

# PERSONA NEWS



Picture courtesy of Bernard Noblett - Finance Director

## HIGHLIGHTS

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2-Message from Kat

3-Staff News

5-HIVE FIVES

7-Staff Survey Feedback

8-Service News

11-In the Spotlight

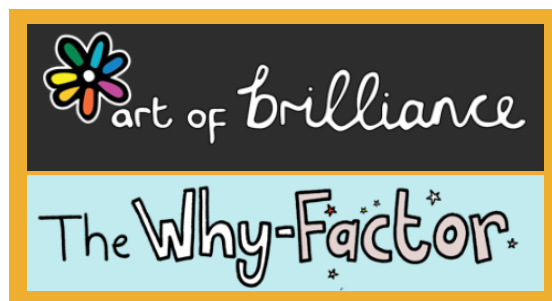
12-Living the Values

13-General Photos

14-Back Page News

# Message from Kat

What a fantastic week! It's been an absolute pleasure to meet so many of you at this year's Staff Workshops and a total privilege to hear all about your experiences and interactions with our customers in our Art of Brilliance Why Factor Sessions.



The energy in the room for these sessions has been amazing and it is truly awe inspiring to hear about the difference so many of you make in people's lives every single day. If you haven't yet attended you are in for a real treat.



I'm really pleased this month to be able to update you that our CQC inspection for Elmhurst resulted in a rating of Good. This is the result of some great team work led by Andria Smith in partnership with our fantastic Maintenance Team, our excellent independent quality consultant Lisa Hitchcox from Xceed Care, and a number of our Head Office team. A great collaboration between a range of specialists to support the Elmhurst team to get a great result. Well done to everyone involved.

A big thank you to everyone who gave feedback through our recent Hive Survey on Work Life Balance. It's great to hear that so many of you find your work gives you the balance you want in your life. I firmly believe that we perform at our best when we are working in a way which doesn't make us feel in conflict between our work and home priorities.

Time is so precious and frankly there are simply not enough hours in a day so it's important that we all feel we can spend the right time in the right places. For me that means finding the perfect blend of work, time with my amazing family, walking the dog and if I can, squeezing in a run or a swim. If I can get that right then I know I'm the best version of me that I can be. If you want to achieve a better balance check out the tips in the article to find out how.

*Kat*

# STAFF NEWS

## REFER A FRIEND

**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!**

With that in mind, please meet Kim who was referred by her daughter Charlotte O'Rourke (Senior HR Officer). Kim is a Domestic Assistant at Spurr, her focus is on the laundry and she likes everything clean, neat and tidy.

Kim's favourite part of the day is helping out at breakfast and chatting to the customers: after that she heads to her 'office'- the laundry room, where she takes pride in getting everything done at the right time and making sure customers have clean bedding and fluffy towels.

Kim likes her hours because they fit around her other interests and give her the freedom to get on with the job at hand, 'I'm really pleased to pass my probation and the £50 vouchers that I received from the scheme will go on a new outfit!' Charlotte also benefitted as well, her vouchers will also go on clothes...there seems to be a theme!



★ The Art of Being Brilliant ★

The Why-Factor



## STAFF WORKSHOPS

As you know we have a number of staff workshops running during March, following on from the Art of Brilliance session last year. This year we will be looking at The Why Factor.

If you've not already booked on to your Why Factor session it's not too late. There are sessions running on the 19th of March so don't miss out on your opportunity to spend some time developing yourself and reconnecting with the things that make you have a great day.

## 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

## BENEFITS

Metrolink is offering Persona Care and Support employees access to a special offer on annual season tickets. Annual travel cards provide significant travel savings, Metrolink is now offering a further saving of 10% off the price.

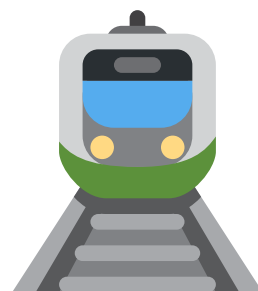
This offer gives Persona Care and Support employees up to 18 weeks free travel\* every year and also provides:

- Unlimited travel on trams within your chosen zones including travel at weekends
- Free Metrolink Park & Ride facilities
- No more queuing at ticket machines
- Reliable, frequent services 364 days a year

You can check the prices of all travel cards on [tfgm.com/fares](http://tfgm.com/fares) however the discounted ticket can only be purchased by completing an application form.

