

# PERSONA NEWS



## Message from Kat

Welcome to your first newsletter of 2018. Revised and revamped by our fantastic new Customer Contact and Engagement Team, this edition had a hard act to follow with all the festive fun that filled the December edition. It certainly doesn't disappoint. January has obviously been a busy month filled with afternoon teas, Burns Night celebrations, sports, poetry readings and baking to name but few of the things our customers have been up to. International 'Fun at Work' day took place in January but seeing some of the things that customers and their support staff get up to, it seems at Persona that every day there's fun to be had. This edition provides you with some insight in to what some of our staff value about their team and the work they do and what makes it fun. Work is a big part of all of our lives. We spend too much time at work to be unhappy. We also spend that time with others whether they be colleagues or customers. We have the privilege of being a big part of other people's lives so we have a responsibility to make that a positive and fulfilling contribution. Judging by the compliments and Hive Fives showcased in this edition there are lots of our team members living that ethos to the full.

Kat.

## HIGHLIGHTS

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# STAFF NEWS

## ACC TRAINING

ACCTV is coming soon!

ACCTV is our new learning platform that uses videos to make learning more visual and engaging for staff.

Look out for details of its launch.

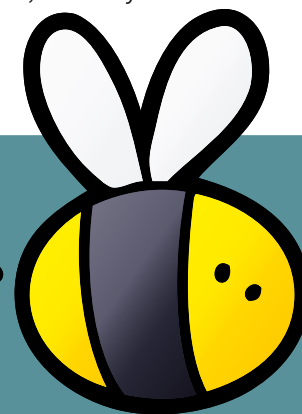
To get more involved, let us know your email address and ACCTV can send you reminders of when your training is due.

## CONGRATULATIONS

Wendy Slater, Home Support Assistant at Falcon, Griffin & Redbank, has received her certificate for Level 5 QCF for Leadership in H&SC. Well done, Wendy!

HIVE FIVES are a virtual way to say 'well done' or 'thank you' to a member of staff.

We receive HIVE FIVES on a regular basis and on a recent survey we received feedback requesting for staff recognition to be celebrated and recognised on a regular basis, so in this edition we will start to share a selection of HIVE FIVES received each month.



hive

## NEW TEAM



Laura Wolstenholme  
Head of People  
& Communications



Sarah Tattersall  
Senior Customer Contact  
& Engagement Officer



Deborah Jones  
Customer Contact  
& Engagement Officer



Fiona Parmanand  
Customer Contact  
& Engagement Officer

In the last issue we mentioned our new Customer Contact & Engagement Team & this month we can share photos!

# STAFF NEWS



## 25 YEARS' SERVICE AWARDS

Staff who had reached their 25 years' service with Persona were invited to afternoon tea at Cuppaccino Bistro, Redbank this month. Around the table there were a total of 186 years' service! Everyone agreed that if they could do it again, they would all do the same jobs, saying it was the people they work with and support that make it all worthwhile. Some staff members have worked with their customers for so long that they think of them as family. They're going to use their vouchers, received as a thank you for their hard work and dedication, to treat themselves - one staff member has already spent hers on a pair of boots!

## SHOOTING STARS RUN STAFF TASTER SESSION

Day Service Officers got a bonus training session this month; they took part in a fun exercise circuit, balloon volleyball, play your cards right and Zumba. These activities will be shared with other members of staff, which will benefit the service's customers straight away. It was also a showcase for potential timetables Shooting Stars can deliver for the service, alongside the exercise programmes already running in Short Stay and Older People's Services.



SHOOTING STARS  
FOOTBALL ACADEMY

## PERSONAWARDS 2018

Planning is already underway for the PersonAwards 2018. Following staff feedback from the recent HIVE survey, the project team, along with members of the Employee Forum, Stakeholder Forum and Persona Leadership Team, met to discuss your feedback and suggestions in relation to changes that could be made to the nomination and shortlisting process.

The key areas that we are looking to amend are:

- Offering more ways for customers, relatives, families, staff and partners to nominate
- recognising that not everyone is able to submit a written nomination
- Introducing a form of follow up for nominations to ensure the full reasons for the nomination are captured
- Including someone on the shortlisting panel who is fully aware of the details for the nominations that have been received

The project team are currently looking at how to build this into the nomination process in practice, so look out for more details soon. Once again thank you for all your ideas, feedback and suggestions.



