

# PERSONA NEWS



## Message from Kat

I was hoping that in this edition I'd be talking about how spring was in the air, but sadly a visit from the 'Beast from the East' put paid to that. I think we can all agree we finished February with some shocking weather that caused a number of challenges for us all. Schools had to close and transport couldn't operate. Our staff and our customers were all affected in some way. When something like that happens it reminds me how much many people rely on the support they receive from our teams. It was a joy to see things getting back to normal this week and people being reconnected into the friends and activities they missed out on last week. It also highlights again just how fantastic our staff teams are. A bit of snow and a bitter wind isn't enough to stop them. Some of the pictures in this edition show how some teams even made an activity out of the snow. The simplest things can be a problem, but they can also be turned into a fantastic opportunity. Having teams who are adaptable and enthusiastic means that we cope well in a challenging situation.

A massive thank you for making that happen.

Kat.

## HIGHLIGHTS

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# STAFF NEWS

## VACANCIES AT PERSONA

Do you know where to find vacancies?

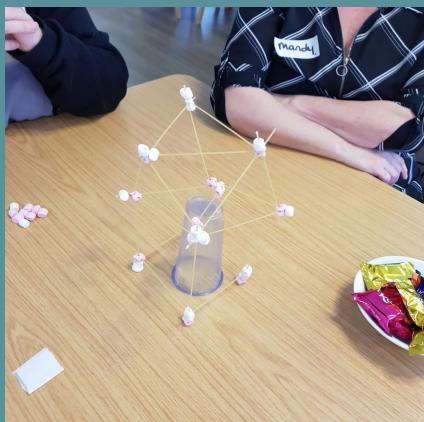
All our jobs are posted on our website, and this is where you can find all the job descriptions and download application forms.

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/> for details.



## RECRUITMENT & OPEN DAY



We held a recruitment open day at Elmhurst and Spurr House Short Stay Services in February to give potential applicants the opportunity to discuss our current vacancies, take a look around the facilities and also meet and speak to some of the customers and/or staff. The event went well and smoothly, with approximately 20 people attending and being invited to an assessment day this month.

We're hoping to run more of these events in the future, so get ready to spread the word!

Staff also showed their support and made their family and friends aware of the opportunities that were available through Persona's 'Refer a Friend' Scheme, so if you know someone who is interested in working for Persona, you and your friend could both receive a £50 voucher if their application is successful and they complete their probation. Find out more on the intranet, or in January's newsletter on the website.

We hope you have all had the opportunity to log on and have a look at our new learning and development system – ACCTV. Anyone with an email address already in the system should have received a welcome email to ACCTV, other staff will need to log into the system using their pay number as both username and password.

ACCTV offers a more engaging way to learn and an opportunity for staff to self-develop as you have access to over 90 courses, from dementia awareness, effective written skills, The Mental Capacity Act, a number of health and safety related courses and many many more! Any mandatory courses (required as part of your role) will automatically appear in your 'My Learning' section when they are due for renewal and you will receive a notification about this if we have your email address. It is great to see that a number of staff have already added their pictures to their ACCTV profiles and have started a number of courses.

If you have any questions about ACCTV, or you want to know more, please speak to your line manager or a member of the Workforce Team.

## ACCTV IS LIVE



# STAFF NEWS

## PERSONAWARDS 2018



Last month we told you that we were looking to review the nomination process for the PersonAwards based on feedback from staff through the HIVE staff survey. Take a look at the new nominations process on page 4 that has been developed to take on board the feedback received.

We are also looking to communicate the PersonAwards wider and more often so that all customers, carers, relatives, partners and stakeholders are aware of our PersonAwards and that they have the opportunity to nominate.

Nominations are not yet open but they will be soon, so please look out for more information on this in the newsletter, on the website, intranet and via text.

### The main additions to the process are:

- 1 – There are more ways to nominate: online through the website, by phone, email or completing a nomination form.
- 2 – All nominations will receive a follow up conversation to capture the full details of the reason for the nomination – there will be different people involved in each category of award.
- 3 – The shortlisting panel has been expanded to include someone with knowledge of services (this person may be different for different award categories) and also the person who had the follow up conversation in relation to the nomination.



