

# PERSONA NEWS



Staple Down Here To Make This Into

An Easy Read Style Booklet

We support people  
to live their best life

# Message from Kat

**Happy New Year everyone and welcome to your first newsletter of 2021.**

I always find the concept of New Year a little strange. The 1st of January is a day like any other but it holds such significance for many people. Even if you don't celebrate New Year's Eve or subscribe to the setting of New Year resolutions, there's no doubting that the concept of New Year brings with it the suggestion of a fresh start. I suppose it's like the concept of anything new – there's something attractive about the opportunity and hope it brings.

The unfortunate thing about the hype of a New Year is that too often we set ourselves some lofty goals and within a few short months, weeks or even days realise that we can't or won't live up to them. So what then? We trudge through the remainder of the year with a sense of disappointment tinged with guilt and pin our hopes on the next New Year to try again. So what's my message in all of this? Not to celebrate New Year? Not to make resolutions? No. Simply to approach every day with the same hope and expectation that we approach 1st January.

If you set yourself goals and you don't achieve them, pick yourself back up and try again. Don't be disheartened and write it off as a bad plan or something to try again next year – reflect, regroup and go again. If going for a run 5 times a week just isn't happening scale it back and work out what would be achievable – maybe twice a week is enough of challenge to start with. Once you can do that then look at increasing it a day at a time. If cutting out the cups of coffee feels too much like cold turkey, try only drinking them at certain times of day and gradually reduce it.

Celebrate the little victories when you achieve what you set out to that day/week/month but don't let a failure de-rail you. Often in life we can have a tendency to be all or nothing. For some, living between those extremes can work but for many, our bodies simply don't like such massive change. It's not that we can't do change – we are all capable of it and we've proved that during 2020 – but ideally many of us prefer to ease in to new habits rather than plunge in head first. So by all means know what you want out of 2021. Have a dream and take steps towards it. But if it doesn't happen, get back on track with a revised plan as soon as you can – don't waste precious weeks or months waiting for the next 'new' year.

## This month's highlights

*Kat*

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## MISS THE AGM?

Don't worry if you missed the AGM last month. You are able to watch the AGM via our Youtube channel with all the pre recorded videos. Youtube details are on the back page of the newsletter.



## WEEKLY UPDATES

Just a quick reminder to keep an eye on the weekly updates on the intranet. Text and emails will be sent when there is a new update. It's important to read these with the ever changing Covid -19 situation. It is here that you will see information about the vaccinations as and when we get new information.



## LDDS ZOOM CATCH UPS

Learning Disability Day Services are running weekly zoom calls to get their staff and customers together virtually, while we can't see each other in person. Mike, from The Ramsbottom Centre, had the idea to reunite people, and everyone who has joined in so far has really enjoyed it. *'I thought it would help a lot of peoples' mental wellbeing and overall happiness if we could have the chance to see friends we're missing; physically distance without having to socially distance'* he says. If you'd like to join the zoom calls, email [michael.moore@personasupport.org](mailto:michael.moore@personasupport.org) with the email address you'll use for the call. If you think something similar would be good for your team, why not have a chat with your manager about it?



## ANNOUNCEMENTS

### HELLO & WELCOME

Susan Jolliffe - Domestic Assistant

### GOODBYE & GOOD LUCK

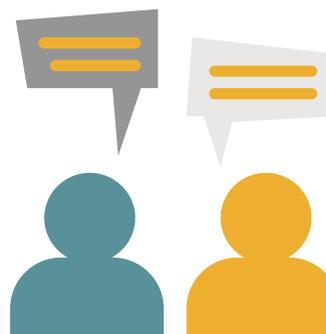
Anna Beaumont - Non-Exec Director  
Teresa Spensley - Support Worker  
Sharon Keymer - HR Officer

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.

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.



