Smithills and Bambinos visited Grundy for the afternoon. It was amazing to see the delight of our customers in not only spending time with the animals but also watching the joy the children got from cuddling rabbits, guinea pigs, chicks and goats. A beautiful experience which will stay with me for a long time.

I'm really pleased this edition also starts to talk about some of our business development activities. Welcome to the staff joining us at Redbank and Falcon and Griffin. We have just begun new contracts at both of these extra care schemes and I'm excited to add extra care to our portfolio of services and welcome new faces in to the Persona team.

As we come out of summer and move towards Autumn it's only a month to go until the PersonAwards. I can't believe our second awards ceremony has come round so quickly and I can't wait for an evening of celebration and entertainment. The project team responsible for this event are playing their cards close to their chest in terms of the details for the night but the unique invitations that they've handmade might give you a clue of some of what is in store. Can't wait.

Kat

Highlights this Issue

- Page 1 ... Emmerdale Trip**
- Page 2 ... August Events**
- Page 4 ... Persona Welcomes new business**
- Page 5 ... Announcements**
- Page 6 ... Making the Headlines**
- Page 7 ... In the Spotlight**
- Page 8 ... What's coming up in September**
- Page 9 ... HIVE—latest employee survey**
- Page 10 .. Business updates**
- Page 11 .. Great News**
- Page 12 .. PersonAwards**

Getting out and about

Staff and customers from **St David's Court** enjoyed a fantastic day out visiting the set from Emmerdale Farm! Everyone enjoyed it immensely and even got to pull a pint at the famous Woolpack. The customers and staff from St David's love the soaps and Emmerdale is a favourite.





Sunny August

Staff and customers at **Elms Community Centre** mixing work with pleasure. A disco was held after the **Bury People First AGM**, which was held on 2 August. Hamira and Chris from Bury People First said *"Elms is a great venue which is easy to find and travel to and we intend to continue to use Elms for future events"*.



Julie and customers from the **Haymarket Day Service** enjoying the Summer Fun Day.



Staff and customers at **Elmhurst** enjoying games and a sing-along.

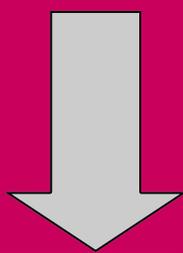


Customers Kenneth and Nicola from **Ramsbottom Day Service** showing off their prizes from the raffle at the Ramsbottom Summer Fair.



Persona welcomes...

Red Bank & Falcon & Griffin



Persona is delighted to announce we have now started 2 new contracts from **Bury Council**.

The **Additional Sheltered Management Service at Redbank Extra Care Scheme in Radcliffe and the Night Support at Falcon and Griffin Extra Care Scheme in Bury.**

We would like to welcome all the staff who have transferred from **Synergy Care** to Persona and hope you will enjoy working with us:

- Shirley Chadwick
- Allahraki Chana
- Katerina Foley
- Patricia George
- Shannon Rawat
- Wendy Slater
- Hassanatou Jalloh

Anna Craig, Day Service Manager, will manage the services and be supporting staff with the transition.



Announcements

Congratulations to Lee Sawbridge who has recently gained his accreditation as a Union Representative.

Lee will be the Union Rep for Supported Living and can be contacted on:

Unison Office: 0161 253 5195
Email: unison@bury.gov.uk

Personal email:
sawbo69@btinternet.com



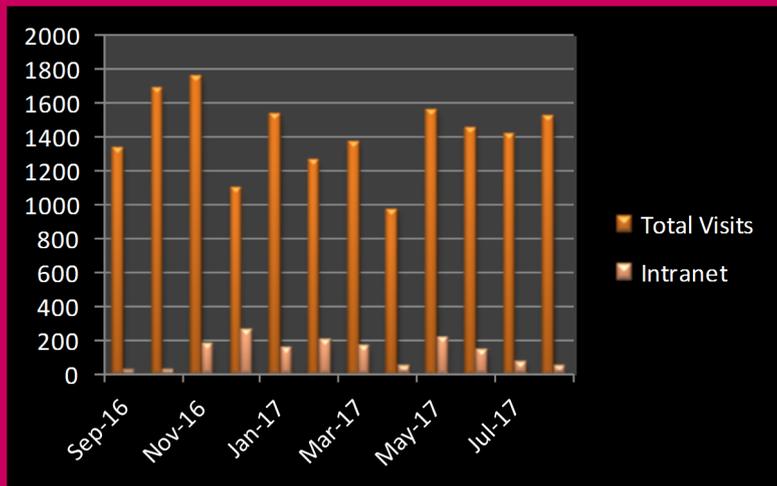
100% Attendance Winners!!

Congratulations to Irene Caird from Elmhurst who won June's 100% Attendance award. Irene was shocked to win so is unsure what to treat herself to. July's winner is Tracy Hilton also from Elmhurst (photo will be featured next month).