# STAFF NEWS

## YOU SAID, WE DID

Since introducing HIVE, our staff survey platform last year, we receive lots of ideas and suggestions from staff about different things we could implement, change or try across our services and it is important that we share these across all teams.

Look out for the 'You said, we did' stamps throughout the Newsletter and future newsletters.

Keep your ideas and suggestions coming, you can let us know these either through HIVE, by giving us a call on 0161 253 6000 or emailing us at [info@personasupport.org](mailto:info@personasupport.org)



## REFER A FRIEND

We are launching a 'Refer a friend' scheme for all staff within Persona.

The scheme works by rewarding you with a £50 voucher and your friend with a £50 voucher if your friend is appointed and successfully completes their probationary period. So do you know anyone who would have the right values, attitude, skills and behaviours to come and work for Persona?

We want people who:

- are flexible with a 'can do' attitude
- want to make a difference to the lives of others
- are passionate about the things they do
- are professional in their approach

and most of all people who enjoy coming to work and make people smile!

If you know someone who is suitable get them to add your name to their application form when they apply for one of our roles and we will do the rest.

For full details about the scheme visit the intranet.



## GRUNDY BATHROOMS

The new bathrooms at Grundy Day Centre are ready for their official relaunch; they have been featured in this quarter's Your Local Bury magazine and a crew came in this month to film the bathrooms for the publicity campaign.

We'll shortly be asking customers to choose names for the bathrooms to complete their transformation!

# STAFF NEWS



## HIVE FIVES

In January we received a number of HIVE FIVES for staff across Persona. Well done to everyone who received a HIVE FIVE, we would encourage all staff to get involved to recognise and say thank you to the fantastic work our staff are doing on a daily basis.

Here are a selection of this month's HIVE FIVES:

**Alison Messenger** – you always have a smile and have time for everyone you meet, your laugh is infectious and you are a genuinely lovely person.

**Lesley Taylor** – extremely flexible, always willing to help out when needed.

**Melanie Little** – so supportive in all ways.

**Sarah Donaldson** – so positive and willing to learn.

**Anthony Redgrave** – for having a positive attitude, being flexible, is a kind considerate person, hardworking and reliable.

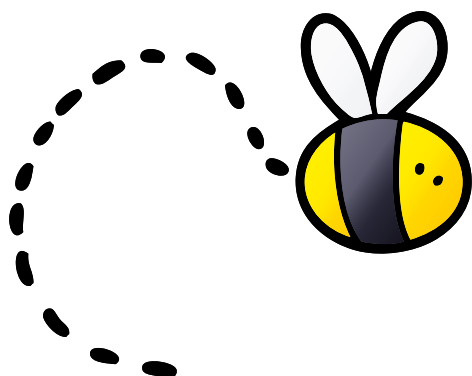
**Stacey Douglas** – excellent new staff member who works really hard and has become an asset to our team.

**Ian Fishwick** – Ian works nights but has used his initiative in organising a lottery which has brought a sense of team togetherness.

**Anna Craig** – You have taken on the Extra Care Scheme as part of your area of management. You have done a fantastic job without any fuss or drama. You have led by example in so many ways and as always you have brought fun to the workplace and your teams. You are an inspiration to others on how to manage as you are always calm, motivated, enthusiastic and above all caring

**Ann Thompson** – Following a recent impact meeting I found it helpful as a way of moving forward but also inspiring to realise our journey so far with Ann as 'captain of the ship' I thought Ann handled the meeting well and articulated points clearly.

**Catherine Roberts** – Cathy has worked with the same customers for 40 years and is very caring and dedicated.



**Julie Brindle and Naomi Egan** – has supported X through the loss of a customer. They visited the customer each week in their own time. They have done this with such love, dignity and compassion and it is a pleasure so say they are part of our team.

**Lorraine Higham** – Lorraine was delivering an activity at Grundy today which I could overhear from our office. The amount of energy and enthusiasm she put in was amazing. It was obvious from what I could hear that some customers were engaging better than others but Lorraine was patient, clear, motivational and continued to include people even where they may not have been forthcoming. It made me smile to hear how skilled she was at this.

**Charlotte Patterson** – Thanks for training me on Mobizio yesterday. You explained it quickly and clearly and I was very impressed with the work you've done so far. You should be proud of yourself.

# In Depth: International Fun at Work Day

## Casual Team

"Very friendly group I enjoy myself working with the group. It was really fun."

"Love our jobs. Good team spirit . The clients we support lovely ladies."