**January Chat with Kat will be on:  
Monday 25th Jan 2021 at 3.30pm**

## DECEMBER'S CHAT WITH KAT

**For a full run down on what was discussed in the December session, please go to the Chat with Kat intranet page via the Staff Information tab. Here is what was discussed in regard to Covid-19 arrangements.**

In some ways we have started to live with Covid-19 being part of our lives and it has been fantastic seeing how staff have been adaptable to the challenges this presents.

We continue to receive new updates, one of these is lateral flow testing and we have piloted this across a number of services last week. These tests were administered by external staff and they went really well.

We also have the opportunity to use lateral flow testing in short stay, however, the lateral flow tests are only 70% accurate and our own staff would need to administer these. Therefore at this stage we have decided not to use these and instead we have visiting pods that were completed in December, to allow visitors to short stay over the Christmas period.

Vaccine – as you are aware, health and social care staff have been prioritised to receive the Covid-19 vaccination. Centres have opened in Bury and the first priority will be the over 80's. If they have spare appointments, these will be offered to care homes. It is likely that this will continue to be the approach into January before health and social care staff are offered slots.

If any staff have any ideas or suggestions or want to ask any questions please contact us separately either by phone 0161 253 6000 or email at [info@personasupport.org](mailto:info@personasupport.org)

## 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>



Hive-Fives

### Deborah Simpson

Respectful

Well done for a fantastic start to the organisation! You are sharing your experiences and bringing ideas to the conversation which will improve the service. Great to have you on the team!

### Kyle Howard

Enthusiastic

For all your hard work auditing the PPE store, preparing PPE bundles and counting in new deliveries. You worked really hard and absolutely smashed it. You were always very proactive letting us know if you found any issues, if you were worried about stocks getting low or if something didn't seem right. By taking that initiative you made work much easier for our team. Thank You!

### Daniel Lawton

Adaptable

Thank you Dan for helping out at Escape when we needed extra support and I know this has sometimes been on the last minute. You have shown that you are very adaptable in your work and willing to help others. We want to say a massive thank you and we loved having you with us at Escape.



### Ruth Holder

Caring

You have gone more than the extra mile in enabling two of Persona's customers, who are brothers, to be together in the same service and be together this Christmas. A truly fantastic reaction from both brothers and such a heartfelt gesture by yourself. You have certainly sprinkled the magic at Elmhurst.

### Katherine Craig

Honest

Hard to pick one value to sum you up this month but your honesty has definitely shone through this month, not just to me but in your work.

### Rosemary Taylor



Well done for a fantastic start to the organisation! You are sharing your experiences and bringing ideas to the conversation which will improve the service. Great to have you on the team!

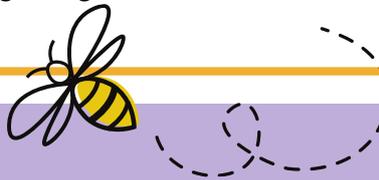


## HIVE FIVES



### Carol Ashworth

Carol is always so consistent and thorough in getting to know our customers, even to the smallest details! You do a fabulous job!



### Caring

### Leokadia Sieradzki

Leo you showed care and compassion, supporting a customer at end of life. All your hard work truly pays off in your knowledge of supporting each individual at this time. All care needs are reflected in a every support plan that you complete enabling staff to care and support to the best of their ability. Well done.



### Melissa Obersby

Thank you for always filling the day with laughter and fun and always being a listening ear when needed. You are amazing! Our customers (and staff) adore you and it's not surprising with how amazing you are with everyone. Our team is all the better for having you as a part of it! Thank you!

### Enthusiastic

### Julie Pierce

Thank you for welcoming me into your team and making me feel comfortable with you all. Your personality is infectious and it helps!



### Alice Greenhalgh

Alice you are a credit to our team , not only have you supported the service through the last 8 months, you always come on shift with a happy disposition. Our customers and families think the world of you. Well done!



### Emma Hulse

You have done an amazing job with the Christmas Shoe Box Appeal 2020. You have organised everybody and have collected and sorted so many donations to ensure that everything has been ready to collect by both Manchester and Bury Homeless projects. It has been a huge success and hopefully will bring a little festive cheer to those less fortunate. Well done!!



