

PERSONA NEWS



Picture courtesy of Bernard Noblett - Finance Director

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We support people to live their best life

Message from Kat

The Christmas and New Year period is the perfect time to reflect and take stock ready for the new year and the next phase in a journey. 2019 was certainly a busy and challenging year for Persona, but I've been reflecting on where we finished the year as compared to where we started it and it made me realise just how far we've come. We're all so busy that taking that time to reflect enables us to recognise and appreciate the successes we have had. I thought I'd share some of my reflections with you.



As we entered 2019 we were very much on a journey to improve some gaps in our service quality. We had two CQC regulated services rated as Requires Improvement and inspections pending. As we've progressed through the year I've seen teams really rising to the challenge. As a result we've ended the year with all of our CQC services rated as Good. Massive congratulations to Spurr House who received their Good rating in December 2019 – a true team effort. We've learnt so much through our quality improvement journey. What we've been through has been painful but we know so much more as a result and we have developed and embedded new governance systems and frameworks which will help to ensure the quality and consistency of our services as we go into 2020.

Since the beginning of 2019 we've gained some new customers and some new staff teams. We have a whole new service at Peachment Place and we've welcomed new faces into all of our services including an additional 19 staff within our Supported Living service. We've also said a fond farewell to others – again both staff and customers. It's one of the hardest parts of the work we do that inevitably we have to say goodbye to some of the people we care for and support. The comfort we find from this is when we ask ourselves 'Did we support that person to live their best life?'. I am so proud that invariably the answer to that question is 'Yes'. The care and attention to detail that I see in each and every service is second to none. The creativity and enthusiasm that goes into making sure each person we support has a great day is truly inspirational.



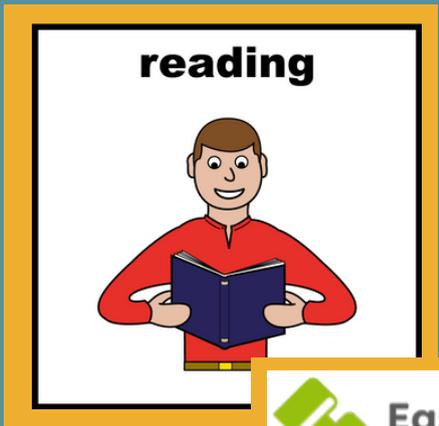
My final reflection as we leave 2019 and begin our 2020 adventures is just how proud I am to be around such amazing people and to be part of the fantastic organisation that is Persona. I am excited to see how we can help even more people to live their best life in 2020 and beyond, and I look forward to working with you all to make that happen.

Kat

STAFF NEWS

HFX

As you are aware we are currently in the process of piloting a new time and attendance system called HFX. During the last few months of 2019 we have been parallel running the system. This has identified some changes, tweaks and additional training needed for the new processes to be as streamlined as we would like. Whilst we make the changes we will continue with the parallel run. A massive thank you to all managers and staff involved in the pilot.



EASY READ TRAINING

This month a number of staff attended Easy Read UK training. Persona is constantly looking for ways to improve our service. By having different communication tools so everyone can understand and participate in how they are cared for, we can make sure that we are compliant with UK Law and Human Rights. It's all about giving our customers as much information as we can, in a format that they can understand. With this training we hope to broaden our scope of communication tools going into 2020.

AGM

Persona's Annual General Meeting (AGM) took place on 16th December at the Bolholt Hotel. Thank you to all who attended.

We got to hear about the achievements and successes from the people on the front line, as presentations and videos demonstrated in vivid colour the great work that you all do.

The AGM was accompanied by our first annual report, that highlights all the main points presented during the meeting. This can be found on the internet and intranet. Hard copies have also been circulated around teams.



STAFF NEWS

PERSONA PURPOSE

"We support people to live their best life"

Persona has been reflecting on our purpose and we decided that it was time for a refresh. To begin with, we wanted to invigorate our Purpose and Vision.