This July (2nd to the 15th) there will be a Festival of Ageing across Greater Manchester. The festival is going to be very exciting with lots of activities, fun and a great big celebration of diverse and positive experiences of ageing. The festival is already gaining momentum and being talked about across Greater Manchester. It's being co-ordinated by a partnership of five groups, and Persona is the local partner for Bury and Bolton, and plans to organise a Lauch Event in both towns.

We want to work with a range of groups to get as many events happening during the Festival of Ageing fortnight.

Watch out for lots of information and publicity and see how you will be able to get involved by either volunteering at an event or attending and joining in the fun with all that will be on offer. Persona want to ensure that the events are well supported and attended so please watch out for future information that will circulated over the next few months. Spread the word about what an amazing festival this is going to be this summer, once a full program is in place we will circulate this across services for you to get involved with your friends, families and customers.

We can't wait for Summer ..... can you?????

## GET INVOLVED IN THE PERSONAWARDS

If you would like to be part of the project team that organises the PersonAwards please give Laura Wolstenholme a call on 0161 253 6679



# PersonAwards Nomination Process

## Variety of ways for anyone to nominate



## Follow up conversations for all nominations



## Shortlisting via Panel



Leadership  
Team (PLT)

Follow-up  
Member

Sponsor

Service  
Knowledge

# STAFF NEWS



## HIVE FIVES

Wow! It's great to see so many staff receiving a HIVE FIVE this month, here is a selection of HIVE FIVES that have been received and well done to everyone who has received one.

**Melanie Little** - Melanie has had a very busy weekend which added additional pressure to her working day as the Manager on duty and a number of last minute staff shortages. Melanie dealt with the situation calmly, professionally and in a very methodical way whilst empowering her staff and the team to work flexibly to meet the demands on the service. Well done Melanie and great work!!

**Val Rutter** - Thank you Val for covering sickness, really appreciate your flexibility.

**Lorraine Murphy** - A great worker who goes above and beyond her duties and genuinely cares about the people she supports. Lorraine is also a brilliant team worker and is always there to support others which includes work colleagues & clients alike.

**Amanda Freestone** - Starting at a new core base, and working hard to put new activities into place, as well as working with new colleagues and customers and helping run a service isn't easy. Thanks Amanda.

**Joanne Haynes** - Great interaction with customers!

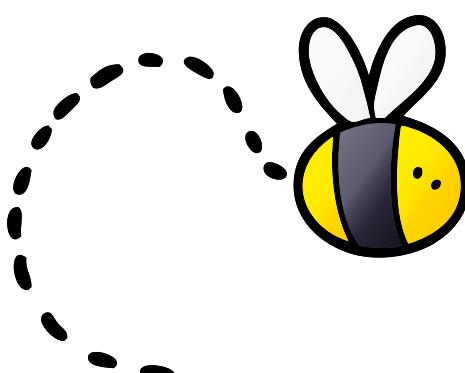


**Jacqueline Grayson** - For her exceptional organisational skills.

**Nicola Adams** - In addition to her knowledge and thoroughness in her support role Nicola was very helpful & supportive during a recent powercut. Nicola is also very good at providing information from the forum.

**Stella Parker** - She has a very positive attitude. She is sensitive to people's needs, and nothing is ever too much trouble.

**Gemma Winterburn** - Hi Gemma well done with the Zen session, the feedback has been great. Keep up the good work.



# In Depth: GDPR - General Data Protection Regulations

Imagine trying to deliver support to someone if you didn't know specific details about them? It would feel really uncomfortable for you and for them and could mean the quality of support you could offer would be affected.