For an application form or for more information, please email [workforce@personasupport.org](mailto:workforce@personasupport.org)

\* Equivalent saving compared to buying 52 weekly tickets



## STARTERS

Maureen Thornley, Casual Care Assistant, Casual Team  
 Michele Bateson, Support Worker, Supported Living  
 Lee Bather, Support Worker, Supported Living  
 Martyne Brown, Support Worker, Supported Living  
 Christine Ellis, Support Worker, Supported Living  
 Gary Hall, Support Worker, Supported Living  
 Tracey Hitchin, Support Worker, Supported Living  
 Shirley Howard, Support Worker, Supported Living  
 Anne Howe, Support Worker, Supported Living  
 Deborah Martin, Lead Support Worker, Supported Living  
 Ewelina Kedziorczyk, Support Worker, Supported Living  
 Andrew Kirkman, Lead Support Worker, Supported Living  
 Louise Shawcross, Waking Nights Support Worker, Supported Living

## ANNOUNCEMENTS

Rahila Khan, Support Worker, Supported Living  
 Michael Knight, Support Worker, Supported Living  
 David Mitchell, Support Worker, Supported Living  
 Michelle Oxley, Support Worker, Supported Living  
 Celia Ross, Support Worker, Supported Living  
 David Whittaker, Support Worker, Supported Living  
 Laura Whittaker, Support Worker, Supported Living  
 Michael Whittaker, Support Worker, Supported Living

## LEAVERS

Ann Walker, Casual Support Worker, Casual Team

## CONGRATULATIONS

Congratulations to Gareth Evans O'Brien, Driver Support Worker, who has won a £100 voucher for 100% attendance in October's draw.



# STAFF NEWS



5

## HIVE FIVES

This month has seen 76 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!

**Enthusiastic**

**Honest**

**Alice Greenhalgh**

Alice has been a great support to the management team and has given 100% percent in her attendance and work. Always enthusiastic, honest and caring. A pleasure to have on my team.

**Adaptable**

**Caring**

**Angela Cooper**

For paying attention to details and recognising when an alternative explanation needs to be explored. Thank you for reminding me that we should keep an open mind. It might make a significant difference to an individual's future.

**Enthusiastic**

**Adaptable**

**Maria Burke**

Well done Maria who did a fantastic job celebrating Chinese New Year your enthusiasm and creative side was brilliant the customers loved the food tasting and decorations. Well done!

**Enthusiastic**

**Caring**

**Amy Jackson**

You are so good at what you do! Seeing you with our customers swimming yesterday was so nice and I felt very proud that you put so much effort, thought and care into the activity and you could see the mutual respect. Never change!



**Hive-Fives**

**Enthusiastic**

**Adaptable**

**Julie-Ann Yeo**

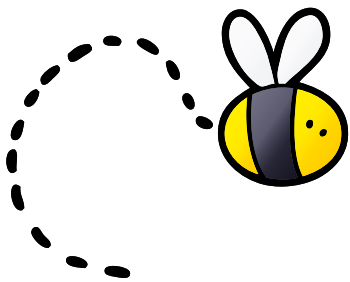
Going the extra mile and literally rolling up your sleeves to get Spurr ready for IPC inspection. You have a great manner of getting things done without a fuss.

**Enthusiastic**

**Adaptable**

**John Marsden**

For all your help yesterday trying to resolve the guest room at Peachment Place, really appreciated it. Thanks again.



# Staff Survey Feedback

Many thanks to everyone who took the time to respond to the latest staff survey. We wanted to hear from staff about whether you had a balance between home and work life. Take a look at some of the feedback we received and we will be working with individual managers and teams to look into your feedback in more detail.



81%

of respondents said that they were satisfied with their work life balance

79%

of respondents said that they would feel comfortable talking to their line manager about WLB

78%

of respondents said that they had more good days than bad days at work

Some staff felt that at times they did take work home with them as they were concerned about the customers that they supported, particularly when they are going through difficult times and that this could fluctuate from week to week. There were some areas specific to teams that will be discussed further with managers and teams.

In addition we asked you what areas you would like to see covered at the Marketplace as part of this year's Staff Workshops. Your suggestions included staff benefits, electronic care planning, updates about the business plan and the direction of Persona and also more information about the intranet.

So look out for these at the marketplace along with some information about a new time and attendance system and some information about Health and Well-being that we want your feedback on.



# Staff Survey Feedback

For those staff who felt that they did find a balance between work and home, here's what they said;

I have a 3 week rolling rota so I can plan things easy

The rota I do gives me time to spend time with my family

Being on a casual contracts allows me to fulfill other obligations

My shifts are perfect

I get quality time with my family so I am a happier employee.

I am happy with the hours I work it gives me chance to fit in appointments before I start work.