Having agreed upon the Persona Purpose of "We support people to live their best life" Persona Leadership Team have since agreed that this fills the Vision remit as well.

So going forward into 2020 we can proudly say when asked what we do that "We support people to live their best life".



#proudtoworkinsocialcare

HELLO & WELCOME

- Lizzie Coltman, Head of Service OP, Extra Care an Days
- Derek Hughes, Casual Building Support Worker
- Vicki Lee Roberts, Casual Care Assistant
- Helen Dunbar, Customer Relations Assistant
- Natalie Bayfield, Wellbeing Assistant
- Victoria Ritchie, Registered Manager Supported Living

ANNOUNCEMENTS

GOODBYE & GOOD LUCK

- David Kelly, Casual Support Worker LD
- William Ramsden, Casual Support Worker
- Emma Rogerson, Support Worker LD
- Philip Shellard, Support Co-ordinator LD
- Jeanette Livesey, Support Worker

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

REFER A FRIEND

We know that our most successful recruitment generally comes from people who live locally to our services and share our values. Do you know anyone who needs a fresh start in 2020? Someone you know will support people to live their best life?

Often our existing staff are our best advocates in encouraging people to join our fantastic team.

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!



STAFF NEWS



HIVE FIVES

It's great to see so many staff being recognised for living the Persona values.

Here's a selection - congratulations to everyone!



Patricia Bradley

Thank you so much for all your help last Thursday with both setting everything up and on the night. You are always willing and enthusiastic to help and ensure everyone has a great time. It is very much appreciated.

Angela Kelly

Thank you so much for all your hard work running up to and on the night last Thursday, the table decorations you made looked amazing and all the hard work on the raffle made it a great success. The event was the best yet and that is partly down to all your hard work and efforts. I cannot thank you enough I couldn't have done it with you.

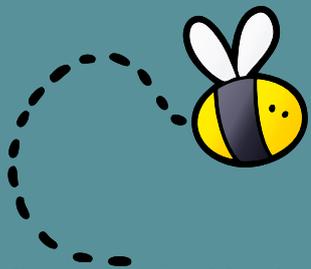


Hive-Fives



Susan Johnson

Sue always works in a caring manner. She is enthusiastic and an absolute pleasure to work with.



Sarah Brian

Sarah is so approachable and will support all colleagues... Nothing is too much for her on her daily role.



Rebecca Garnett

Rebecca went out of her way in work at the last minute to adapt to an emergency situation, helping out her colleagues and customers. Thank you so much Rebecca.



Nicola Redgrave

I am sending a big thank you to Nicola for being, adaptable, caring and enthusiastic. As always she helps out whenever and wherever she is needed in an emergency. Thank you Nicola.

STAFF NEWS



HIVE FIVES

Enthusiastic

Krisila O'Neill

Krisilla is always looking for activities to do with the customers that are fun and inclusive. She has organised a Christmas Party and has been to buy all the food/drink etc in her own time. She's a credit to Spurr House and makes a big difference to the customers lives.



Zenaida Kinsella

Thank you so much for all the baking you did last week for our Winter Warmer. Your cakes were delicious and your famous Cheesecake was very sought after, you helped to make our event a great success, thank you once again.

Anne Davies

Thank you for sourcing donations for our raffle, it helped to ensure we had lots of great sought after prizes.



Britney Bevon

You have completed your L2 Adult Care Worker qualification, well done for all your hard work and congratulations on receiving a merit award. Keep up all your great work.



Paul Phoenix

I would like to send a huge thank you to Paul for helping out with an emergency staff cover situation over the weekend. Paul went out of his way to ensure consistency and continuity of care for the person he supports. Your help was very much appreciated, thank you!

Adaptable

Adaptable

Christopher Holt

Chris deserves a massive thank you for the support he provided to both his colleagues and the people he supports over the weekend. He is a true team player who genuinely wants to ensure that the people he supports receive quality and consistent care and support. Thanks again Chris, your dedication to your role is fantastic!