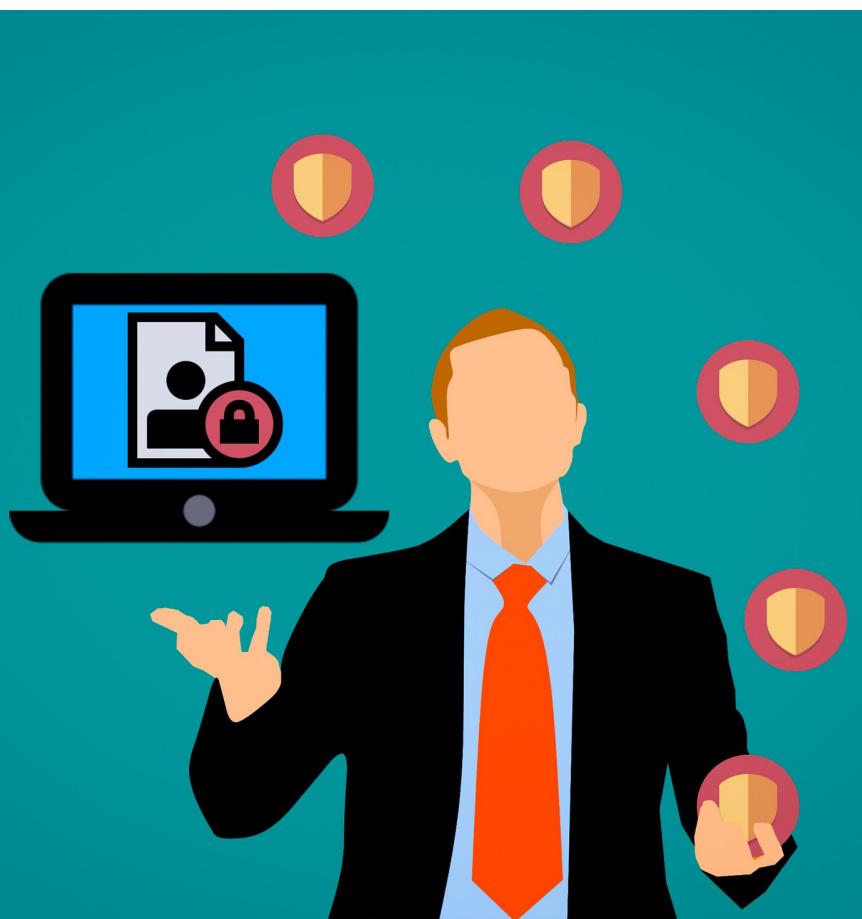
The fact that we do need to have information about the people we support is a given for us to do our jobs really well and make our support truly person centred. But do we fully appreciate the position of trust we are placed in when this information is entrusted to us? Think for a minute about some of the information we know about the people we support.... It's incredibly personal and unique to them isn't it? It tells us who they are, what their life has been like, what they like and dislike, who they love and care about, what they need in their life. It is their individual story and as such it must be treated with the utmost respect and dignity – just as we would treat the person themselves.

*In social care we are party to information about the people we support. It's essential that we are because otherwise we couldn't do our jobs effectively.*

For many years the way we treat data and information has been governed by law in the form of the Data Protection Act 1998. Very soon a new piece of law will replace this – the **General Data Protection Regulations (GDPR)**. This comes in to force on **25th May 2018**. This will affect the way in which we collect, store, process and share information.

In order to prepare for this we're currently looking at our Information Governance arrangements at Persona and refreshing and updating them to be compliant with GDPR. Much of what we do will still be relevant as many of the principles of the Data Protection Act are similar to those contained within GDPR. However, there may be some changes and some new ways of working in response to this change in the law.

**So what does this mean for you?**  
For the moment it's simply a reminder about the need to handle information with dignity and respect. As we move forward with our approach to GDPR we'll keep you updated through all of the usual communication channels. If there's anything you need to know or do differently we'll make sure we tell you.



# We really are all about you...

As we come to the end of the financial year we can look back and be really proud of what we've achieved in the past 12 months. We've continued to provide really good services which are developing and moving forward, whilst being more efficient and generating new income. We've achieved the financial targets we set ourselves for this year and in recognition of this we want to take the opportunity to invest something back in to our workforce. We've already made a number of investments which are designed to develop the services we provide and improve how we support our workforce. We've developed the HIVE survey and recognition system, invested in Mobizio electronic care planning in Short Stay, and recently implemented the new ACCTV training system.

We want to make sure that our teams have the opportunity to get information about all of these exciting developments, whilst also providing you with a unique opportunity to invest some time in yourself. That's why we're running a series of 'Art of Brilliance' workshops during March. **Each workshop will focus on you as an individual. They are interactive and a lot of fun.** The session will explore how you can be you, brilliantly. It is about the 'whole you' and, as such, is applicable in and out of work.