**Elmhurst**  
Short Stay

Words only are not enough to show and express our gratitude for the special individual care you provided my husband George during his long stay at Elmhurst. We wanted to come and say thank you - the whole of George's family & clan - but it's not possible. Much appreciated!!

Thank you to Karen and all the staff at Grundy for looking after my Mum, Margaret Williams, each Wednesday & Thursday. Love Janet, Brian, Lily and Billie

**Grundy**  
Day Service

**Spurr House**  
Short Stay

Marion Jackson's family brought in some celebrations for the staff to say thank you for the care and support given to Marion.

Thank you to each and every one of you who helped Brian move and settle into his new home. And for your on-going support - much appreciated.

**Supported**  
Living

**Elmhurst**  
Short Stay

Dear Emma Thank you so very much for your kindness and care. I appreciate it so much. You've been a treasure with love Jackie



## Thank you!

Thank you to everyone who has sent in a thank you card, present or compliment to the Persona Staff. It has meant the world to the staff and it has been a real boost to have your support during 2020.



January sees the start of a new year and a new themed quarter. This time we are looking at Champions. **But what is a Staff Champion?**

They are someone who takes a lead in a specialist area of service delivery, takes time to increase their skills and knowledge in this area and shares this with the wider staff team, customers and families to contribute to a positive outcome for all.

## What does becoming a champion entail?



## Our first group recruitment is for MCA and DoLS

This is a really important part of our job. Not only does it keep our customers safe from harm, it also allows them to take control over their care and where they can't decide for themselves we make sure the appropriate people are involved in decisions, sometimes called Best Interest meetings.

Too many times we bypass some of the stages or don't give appropriate thought to how we can make our questions easier to understand by using different formats like pictures, showing customers the choice, having to do other jobs or getting called away from our job to help others. Do you have the passion and ideas to help us improve? See the next page, for more details on how to apply.

# Role Description

## Mental Capacity & DoLS

### AIM

To develop a 6 month plan by 1st April 2021 to increase the knowledge and understanding of MCA DoLS within the staff team, customers and family who receive services from Persona.

Customers are in receipt and control of their own service delivery.

### RESPONSIBILITIES

- To attend a monthly meeting and to work closely with your colleagues in Persona
- To help develop and implement a 6 month plan across Persona and its wider stakeholders
- Act as a role model for Mental Capacity and DoLS
- Undertake relevant training as identified by the Project Lead and the group
- Work with staff and management to identify areas of improvement and constructively solve these areas
- To support the Lead to feed back to the monthly Champions Management Group, on your progress and successes
- Promote and highlight MCA and DoLS in your work place and wider Persona family and continue after the 6 month plan is finished
- Be ready to respond to any changes in law \ regulations \ CQC reports or internal pressures in altering the plan and or bringing these changes to the staff team and wider Persona family

### TRAINING AND SUPPORT

Learn or update your knowledge on The Learning Hub on the following courses prior to 1st meeting:

- The Mental Capacity Act and Deprivation of Liberty
- Dementia Everyday Care
- Learning Disabilities – The principal of working with individuals
- Equality, Diversity and Inclusion
- Care Certificate Privacy and Dignity
- Learn the systems, procedures & paperwork Persona uses in MCA & DoLS
- Knowledge around restrictive practice and safeguarding

### How can I become a Staff Champion?

Speak to your manager and write an expression of interest telling us why, what and how you are going to make a difference if chosen for that role.

January's wellbeing spotlight is on these two Bitesized Wellbeing Books by Liggy Webb, which staff can access through the Learning Hub or the Wellbeing Hub:



Simple tips on how to recharge and get the best rest you can.

Why working well together is a good thing for everyone and how to go about doing it well.



## Sleep

January sees the annual festival of sleep, so what better time to delve into the hub resources if you're not getting enough, or quality, shut-eye?