Angela Cooper

Thank you once again for a fabulous Christmas party at Elton our guests from Woodbury loved the evening and everyone won a prize brilliant .

STAFF NEWS

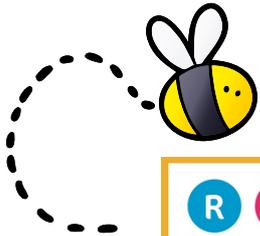


HIVE FIVES

Hive-Fives



Laura Mortimer
Thank you so much for supporting a lady yesterday through hospital. You were caring, respectful, person centred whilst being professional and this made the appointment a real success and positive experience for the lady. Thank you.



Ruben Jackson
Ruben you have completed your Level 2 Health Care Worker Apprenticeship. Thank you for all the hard work and commitment you have shown to completing this course. Well done and keep up the good work!

Amy Curran

Just wanted to say thank you for all the support and work you do at Elmhurst, you are patient and take your time in your job role, great at support plans, you will make a great nurse! Keep it up.



Debbie Timmins

You've been a big part of achieving the Spurr Good rating. Thank you for all of your hard work and encouragement and support to the team.

Enthusiastic

Fiona Parmanand

Fantastic effort producing the annual report with very tight deadlines. It looks very professional and captures the essence of Persona perfectly.

Enthusiastic



Jenna Williamson

Always has the customers at the heart of everything she does. This is always done with a tremendous positive approach. Thank you for everything that you do.



Jacqueline Jackson

For achieving an outstanding result for a customer supported in another location whilst unwell. Well done for ensuring a move could be made to Woodbury and for arranging staff cover in a difficult time. You have shown adaptability and have significantly helped a colleague through your actions, showing your truly caring and honest values!!



Hope you all had a





Merry Christmas



Elmhurst's Giving Spirit

The Creative Spirits Choir from the Creative Living Centre in Prestwich visited Elmhurst to give a performance to the customers. It was organised by one of the Creative Spirits Choir members as his father stays there. A great time was had by all, as customers and staff clapped, danced and sang along.

Elmhurst certainly were showing their Caring Value as they collected Christmas food bank donations in December. These were then collected by Nigel Bagley from Normie and Co.



GOOD Job at Spurr House

Congratulations to Spurr House who, after a recent CQC inspection, has received a GOOD rating. It just goes to show the hard work and dedication of all the staff at Spurr House. The staff at Spurr House are already putting our new purpose into practice, working as a team to support people to live their best life.

Visit the Quality page on our website to view the CQC report.

Overall Good Read overall summary	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●



Woodbury Hits the 5 Stars

Congratulations to the team at Woodbury, who have recently been inspected by the Food Standards Agency and have achieved a Very Good rating of 5.

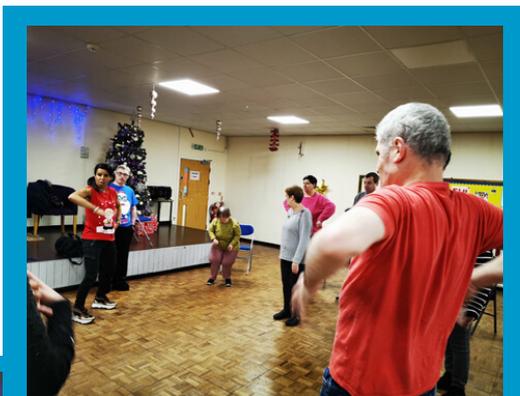


The Victoria Centre has had a brilliant start to the Christmas period after a very successful Coffee Morning. The raffle prizes on offer were brilliant, with an excellent variety that got the raffle tickets flying out of Faye's hands. Prizes included a fantastic Giant Millie's Cookie decorated with the Persona Value colours.

They raised a fantastic £271.65 for the Victoria Centre Amenity Fund.



Victoria Centre Coffee Success



Kick Start with Restart

Start working off those mince pies this January with exercise classes at the Mosses Outreach Centre. The class is basic movements to music and sometimes they use hula hoops, exercise bands and balls. These exercise classes are open to customers from other bases.