We know it would be impossible to run a single staff conference that everyone can attend, but we've heard your feedback that you would welcome events that cover all staff. We're therefore running a series of sessions that should allow everyone the opportunity to attend and benefit from finding out some really important information about Persona, but also indulging in some personal reflection and development.

**And the good thing about it is it will be on our time.**

Anyone working in Day Services or Head Office will be released to attend one of the sessions. Those employees working in Supported Living or Short Stay who cannot be released during working time will accrue 4 hours for attending the session, which can be added to your hours balance and paid or taken back at another time.

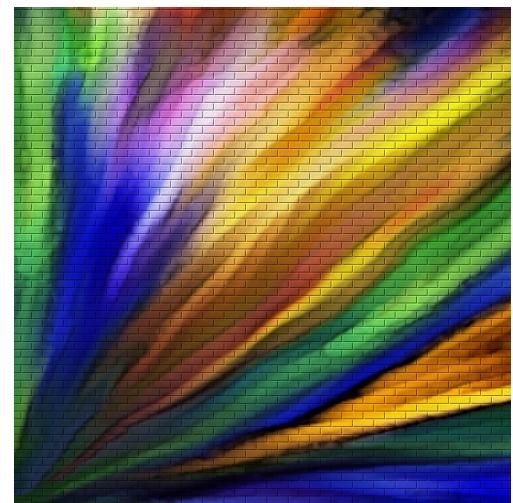
Your managers will be working with you to agree which session you want to attend. Places on sessions are not limited but we do need to know who's coming in advance so please ensure you book on.



We're running a series of 'Art of Brilliance' workshops in March. Each workshop will focus on you as an individual and explore how you can be you, brilliantly.

The sessions will take place at the Minden Suite of the Lancashire Fusiliers Museum in Bury town centre on the following dates:

- Tuesday 20 March 8.30am – 12.30pm
- Tuesday 20 March 1.00pm – 5.00pm
- Monday 26 March 10.00am – 2.30pm
- Tuesday 27 March 8.30am – 12.30pm
- Tuesday 27 March 1.00pm – 5.00pm



We appreciate that for some of you this will involve committing some time that you would not normally have been working. Where this happens you will be credited those hours and we hope that this means you'll take up this unique opportunity to be part of something fantastic across the whole of Persona.

**Please don't miss out on the experience.**

# Service News



Elizabeth has not been well recently and had to retire from her voluntary work at the town hall. She has started spending more time at Elton Community Centre and really enjoys Nyala's visits. Nyala regularly visits the centre and all the customers love her.

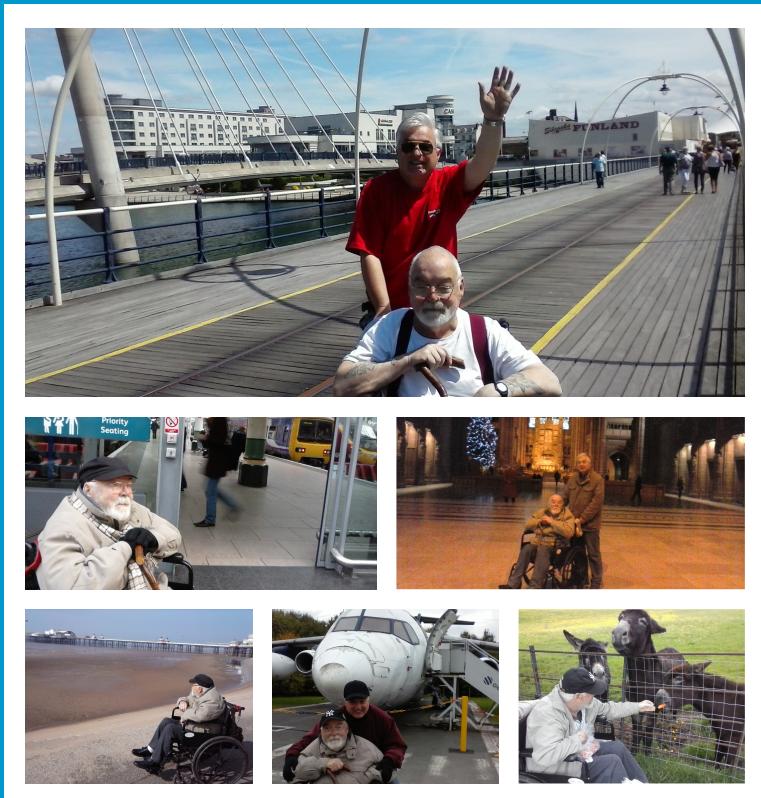
Shelley and Helen have been making the most of the snow at Bolton Road Community Centre!