Part time shifts are perfect for me and my family

A work life balance is something that is individual to each and everyone of us. We all have different things that are important to us and being able to do these things, makes us feel we are in a happier place. For some it is about starting earlier or later in the day so they can take or collect children from school or take the dog out for a morning stroll. For others its about being able to fit other commitments in during the week and being able to spend quality un-interrupted time with our family and friends.

For some, achieving a work life balance feels like something that is un-achievable, but there is room in all our lives for work and home and it is about finding the right fit for you as an individual. Work and home life are both equally as important, but they don't need to be at odds with each other, it's about finding a way for them to blend together.

Understand what is important to you and what your priorities are, such as going to the gym once a week, time to do the shopping or having the opportunity to look after your grand children. Once you know what matters the most to you, make time for it to happen and check in on yourself to make sure that you are making it happen.

Also remember what we have learnt from the Art of Brilliance session, it takes practice, it's not something where you click your fingers and it happens. But taking the time to find your work-life blend will help you to be the best version of yourself.

## Practice makes Permanent

## Random Acts of Kindness

A huge thank you to Action for Children who completed a sponsored bike ride at Bury Wheels for All and raised an amazing £128.00 for Elton Community Centre's Amenity fund.

The children stayed for lunch and presented the cash to the customers. The money will be used to fix Elton's greenhouse poly tunnel and to buy vegetable and tomato plants just in time for spring.



## Tesco Bags of Help

Elton Community Centre is in the Tesco Bags of Help grant scheme and could be awarded up to **£4,000**.

The centre needs your help to secure the fund so they can get new sensory equipment for their customers.

### Here's how you can help...

Every time you shop at one of the selected Tesco stores ask for a token and put it in the Elton Community Centre box between the

**1st of March and the 30th of April.**



**Brandlesholme Express  
Bury Superstore  
Bury Express**

**Prestwich Superstore  
Prestwich Bury Express  
Tottington Express**

**Don't forget to get a token every time you shop, even if you are buying one item!**

You can also get your family and friends to help out.

For more information on selected stores please follow the link; <https://tinyurl.com/y3het4n7>

**Elton Community Centre, Alston Street, Bury, BL8 1SB**

## African Drumming Sessions

It was a full house during the African drumming workshop at our Sunnybank Community Centre. Customers from Escape joined in the fun session and made it a successful event.

All the attendees came along to the regular workshop and together created collaborative rhythms and had great fun releasing stress!



## Happy Birthday

A very happy 90th birthday to Ruth who celebrated her birthday at the Grundy Day Centre.

To celebrate, Ruth had a tea party with her favourite cakes and songs and she had a great time dancing with her friends.

## Compliment for Redbank

Tenants at Redbank said Wendy was absolutely amazing during several emergencies. "Wendy was fantastic and we couldn't have managed without her".  
Phyllis and Olive

## Welcome Gifts

Persona would like to give a warm welcome to the new tenants at Peachment Place Extra Care Scheme.  
We hope you like your welcome gesture from all at Persona.



Spurr House,  
Thank you for all the care you gave to our mum Ronee and the support you gave to us all. Love McDonnell family.

**Thank you to Spurr House**

## CQC Celebration

A huge congratulations to Elmhurst for retaining a 'Good' rating on their latest CQC inspection and maintaining a Safe, Effective, Caring, Responsive and Well-led environment.

In aid of the 'Good' outcome the team will be throwing a celebratory party on Saturday 16th March between 2pm and 7pm. Everyone is welcome!

Staff and customers made wonderful comments during the inspection, here are some of the quotes;



"It makes a difference to customers and families. This company supports families as much as customers. It's a nice place for people to be."

"I would like to say a big thank you to you all for your care and kindness to [relative] while she has stayed with you."

"If I had to choose [a permanent home] I would definitely choose here."



# IN THE SPOTLIGHT

## The Stakeholder Forum

The Persona Stakeholder Forum plays a vital role in helping shape the high quality adult social care services that Persona provides for older people, people with physical and learning disabilities and dementia.

The Stakeholder Forum also provides feedback on how our day care centres are performing, and the support services we provide in people's homes.



**Susan Ruddock**  
**Chair of Stakeholder Forum**

**What do you enjoy about working for Persona?**

Meeting the different personalities and all it embraces.

**What's your greatest extravagance?**

Buying supplies for my knitting and card making hobbies.

**Favourite place?**

Anywhere that feels like being on top of the world – it's so peaceful and beautiful.

**What makes you angry?**

People who take and never give.

**Who/ what makes you laugh?**

My grand and great grandchildren, my hens and my friends.

**Favourite film?**

Debatable – Dirty Dancing and historical films.

**Favourite singer / band?**

Elvis, ELO, Take That and of course Robbie Williams.