Classes cost £3 and start up again on Wednesday 8th January 2020.

If you would like to know if these classes would be suitable for you, please contact Geraldine Corrigan on 07767 707 778 for more information.



Grundy's Trips Out

Grundy customers had a great time this festive period, from an afternoon tea at Peachment Place to a tea dance in memory of Grundy Legend Ted who passed away in December!

One of the outings was to Radcliffe Borough for the Rotary Club's Christmas do. Pinfold Lane customers also attended the frivolities. Entertainment included a singer and the local school children came to sing carols and bingo! We think you will agree from looking at the pictures that customers and staff had a brilliant time.



Pinfold Lane gets a Knitted Boost!

A huge thank you is flying over to Pinfold's Knit and Natters group. Over 2019 they have knitted all year and have sold what they make at artisan markets and fairs. They have raised an amazing £1000 which they have donated to the Pinfold Lane Amenities Fund! A fantastic achievement and we thank them for their generosity.

Pictured is the blanket that they made recently and raffled off. Congratulations to Paige who was the winner.

Pinfold Lane's Amenity Fund had a further boost from the Higher Lane choir who came to entertain the customers and presented them with a cheque for £74.30! They raised the money from singing carols at Morrisons.



While we were enjoying Christmas, we were cracking on doing what we do best, supporting people to live their best life!



IN THE *SPOTLIGHT*

Working on the Business



What is it?

Each Wednesday morning Managers spend 90 minutes focused time looking at developments within teams, services or the organisation as a whole.

It is dedicated time for reflecting, researching or making plans for the growth and development of Persona.

What types of things have managers been looking at?

The sessions have been running for several months now and have included:

- Visits to other organisations to look at what they do
- Researching how to get more regular feedback from customers
- Developing a medication policy and procedure collaboratively across teams
- Looking at evidencing quality in service
- Gaining feedback around engagement, induction and health and wellbeing

What are the future topics?

Feedback on working on the business sessions have been positive and we want to open these up to any staff members to attend where you have a particular interest or passion in relation to the topics being discussed.

Future topics include:

- Mental Capacity Act / Deprivation of Liberty Safeguards
- Training
- CQC Evidencing
- Succession Planning

If you would like to get involved, please speak to your manager in the first instance.



Elton Community Centre Co-op Fundraising

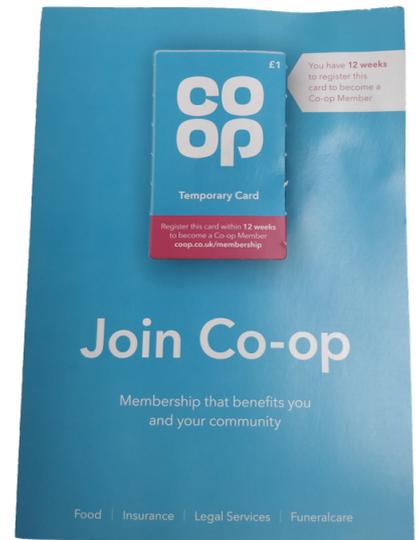
HELP us colour in our Elton Sunflower tally! How you can help renovate Elton's Changing Room and Garden

Pick up a Temporary Card* in a Co-op store or you can apply and register online.