# Service News

Introducing carer Mirsad Vejzagic from the Shared Lives service, who gives day support to Eric Evans. Each week Eric decides on the day's activity, which is usually a day trip out, and Mirsad is always happy to oblige. Destinations have included Chester, Liverpool, York, Manchester Library, Manchester Museum and Blackpool, to name but a few. A regular favourite of Eric's is to visit Salford Quays where he held his very first job. Eric is fascinated by the changes and likes to reminisce about his early years. He also has an interest in model boats and so Mirsad takes him to a local model boating club where he can see the boats and chat with people with similar interests.

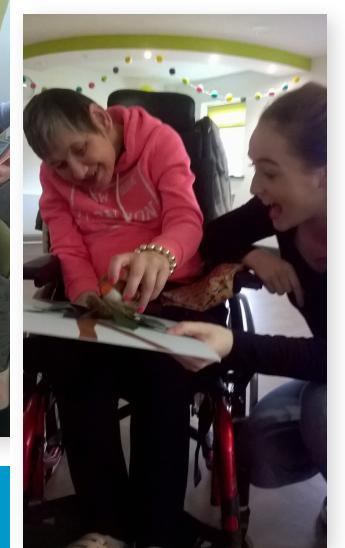
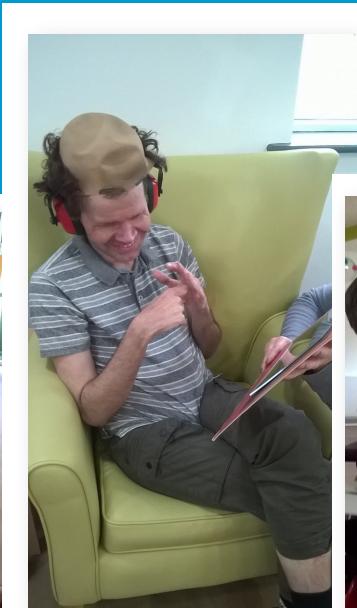
As you can see, Mirsad goes above and beyond in his care for Eric and the pair enjoy a lovely friendship.





Staff at The Elms Community Centre provided a healthy lunch for parents and carers on Valentine's Day; it was an opportunity to get together and have a catch up and chat in a relaxed setting . Everybody who attended enjoyed the afternoon and said it was good to meet other people. The Elms team are hoping to hold these events throughout the year.

Bag Books is a really popular activity - people love to get involved in stories! Here are some customers at Bolton Road Community Centre enjoying a session.





The Young Person's Group celebrating Chinese New Year at the Haymarket...

...and saying goodbye to Chelsea Chadwick, who is leaving us to start her new life at Brookvale.  
Good Luck Chelsea, you will be missed.





Customers at Grundy Day Centre made pizzas to celebrate National Pizza Day, and there's only one thing to do once you've made a pizza...  
enjoy eating it!

It's all been happening at Grundy this month; we've enjoyed Chinese New Year with a Chinese banquet, and Shooting Stars have helped us mark the Winter Olympics with a special activity session.





Pancake Day feasts at Grundy & Pinfold Lane Day Centres



Valentines Day activities at Grundy & Pinfold Lane Day Centres and a visit to Pinfold from the Grundy Choir.



# COMMUNITY NEWS



## Knit & Natterers Find New Home

When Whitefield Library closed in December, the local Knit & Natter group needed a new venue for their weekly meetings. Pinfold Lane Day Centre was able to oblige and the group has now started meeting there every Tuesday morning, on this occasion joined by a customer. The group will be selling their creations to fundraise for Pinfold Lane.

Grundy also raised £100 for their Amenity Fund with a very successful Valentines Day raffle.  
Thanks to all who bought tickets and well done to the winners!