**Sleeping Well - Tips on improving your sleep from Able Futures**

**Be Your Best - Sleep, Be Your Best - Aromatherapy, Be Your Best - Relaxation & Stress**

**Relaxation Download** - this can help you fall asleep or refresh you when you can't sleep

**One You**

## Exercise & Diet Solutions

This month's spotlight article is on National Obesity Awareness Week (see page 24) - but you don't have to be obese to benefit from the Wellbeing Hub resources on these topics.

**Better Health**

**Gym Free Workouts**

**Be Your Best - Exercise, Be Your Best - Food & Drink**

**Be Your Best - Vitamins & Supplements,**

**Be Your Best - Snacks & Sweeteners**

**Stay In Work Out**

**Solo Running**

**We Are Undefeatable**

**GM Walking**

**One You**



## Wellbeing



If you can't make it to the virtual weekly staff Wellbeing sessions, we've added a **Wellbeing Sessions 'On Demand'** page to the hub. Not only does it list reviews of the live sessions & a taste of what to expect, it includes resources similar to the sessions that you can use whenever is best for you.

**Make broad  
smiles and  
eyes sparkle**



**We're recruiting Shared Lives carers now & the role can be as flexible as  
you need it to be.**

**Want to know more?**

**Visit us at [personasupport.org/bury-shared-lives](https://personasupport.org/bury-shared-lives) or call 0161 253 7211  
for more information on the scheme & on being a carer.**

With 2020 done and dusted, we wanted to give you a refresher on the Staff Information section of the Intranet. There is a lot of information there that can help you - it is basically a one stop shop for all your general FAQs.



## Our Structure

This is where you can see the make up of Persona. Work in Short Stay but you want to know who the Support Coordinator of Bolton Road is? Look here.

## Telephone Contact List

Need to find the number for Workforce or the Manager of Spurr House? Look here. It is downloadable and if you see an error or information that's out of date, contact [info@personasupport.org](mailto:info@personasupport.org)



## Who do you need to speak to?

What do certain people do in Head Office? Here is a breakdown of what each team in Head Office does, so you can contact the right person for what you need.

## Employee Forum

Led by our Staff Director and Employee Forum Chair, members of our Employee Forum are involved in developing areas of the business, sharing information and testing ideas within Persona.



## Unison

Need to talk to your Unison Representative? Find out who to contact here.

## Jobs

Here is all the information about current vacancies that are available at Persona. Do you know someone that would fit in well at Persona? Why not get them to apply with the Refer a Friend scheme?



## Staff Benefits

Get a reminder of all the benefits you can access when you work at Persona.

## Wellbeing Hub

A link to the Wellbeing Hub, where you can find a whole host of helpful resources from help sleeping, fitness exercises to debt advice and a whole lot more. Give it a try. Is there anything missing? Let us know.



## Suggestion Scheme

We are always looking for feedback. If you have an idea that will benefit your service, let us know!



## Email Information

This is a detailed explanation of where certain documents and enquires should be sent via email. Please familiarise yourself with these details, as it could avoid a GDPR breach. There is also a quick link to Outlook here.

## Our Business Plan

The business plan is due to end in March. A new plan will be launching soon.



## Quality Compliance System- QCS

Here, you will find a link to the system to access Persona's policies, plus all the why's and how to's to QCS. This is an important resource that you should get to know.

## GDPR

Need a quick refresher in all things GDPR related? Click here. Breaches in GDPR can have serious consequences, so it is crucial that you know about it.



## Training

This is where you can access the Persona Learning Hub (formerly Altura).

## Chat with Kat

Since September 2020, Kat has been holding monthly zoom calls which all staff invited to attend. This is your opportunity to ask your questions and also hear what's going on, directly from the Managing Director. All previous Chat's are logged here too.



## Persona Themed Quarters

Check out the latest quarter and also have a look at the past Themed Quarters. Every day is a school day.

# Christmas Tree Competition



Santa's  
Winner!



Facebook's  
Winner!

Congratulations to Elm's Community Centre for winning Santa's vote and to Elmhurst for winning the Facebook vote. Each get £25 for their Amenities Fund.