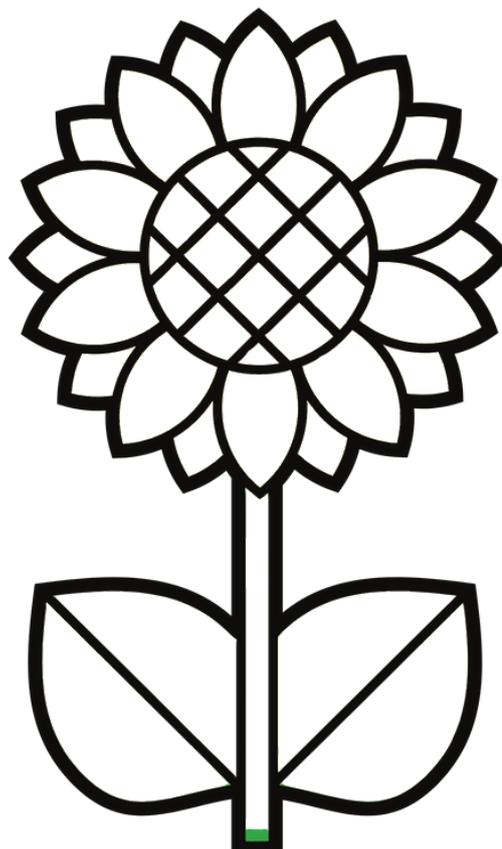
*Temporary cards must be registered online

- 1) <https://membership.coop.co.uk/new-registration>
- 2) Log in and on the welcome page click on "Choose your local cause"
- 3) If you can't see Friends of Elton Community Centre use the search option. Their cause category is "Wellbeing"
- 4) When you have found them, click on Elton's profile and click "Start Supporting This Cause"

Then every time you use your card (which will be posted out to you) on Co-op own brand products, Elton Community Centre will get 1%!



**£64
raised
so far!**



Elton's shopping list

- Electric Changing Bed
- Electric installed in the room
- Sensory Lighting
- New raised beds
- Painting





Congratulations to

Bolton Road Community Centre!

Their snowman tree has won them £100 to spend on their customers and service!

Thank you to everyone who liked, shared and commented during the competition; we gained 111 new Facebook followers and our page and post engagements went up by 789%.

We hope you enjoyed seeing the results of everyone's hard work shared for the world to see.





BACK PAGE NEWS



RSPB's Big Garden Bird Watch

25th - 27th Jan

Connect

Take Notice



Keep Learning

A great activity to do within services or at home.

Keep Learning by identifying different bird species.

Take Notice and **Connect** with nature.

To get a free Big Garden Bird Watch pack, please go to

www.rspb.org.uk/get-involved/activities/birdwatch/

To get you warmed up, can you identify these birds?



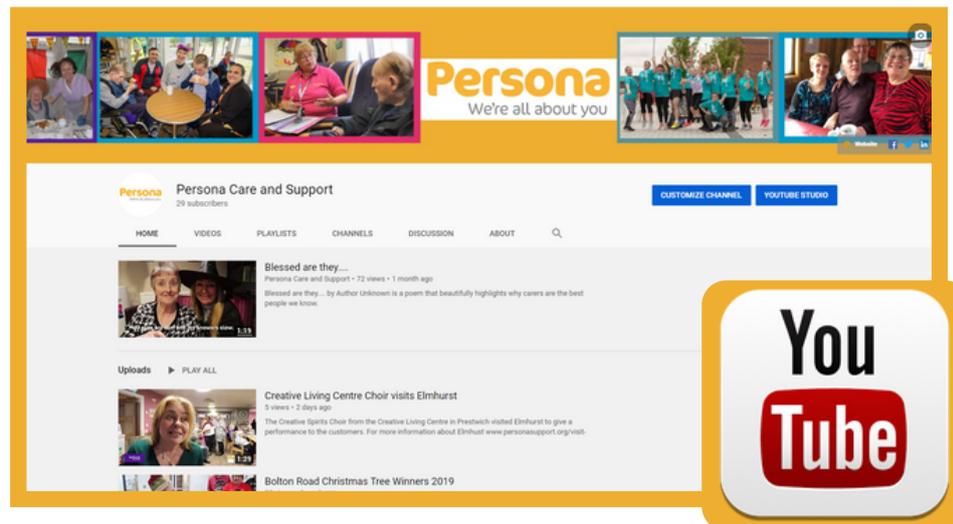
Answers will be February's Newsletter

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 has a YouTube channel.

By subscribing to the channel you will get all our latest videos straight to your email or mobile device.

To view our videos, go to YouTube.com and search Persona Care and Support.



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

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