## Community Cakes for Grundy

Bury College's Wednesday afternoon community action group visited Grundy Day Centre as their 'give back and take part' community project. The group made cakes and brought them in for customers to enjoy. We'd like to say a big thank you to the group - what a delicious afternoon!



# ANNOUNCEMENTS

## Starters

Zoe Brady, HR/Finance Assistant, Head Office  
 Mollie Cooper, Day Care Assistant/Coach  
 Escort, LD Day Service Apprentice  
 Carrie Smith, Driver/Care Assistant, LD Day Service  
 Jennifer Wood, Casual Support/Care Assistant, Casual Team



## Leavers

Stephanie Berry, Clerical Officer, Elmhurst  
 Jade Oliver, Day Care Assistant/Coach Escort, LD Day Service  
 Jenna Williams, Support Assistant, Supported Living

## 100% Attendance

This month we're announcing two winners!

Congratulations to Nicola Deaville from Day Services and Hilary Cropper from Elmhurst.

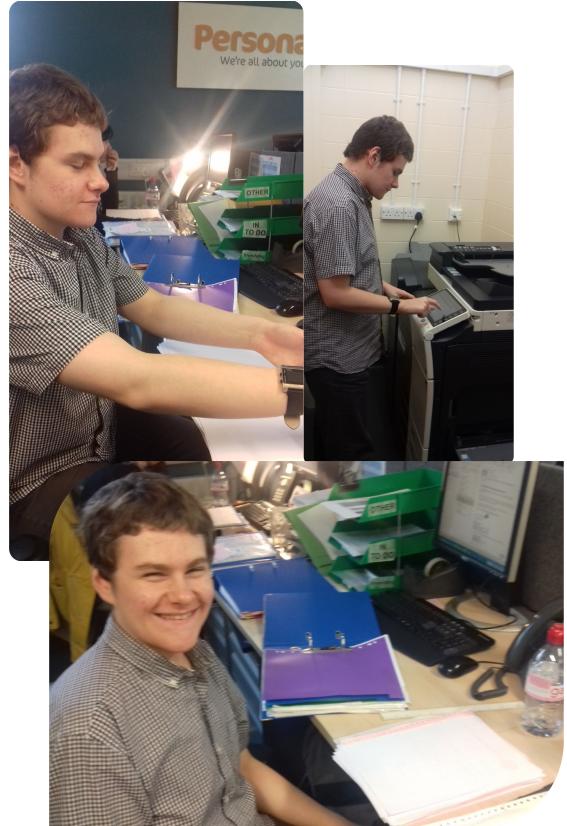
Photos to follow in next month's newsletter.



# THANK YOU

## Kyle's work experience in Head Office

Kyle has been helping out every Monday at Head Office - he's such a whizz we don't know what we'd do without him! Thanks, Kyle, for choosing to do your work experience with us, and thanks to Elms Bank College for helping to make it happen.



## Thank you, Pam!

Pam Gray has volunteered at Pinfold Lane Day Centre for many years and has a wonderful approach with all our customers. Thank you Pam, we really appreciate you sharing your time with us.

# COMPLIMENTS

**It's lovely to be appreciated, so we thought we'd share a selection of compliments and thanks we've received over the past month.**

## Pancake Day at Grundy Day Centre

One of our customers, Mary Thomson, commented how nice it was that the staff went to the trouble of helping customers with their pancakes and said it was lovely, as she wouldn't be having any at the place where she lives. She really appreciated it as did our other customers.



Thank you to Gordon Harris who brought in some Valentines chocolates for his 'Grundy girls'.

## A thank you for Pinfold:

Graham Shaw had his first visit to your unit at Pinfold on 26/01/18.

Well all I can say is, listening to Graham you have a '5' star hotel! He keeps telling me to book in! He quotes

"the people who are working there are genuine - so kind, and treated me so nice (in fact when he was telling me how nice you were with him - he cried),

## Thank you to Grundy staff,

who have arranged for Muriel Walling to travel to Grundy by taxi instead of using the transport service. Muriel suffers badly from travel sickness, which often lasts all day and has prevented her from enjoying her day at the centre. Lynda, Muriel's daughter, phoned to say Muriel is delighted with the arrangements; she is now really enjoying her day at Grundy and can participate fully in all the activities on offer.

from the coach they treated me lovely, I want to meet them all again."