Persona Webstats

The website is showing some really healthy and consistent hits. Most viewed pages are "jobs" and "volunteering" which is positive. The Comms Project Team will be working closely with A&P, our website provider, as part of the business growth and development plan to increase viewing to other pages such as "who we are" and "what we do" and of course "news and events".



Inspection Season

We've been put through our paces in recent months with no less than three **CQC** inspections taking place. CQC inspect all of our regulated services and usually do so on an unannounced basis. In June, **Spurr House** were inspected and in August **Supported Living and Shared Lives/Woodbury** received a visit from the inspector. Thanks to all of the staff and customers involved in these inspections.



Starters/Leavers

Persona would like to welcome....

- Elizabeth Ainsworth—Domestic Assistant Spurr House
- Stephanie Clow—Support Assistant Supported Living
- Rita Myers—Casual Support/Care Assistant Persona Casuels
- Shelly Newall—Casual Support/Care Assistant Persona Casuels

Persona would like to say goodbye and good luck to.....

- Patricia Bradley—Senior Carer Pinfold Lane Day Centre
- Paul Butcher-Fielding—Day Service Officer LD Day Service
- Steven Goodman—Maintenance Operative Head Office
- Carol Holt—Domestic Assistant Spurr House
- Susan Pollard—Day Service Officer LD Day Service
- David Strath—Day Service Officer LD Day Service
- Pamela Wallace—Day Service Officer LD Day Service
- Simon Wood—Day Service Officer LD Day Service
- Sankar Bhattacharjee—Coach Escort Pinfold Lane Day Centre

Making the Headlines (once more)



Goats, chickens and rabbits were amongst animals visiting older people in Bury, alongside pre-school children as part of a new project aimed at bridging the generation gap.

Persona's Grundy Day Care Centre hosted the animals from Smithills Open Farm in Bolton, as well as a group of young children from nearby Bambinos Day Nursery.

Staff from Smithills brought in animals for both generations to learn about and interact with.

It is the second time Bambinos' children have visited Grundy as part of efforts to bring young and old together.

In June, youngsters visited the centre in Wellington Road Bury and sang songs and played games with the older people who use the centre for a variety of day care services.

Kat Sowden, Managing Director of Persona Care and Support, said: "It was a magical day and it was great to see the joy which the animals brought to both generations."

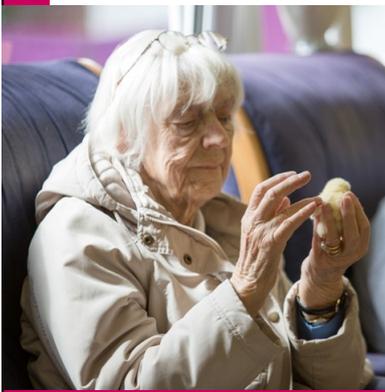
"It's amazing how a small thing like this can brighten up an older person's day; it can have such a positive impact. It can give people a little hope and give them something to look forward to."

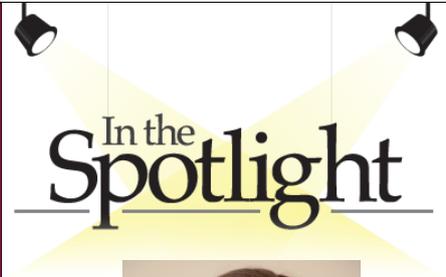
"The animals were a great way to trigger conversations about shared experiences and that's what it is all about. Everyone went away feeling like they had experienced something special."

Persona hopes to follow up the session with an arts and craft themed visit next. Children and older people will take part in an art or craft project based around the animals which visited this week."

Hayley Taggart of Bambinos Day Nursery said: "The children loved seeing and petting the animals and it really had the effect of bringing everyone together. They're really excited about their next visit to Grundy and seeing their new friends."

Persona plans to make the intergenerational trips a key part of its efforts to provide enriching experiences for its older customers. Bambinos will be making monthly visits to Grundy, with other projects which will involve other children also being planned.