Catch what Santa said about all the entries on our YouTube channel, or go to the news page on our website to watch the video.





**Thank you to everyone that entered this year. We think you will agree, the standard was very, very high!**

## Part Two: The Matching Process - Lockdown

Continuing the Bliss family's story of their matching process with Sarisa for Bury Shared Lives, Joanne tells us how it was affected by lockdown in March 2020.

'My husband and I had been registered with Bury Shared Lives for a little while but due to our work commitments, it hadn't been possible to match us with a suitable customer. Then in March 2020, Mo and Diane contacted us about a potential match - a 24 yr old young lady - Sarisa. We were all given information about each other, but then the country went into lockdown and everything paused. The team at Bury Shared Lives kept in regular contact with us though, sending us a photo of Sarisa and keeping us updated. Once out of lockdown we began to plan introductory visits. First Sarisa was accompanied by her current carer and we built up to her visiting us solo for tea, then dinner and tea, then overnight stays. This gave us time to get to know each other and gave Sarisa the chance to meet our adult children and get to know the area we live in. The visits were positive and although she said she felt excited about the thought of moving in with our family, she was also nervous and feeling sad about leaving her previous family.



**Check out February's Newsletter for the final part of Sarisa's and the Bliss family's story.**

## Christmas Hamper Raffle at the Elms

Not only have they won Santa's vote in our Christmas Tree Competition, which has added £25 to their Amenities fund, but the team at the Elms, with the inspiration from Liz have raised a whopping £341 in their Christmas Hamper Raffle. The idea came from Liz, who is a customer there. She wanted to spread some joy this Christmas and it's had a fabulous response. The lucky winner of the impressive hamper was Michelle McMahon. Well Done! Liz wanted to say thank you to everyone who bought a ticket and supported her.



## Living their best Christmas

Manager Ruth Holder of Elmhurst tells us about how two brothers got the Christmas they both wished for.

We received an emergency referral for a customer who has a mild learning disability. Their brother was their main carer and he had taken poorly and was admitted to hospital. The brothers are already supported by our Learning Disability services and have lived together all their lives. Lawrence came into our care while his brother Roy was in hospital. Lawrence was constantly anxious and asking for his brother and wanted to return home with his brother as soon as possible. Unfortunately both brothers tested positive for Covid-19 and Roy's health deteriorated whilst in hospital due to Covid-19 so Lawrence's stay was extended.

Roy returned home from hospital but unfortunately he had a further positive Covid-19 test; the boiler broke in the property and his health was not back to normal. Roy was admitted onto Spurr House's Covid-19 unit for 2 weeks' isolation. During this time both brothers were in contact with each other and although Roy was soon able to move off the Covid-19 unit onto a normal unit at Spurr House, he was required to isolate for a further 2 weeks!

On thinking about this on 9th December, I thought it would be a great idea if they could both be together at Christmas and if Roy was isolating at Spurr House, why could he not move over to us at Elmhurst and be with his brother? On discussing this with the social worker and with Spurr House, we were able to arrange this, mainly because both brothers were pining for each other.

The day before the move I had a chat with Lawrence and said that I may have a lovely surprise for him, but that he would have to move rooms (this was so Roy could be admitted onto the same unit and they could be next door to each other). Lawrence informed me he loved a surprise! On the morning of the move Lawrence came down to breakfast in his best suit and eagerly awaited his surprise. On wheeling Roy into Elmhurst we had Lawrence sitting at the front reception with his eyes closed. On opening them his brother was in front of him, social distancing of course. All Lawrence kept asking was *'Is he real?'*, all the staff were so emotional and crying.

Due to the fact that Roy had to isolate, and the love between the two brothers, Lawrence decided to go back into a 2 week isolation so that they could be together during this time. They have spent every day in Roy's bedroom in their own bubble and have both thrived, both have new clothes for Christmas and their isolation ended on Christmas Eve. They are hopefully looking to return home at the start of the new year. As a team we have made two brothers very happy.