He said the food was excellent, well set out and enjoyable. He said the whole day had been a pleasure and will be remembered by him! These are quotes he is saying and telling the family. So I would like to say a big 'thank you' for making him happy for a day, hopefully there will be many more.

It's a thank you from me - his wife and carer Doreen - it's a lifeline to me! So, so appreciated. Ta.

Yours sincerely, Doreen Shaw

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

# EMPLOYEE FORUM



We are now recruiting for enthusiastic people to come and join us on the Employee Forum, where you can get involved in making great changes and developing Persona for the benefit of all staff. If you are motivated and driven through your passion for work then we would love to hear from you.

If you are interested you can ring Julie Pierce on 0161 253 5100 or David Pope on 07889 844 072, or email any of the forum members below:

**Julie Pierce (Chair)**

[Julie.pierce@personasupport.org](mailto:Julie.pierce@personasupport.org)

**David Pope (Staff Director)**

[david.pope@personasupport.org](mailto:david.pope@personasupport.org)

**Cathy Hodson**

[Cathy.Hodson@personasupport.org](mailto:Cathy.Hodson@personasupport.org)

**Nicola Adams**

[Nicola.adams@personasupport.org](mailto:Nicola.adams@personasupport.org)

**Phil Marsh**

[philip1968marsh@gmail.com](mailto:philip1968marsh@gmail.com)

**Melanie Quilton**

[Melanie.Quilton@personasupport.org](mailto:Melanie.Quilton@personasupport.org)

**Michael Ziki**

[michaelfziki@gmail.com](mailto:michaelfziki@gmail.com)

## Problems with computer access

This is affecting a number of people who are either working or learning. There are two options for access:

- **The Joint Learning Hub** on the first floor of the town hall offers computers which can be booked by Persona staff. Please book in advance through the town hall reception on 0161 253 5236, or call Diane Davies on 0161 253 6877. (This is funded through Unison and you will be asked to complete an equality monitoring form.) If you have any questions, please contact David Pope.
- **The Haymarket** in the Bury Adult Learning Centre have some computers available; for details contact Julie Pierce.

## Email and text reminders

If you are not receiving emails or text messages from Persona and you would like to, please contact HR on 0161 253 6135 to ensure they have your up to date contact details.

## Health and Safety

We now have two Forum Representatives on the Health & Safety Group so if you do have any issues that you want the Forum to get involved with, please contact David Pope or call Melanie Quilton on 07903 600 667.



**We're  
all  
about  
you.**



## Staff Events Questionnaire

Thank everyone who returned the Staff Events Questionnaire.

We had 75 returned, which is amazing.

**Here is the list of events most people would like to do:**

Family Fun Day - 25

Charity Fund Raiser - 38

Tenpin Bowling - 29

Darts competition - 17

Roller skating - 19

Organising Walk's & Pub Lunch - 40

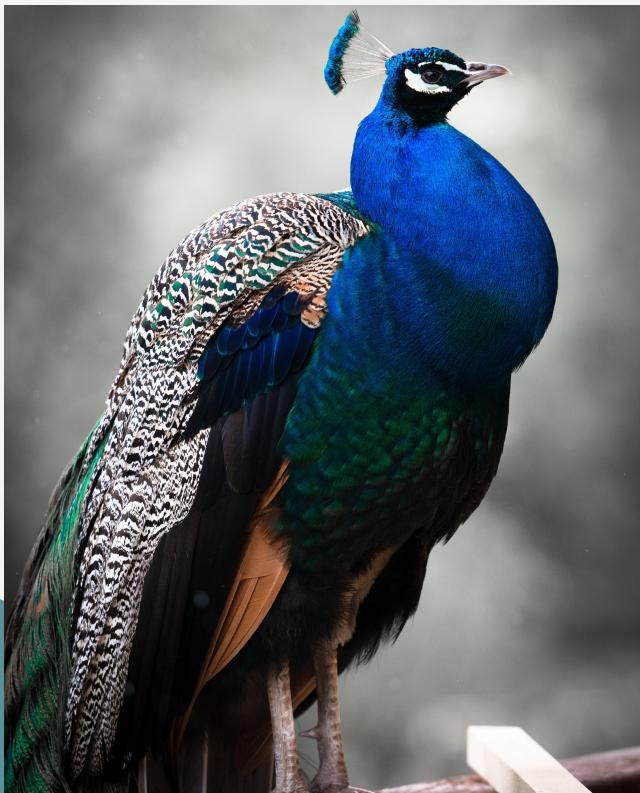
I don't want to participate in any staff events - 17