In the Spotlight



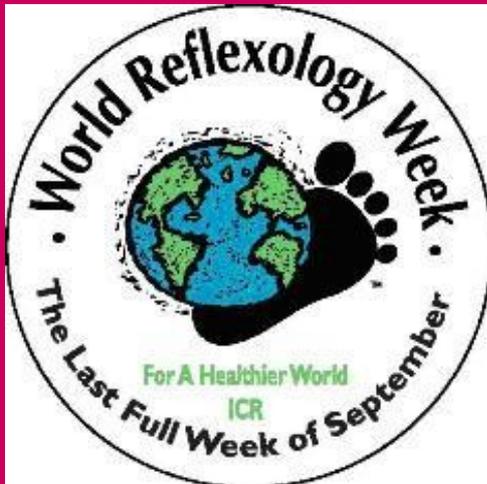
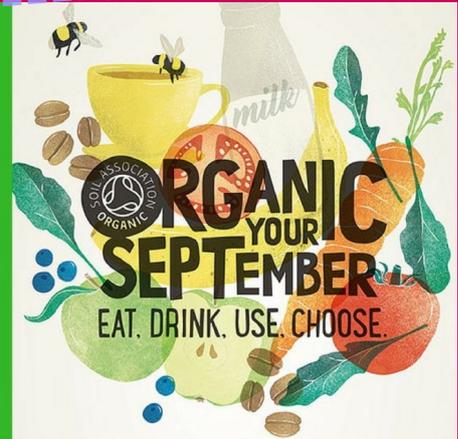
Charlotte Patterson, Project Officer

Question	Answer
What do you enjoy about working for Persona?	Whether a colleague or a customer, someone at Persona makes me laugh every day.
What's your greatest extravagance?	My memory foam mattress.
Favourite place?	London
What makes you angry?	People who are rude!
Who/ what makes you laugh?	My partner, though I wouldn't admit it to him, I usually tell him his jokes are really bad.
Favourite film?	I don't tend to watch that many films, I prefer TV series. When I was younger my favourite film was the Sound of Music. I recently visited Salzburg in Austria where it was set. It was great to visit all the sights from the film!
Your most embarrassing moment?	I am constantly doing embarrassing things but a recent embarrassing moment that comes to mind is when I tripped on a pavement in front of a crowd of people. I fell flat on my face and had a bruise on my face for days that most people thought was dirt!
Favourite singer / band?	Do I have to choose one?! Some of my favourite bands are: The Tuts, Gentleman's Dub Club, and The Skints.
Life at home / hobbies?	I enjoy cooking, reading and going to new places whether that's a city, museum, or bar.
Favourite food and drink?	Italian food.
Who would you want to be on a desert island with, and why?	It depends on how long, if it was only for a day probably myself for some peace and quiet!

30 Days hath September....

For your healthy organic products go to <https://www.awarenessdays.com/awareness-days-calendar/organic-september-2017/>

TOP 10
ORGANIC
PRODUCTS FOR
ORGANIC
SEPTEMBER



Bury Mayor's Fashion Show

THURSDAY 21ST SEPTEMBER 2017

DOORS OPEN 6.30PM

PRESENTED BY 'FIZZ FASHION'

TICKETS £10.00 (INC GLASS OF FIZZ)

**ALL PROCEEDS IN AID OF MAYORS CHARITIES :
BURY HOSPICE/ RNLI/ BLEAKHOLT ANIMAL SANCTUARY**

VENUE: BURY DRILL HALL, BURY ARMOURY, BURY BL9 0LB



Fundraising Event
in aid of
Bleakholt Animal Sanctuary
Thursday 21 September
10.00 am to 3.00 pm
Ramsbottom Centre

Table Top Sale
Drinks 50p
Cakes
Tea & Toast £2.00

SALE

Persona
We're all about you

The Ramsbottom Centre

Bleakholt Animal Sanctuary

**WE ARE
MACMILLAN.
CANCER SUPPORT**



Growing Our Business

The business development plan for Persona has now been developed and will soon be available as a short overview to all staff. It's really exciting to have a plan which is about developing and taking our existing services forward but also looking for potential new opportunities.

No sooner had the plan been written than a new opportunity came up. A dementia day service in Tameside which was out to tender. The business plan for growth is to grow within the Greater Manchester area and to seek opportunities which fit with our existing business. The opportunity at Tameside ticked these boxes so we decided to bid.

Bidding for work is very new to us so our Non Executive Board members, Tracey and Stewart supported us to work through the process and put together a strong submission. We got through two written submission stages and were invited to attend an interview panel with carers of people who used the service. We involved one of our carers from Pinfold Lane, Tom and also one of our experienced day service team members David Pope in the interview.

Everyone did a fantastic job at every stage of the bidding and interviewing process and the first bid that Persona had ever submitted was a really strong one. Sadly we didn't get the contract as Tameside decided to continue with their existing provider, but the learning from the experience was amazing and we'll feel better prepared for the next opportunity that comes along.

Update on Access Mobizio - Persona's New Customer Care Planning System!!

In July's issue of the newsletter, we introduced the new electronic customer care planning system called **Access Mobizio** that will be introduced at **Spurr House** and **Elmhurst**. Mobizio will be used to plan and record a customer care and support activity.

Since our last article in July, we have made significant progress and initial training for staff has been completed. As of Monday 11th September 2017, we will begin a pilot of the system on one unit at Spurr House just so that we can make sure the system works and deal with any potential issues before we roll it out across the service.