Hugging Day is on the 21st January. We know how much we all want to hug our nearest and dearest, but with the new Lockdown and the Covid-19 vaccine still being distributed it is not yet safe.

Hugging has many benefits, like reducing stress, lowering blood pressure, boosting your immune system and lowering stress. So, what can we do instead? We are asking people to send a hug. On the next page there is a template that you can use, or you can get creative and create your own hug to send to someone that you care about. The template is also available on the Persona Activity Hub - [www.personasupport.org](http://www.personasupport.org)

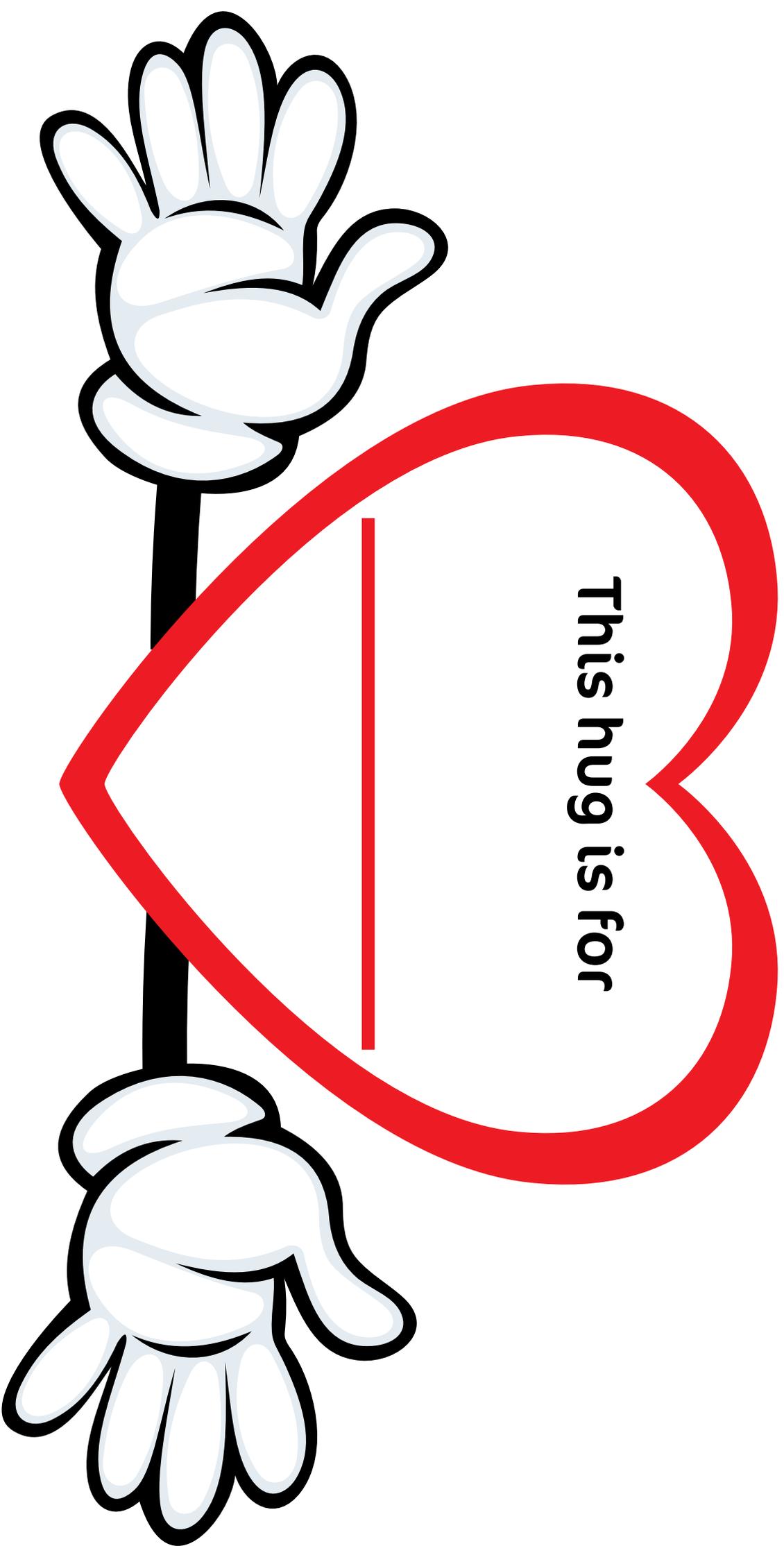
Let someone know that you are thinking of them. By sending a hug, you will be able to enjoy the same benefits as an actual hug.