**Your most embarrassing moment?**

Probably lots but recently leaning against a water butt at the allotments and getting a wet bottom.

**Life at home / hobbies?**

I live with a disabled partner following an accident at his work. I enjoy reading historical, fantasy, romance and thrillers.

**Favourite food and drink?**

Rooibos tea and cappuccino. A really good salad and good old fish, chips and mushy peas (not together).

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

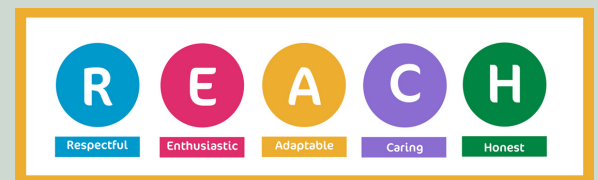
Give me a spade and a fork, some seeds and I'd be self sufficient. Oh, and a good Tudor novel.

**The Persona Stakeholder Forum will be having a makeover with a brand new name and logo. Look out for the big reveal in April's edition of the newsletter.**

# Living the Values

Anyone who knows me will know that the Honest value is one which comes very easily to me! I think the expression is 'I call a spade a spade'. For me, my honest value is something which has been built in from an early age and it is something which I won't compromise on. It is so strongly within me that even in my GSCE French oral I tied myself in knots trying to say 'My dad is an accountant' in French rather than making something up that was easier to say! It never occurred to me to be anything other than absolutely honest and that hasn't changed.

Honesty is therefore something that for me is a basic expectation of others. It's not just about telling the truth. It goes deeper than that. It's about consistency between what you say and what you do. It's walking the walk as well as talking the talk. It's also about taking responsibility. If something goes wrong it's about recognising that and owning it.



We make mistakes all the time – it's part of being human. Getting things wrong is often when we do our best learning about how to get something right next time, but honesty in this situation is critical. If we can't admit when we get something wrong and take responsibility for it then we convince ourselves that we don't need to learn and we miss the opportunity. The chances are we'll make the mistake again because we didn't own the issue and commit to doing better next time.

Being honest isn't always easy. Sometimes you'll have to say things that other people don't want to hear. That's why it takes courage and confidence. Speaking up when it matters and talking through things that need resolving are all key skills associated with the Honest value. Don't shy away from using them but always combine them with your Caring value.

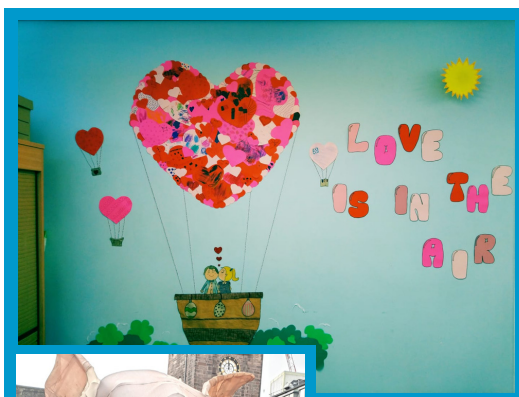
**Integrity is doing the right thing,  
even when no one is watching.**

**C.S Lewis**

*Kat*

# Valentines Day and Chinese New Year

Here's a collection of pictures from this month. Services across Persona had a busy month celebrating Valentines Day and Chinese New Year and enjoyed a late show of snow. Customers also got creative decorating biscuits and enjoyed singing and dancing.



# BACK PAGE NEWS



## Action for Happiness

If you follow us on social media, you will have seen Action for Happiness's monthly calendars which give you daily inspiration for small things you can do to be happier. Now there's an app too; you get daily nudges, inspiring messages and you can connect with a community of like-minded people – and it's free! You can find the app here:

<http://tinyurl.com/y5cnx3ac>

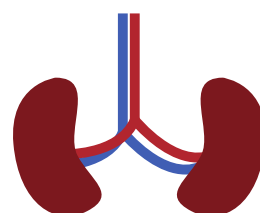
Keep up to date with upcoming events across Persona on our website at  
<http://www.personasupport.org/news-and-events/events/>



It will be Nutrition & Hydration week on the **11th-17th of March** for more information on how you can get involved follow the link;  
<https://nutritionandhydrationweek.co.uk/>

World Kidney Day (WKD)  
**Thursday 14th March**

To discover more about your kidneys and how to keep them healthy follow the link;  
<https://www.worldkidneyday.co.uk/>



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](mailto:info@personasupport.org)

Follow us on social media:



@personacareandsupport



@PersonaBury



Persona Care and Support

Visit our website [www.personasupport.org](http://www.personasupport.org)