**Here are some of the other suggestions and responses we've had for events:**

- Theatre visits
- Disco
- Day Trips Staff Activity Weekends.
- Zoo
- Roller disco
- In Centre activities, eg Kung Fu Championships.
- An excuse to dress up
- Charity night for Liv's Trust
- Walking if I can bring my dog
- Christmas party or BBQ day
- Special events with both customers and staff
- One night to celebrate all staff hard work instead of just the selected few.
- I'm happy to come to events when I am available.
- Excellent I think it's great for Staff Morale
- I'm fine with any of the above

We have agreed that our first event will be a charity day event so watch this space.

Please look out for the next Hive survey as this will give you the chance to vote on your favourite local charity.



# IN THE SPOTLIGHT



## SARAH TATTERSALL - SENIOR CUSTOMER CONTACT & ENGAGEMENT OFFICER

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

The people and the variety of work.

**What's your greatest extravagance?**

My car.

**Favourite place?**

Whitby and New York.

**What makes you angry?**

Rude people.

**Who/What makes you laugh?**

Animals doing silly things.

**Favourite film?**

The Devil Wears Prada.

**Your most embarrassing moment?**

Recreating the Dirty Dancing lift, which didn't end well.

**Favourite singer/band?**

Beyoncé & London Grammar

**Tell us about your life at home/hobbies?**

Gym, going to gigs and being with friends and family.

**Favourite food and drink?**

My mum's cheese and onion pie. Prosecco.

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

SAS Ant Middleton as he would know how to survive and get off the island.

# April

1st - National Pet Month

Decorating Month

3rd - Find a Rainbow Day

4th - Vitamin C Day

6th - Walk to Work Day

Tartan Day

7th - World Health Day

Bury Pride Day

8th - Draw a Picture of a Bird Day

9th - Unicorn Day

10th - Gardening Week

11th - World Pet Day

World Parkinsons Day

13th - Scrabble Day

19th - Bicycle Day

20th - Volunteer Recognition Day

21st - Care Home Open Day

23rd - St George's Day

26th - International Guide Dogs Day

Thank You Thursday

27th - Kickball Day

Tell a Story Day

28th - Safety at Work Week

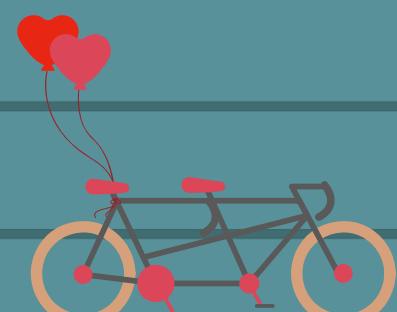
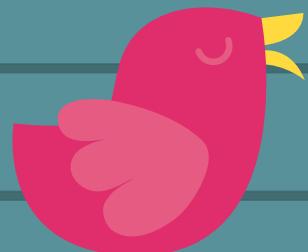
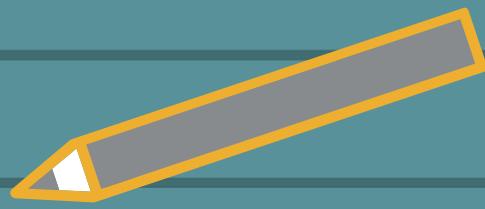
29th - International Dance Day

World Wish Day

Sense of Smell Day

30th - International Jazz Day

Honesty Day



# BACK PAGE NEWS



Congratulations to Emma Altham,  
Senior at Pinfold Lane Day Centre, on  
the birth of her grandson, Noah.  
What a gorgeous smile!

St David's Day may have been & gone, but it's still not too late to celebrate daffodils with this super easy template. If you don't have pipe cleaners, you can roll green paper around a pencil, use sticky tape to make a tube & use that in a similar way. Find the free instructions below:

<https://alphamom.com/family-fun/crafts/spring-craft-make-paper-daffodils/>



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)

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Persona Care and Support™