We would love to see your creations! Send a picture, or a video with your hug dedications to [info@personasupport.org](mailto:info@personasupport.org).

## Method

1. Print off the template or design your own.
2. Decorate your hug, colour it in, add sparkles, colourful paper tissue. Be as creative as we know you all are!
3. Add the name of the person you are giving the hug to.
4. Ask someone to take a photo of you and your hug.
5. Send your photo to the person you want to hug.
6. If you'd like to, send your photo to [info@personasupport.org](mailto:info@personasupport.org)
7. Sit back and feel good that you have let that person know that you care about them and that you can't wait for the time when you can hug each other again.





This hug is for



# Cultural Calendar: World Religion Day 20

World Religion Day is on 17th January and it began in America in the 1950s. It was started by the Bahá'í religion as a way to promote openness with all faiths. Through knowledge we can extinguish fear and misunderstanding. And through knowledge comes acceptance.

*Just because I don't believe what you believe, doesn't mean either of us are wrong.*  
Being **respectful** to others can lead to harmony.

World Religion Day promotes the spiritual principles underlying the world's religions and their role in unifying humanity. There is an estimated 10,000 religions world wide, so we can't highlight them all here. But here is a synopsis of the 3 major world religions.

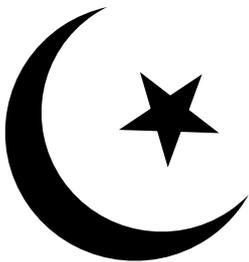
## Christianity

Christianity is a religion based on the life and teachings of Jesus of Nazareth. Christians, believe that Jesus is the Christ, whose coming as the Messiah was prophesied in the Hebrew Bible, called the Old Testament in Christianity, and chronicled in the New Testament. Important celebrations fall on Easter (4th April 2021) and Christmas Day.



## Islam

Muslims follow five basic pillars that are essential to their faith. These include: **Shahada**: to declare one's faith in God and belief in Muhammad. **Salat**: to pray five times a day (at dawn, noon, afternoon, sunset, and evening). **Zakat**: to give to those in need. **Sawm**: to fast during Ramadan (which is from 12th April- 11th May 2021) **Hajj**: to make a pilgrimage to Mecca at least once during a person's lifetime if the person is able.



## Hinduism

Hinduism prescribes the eternal duties, such as honesty, refraining from injuring living beings (Ahimsā), patience, forbearance, self-restraint, virtue, and compassion, among others. Diwali is the festival of lights and a very important festival for Hindus. It signifies good triumphing over evil, new beginnings and light over darkness, and in 2021 it falls on November 4th.

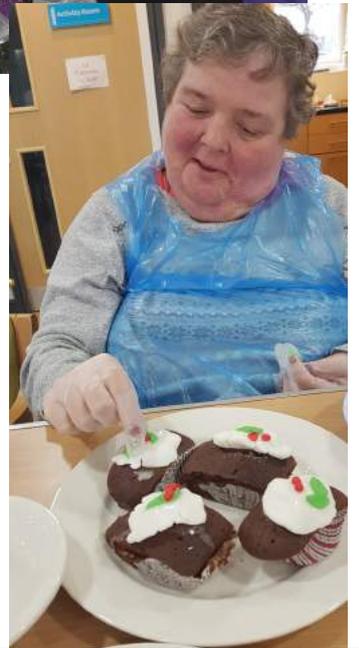


Having a religion can be a part of your wellbeing, by getting a feeling of being **Connected** and that should be **respected**. But if you don't have a religion, you shouldn't feel left out. You have your beliefs and ways of living. These too should be respected.