Feedback from staff has been positive, with them telling us they are "excited to use the system" and "it looks easy to use and will hopefully make recording easier". Once we have successfully launched the system across all units at Spurr House, we will then look at implementing at Elmhurst.

Got any Questions?

We will keep you updated on Mobizio regularly in the newsletter but in the meantime if you have any questions, please do not hesitate to contact, **Charlotte Patterson** in Head Office to discuss these further.



Stakeholder Forum

The first meeting of the **Persona Stakeholder Forum** took place on 05 September 2017 at **Head Office** - it was great to finally meet the forum members in person. The first meeting was a great success with a light hearted and informal approach on the day, which included members taking part in ice breakers as part of the wider group.

Forum members used the time to 'get to know' more about each other and about Persona as an organisation and to also plan their approach for future meetings.

The next meeting is due to take place 17 October 2017 at 2pm at **Topping Fold Community Centre**.

Visit our website at www.personasupport.org to read more about current members but also to find out more about how people can become a member in the future.

Great News from OP Day Services



Staff and customers from our Older Peoples Day Services enjoyed some sweet treats in August. Staff and customers at **Pinfold Day Service** enjoyed afternoon tea every day for a week to celebrate **Afternoon Tea Week**.

Grundy Day Service customers have spent the whole summer with the young people from the **National Citizens Service (NCS)**. The group even undertook some fundraising on behalf of Persona so that they could prepare and serve customers with afternoon tea and even had a giant cookie made in our honour!! The group brought along pets for the day which the customers loved. We would like to give a big thank you to the NCS for being invaluable throughout the summer and we look forward to seeing you again next year.



PersonAwards²⁰¹⁷

Celebrating excellence 7

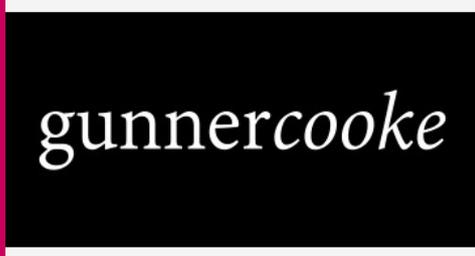
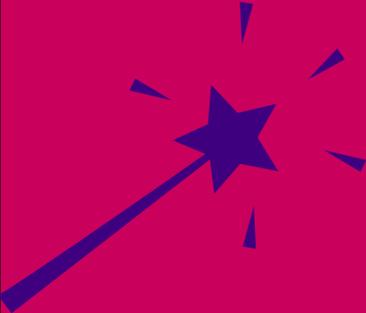
As you are aware the evening of the PersonAwards is nearly upon us and we hope all those who are able to attend are looking forward to the night.

Invitations are due to be sent out in the next few weeks so watch out for the post!

Last year was a fantastic event that was enjoyed by those that attended and just one way of recognising the daily support that is provided to customers from all our fantastic staff that has such a positive impact on the lives of our customers.

We would like to say a massive thank you to our sponsors this year as without them we would not be able to hold such an occasion.

We look forward to seeing you there!!



Back Page News



Helping Yourself to Health and Wellbeing Course

Starting on Tuesday 12th September at Bury Adult Learning Centre, 1pm until 3pm.

The course runs for seven weeks and covers the following topics:

- Week 1 – Introduction, monitoring and discussion on health
- Week 2 – Understanding Behaviour Change
- Week 3 – Building Confidence and Self Esteem
- Week 4 – Recognising and Managing Stress
- Week 5 – Healthy Eating, Alcohol & Smoking
- Week 6 – Physical Activity, Managing Minor Ailment and Sexual Health
- Week 7 – The Bury Directory, Dementia Awareness and monitoring

Some of the comments from the participants on the staff pilot course:

- "Whole course has been really helpful and well delivered"
- "Very informative. Made me think about my lifestyle"
- "It really helps listening to others and how they've overcome problems. It's a very positive course"
- "Feeling more positive about life! Feel like I have new friends"
- "Privileged to be here"
- "I'm having realisations about myself and feel more positive than I have in months"
- "It's really helping. The lady who does my supervision at work has already noticed an improvement in my mood and I can feel a difference within myself"

If anyone wants to book a place they need to contact Cath Coward on c.coward@bury.gov.uk or Charlie Pitchforth on c.pitchforth@bury.gov.uk.



Staff and customers at **Grundy** putting their best feet forward with **Vicky** from **Best Foot Forward** our new foot care partner.



The Bury directory

Your one-stop information point for advice, support, activities, services and more!

Need advice on how to keep healthy?

Want to stay independent as long as you can?

Want to find a childcare provider?

Need to choose a school in Bury?

Want to find places to go and things to do?

Want to contact a local group or service?

Want to get out more and meet new people?



www.theburydirectory.co.uk

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Supporting Bury to access & use the internet

Bury
COUNCIL