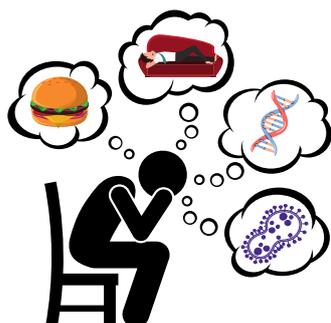
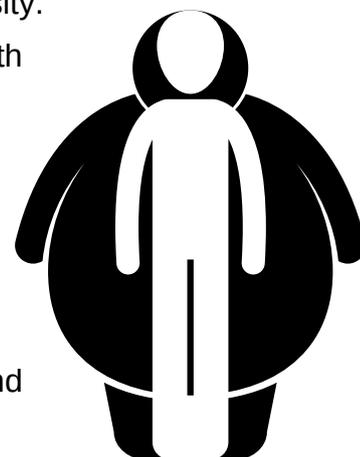
## National Obesity Awareness Week

**National Obesity Awareness week starts on 13th January 2021.**

After 2020 and the Christmas period, some of you may feel like you have put on some extra weight. 1 in 4 adults are being classified as very overweight or obese, and this week is to raise awareness of the national health concern that is obesity.

Obesity and severe obesity can cause or contribute to many health complications and health risks. These include, but are not limited to:

- Type 2 diabetes
- Coronary heart disease
- Stroke
- Cancers such as bowel cancer and breast cancer
- Digestive problems
- Osteoarthritis
- Psychological problems, such as low self-esteem, depression and anxiety
- Increased risk of severe illness if you contract Covid-19



There are several things that can cause obesity:

- High calorie intake
- Lack of exercise
- Certain diseases and medications
- Genetics
- Age
- Lack of sleep and stress

### Don't know where to start in tackling obesity?

The Government and the NHS's Better Health campaign is not just about losing weight, but includes lots of advice from supplements to the facts about smoking, plus the impact poor mental health can have on physical fitness. One thing you won't find here is a guilt trip.

Persona is supporting staff with links to the Better Health campaign, as well as other helpful resources, on the intranet Wellbeing Hub (see page 9 for more). The journey of a thousand miles starts with one step, and the more steps you take, however slow they are to begin with, you will soon get to your destination of a happier and healthier you.

**You can do this!**

[www.nhs.uk/better-health](http://www.nhs.uk/better-health)



**Better  
Health**

**LET'S  
DO THIS**



**NHS**

Lose weight    Quit smoking    Get active

# BACK PAGE NEWS

## Dry January

Sober January wouldn't be the same without a good Mocktail!

### Virgin Mary

The Virgin Mary is the non-alcoholic version of the Bloody Mary, which is also an immensely popular cocktail.

It is made by mixing:

4 ounces of tomato juice,

a dash of lemon juice,

half a tablespoon of Worcester sauce

and a couple of drops of Tabasco

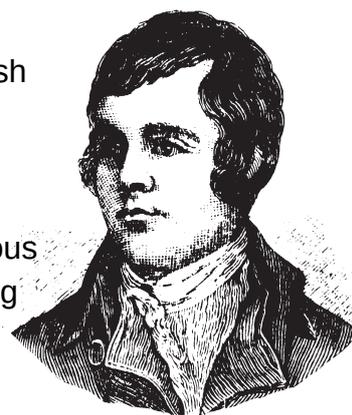
sauce.



## Burns Night Supper

On the 25th January, why not enjoy a braw meal of haggis neaps (turnip and carrot mashed) and tatties (potatoes)?

The night is to celebrate the Scottish poet, Robert Burns (1759-1796). He is Scotland's national poet. His most famous piece of work is sung every New Year's 'Auld Lang Syne'



If you'd like to share a story, photos, or an idea, please email us at [info@personasupport.org](mailto:info@personasupport.org)

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Persona Care and Support



Persona Care and Support

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We support people to #livetheirbestlife