## Grundy Day Centre

"Having a good sense of humour. Wanting to make customers feel good so we try and create a happy atmosphere. Doing activities that create laughter. Laughter is contagious. If the staff are laughing customers are too. You have to love your job. To have fun on a daily basis. Lol."

"We know each other well and don't take each other too seriously. We love to celebrate special events and like to get dressed up, get everyone involved. "

"We like to laugh and make our workplace a fun and happy environment. "

"People who enjoy being part of a team and who enjoy their work. This makes them happy and comfortable which shows up in the way they interact with each other and their customers."

"Everyone is quirky and a little bit eccentric."

## Supported Living

"Knowing I make a difference to the lives of the people I work with."

"Colleagues are always up for a laugh."

"Friendly, helpful, approachable, loyal and caring."

## Spurr House

"Nice atmosphere. Laughter is always heard. Staff enjoy their job."



*In a previous survey we asked you what five words best describe your team and we received lots of responses saying 'FUN'. So for International Fun at Work Day, we asked **"What is it about your team that makes it Fun?"**.*

## LD Day Service

"Everyone engages in the activity they are doing and are always looking for ways to improve it for the customer so they get more pleasure out of the everyday things that they do."

"We enjoy each others company and can have a laugh, we also enjoy the company of our customers who make us laugh on a regular basis ( in a good way ! )."

"A laugh to be around and a joy to work with. Positive energy around the customers."

## Head Office

"The people I work with. Its not all "happy days" but in general it is a fun place to be. We have a lot of laughs throughout the day which makes coming to work more enjoyable."

"A warm welcome, plenty laughter and an interest around what's happening in your world."

"Knowing you can ask for help and get it straight away. My team are all great fun and we can have a laugh together while still getting the job done."

"All colleagues get along and pull together as a team when needed. Everyone is willing to help each other out which gives a good atmosphere."

"It is everyone in the team, we have a good rapport and everyone is willing to help each other out. It makes coming to work a pleasure!"

"Working with great people."



Elton Community Centre raised £100.00 with their Christmas raffle, which they donated to the British Heart Foundation in memory of our driver Steve Smiley who passed away in January 2017. Pictured are Liam Collinge, Graham Whitham, Sandra Holroyd and Bernie Walsh.

Staff & customers at the Ramsbottom Centre held a farewell buffet for Emma Jones, who is moving into her own accommodation in Brookvale. Emma has attended Ramsbottom for about 2 years and has made friends with lots of people.

*Goodbye, Emma  
& Good Luck!*





Sunnybank Community Centre have been busy celebrating Burns Night & holding a mega bingo game (below).

Here they are modelling Scottish flags made in art and craft and the Scottish Cranachan dessert which they made in baking and later enjoyed. Customers also enjoyed the opportunity to sample some traditional Haggis.



Bingo at Sunnybank Community Centre



Every day's a busy day  
at the Haymarket!  
Chelsea & Sean have been  
cooking up a storm &  
Usma has been hitting the gym.

Restart customers  
playing pool & enjoying  
Rebound sessions.





Staff and customers were invited to afternoon tea, kindly donated by our local Morrison's Champion Rochelle Gardner. Cakes and coffee were enjoyed by all.

Customers at Pinfold Lane made some lovely pizzas to celebrate National Pizza Day





Thanks to Jean, who works for Bury Libraries and is a volunteer for The Reader, customers at Pinfold Day Centre had their first Reading Aloud session this month. They shared a selection of poetry and prose, reminisced about school days and even did a bit of singing. These sessions will be taking place several times a month - details are on our website.



Shooting Stars have started a programme of fitness sessions at Grundy and Pinfold this month. Customers have been dancing, cheerleading, taking part in mini Olympics and Zumba sessions.



## The Journey

Awake at 6 - must not be late.  
They say 'The Transport Man' won't wait!  
So out of bed, quick as can be,  
A slice of toast, a cup of tea,  
The wash and dress and set my hair  
(In case that lovely fella's there...),  
Check everything's turned off once more,  
Put on my coat, wait by the door;

And wait...And watch the cars go past...  
Some people seen to drive so fast!  
And then, at last, the bell rings through;  
"Hello there darlin', how are you?  
All good to go? You look a treat!  
Climb on the bus and take a seat."  
And so, at last, we're on our way,  
I wonder where we'll stop today...

The local doctor's our first call,  
A lady who has had a fall  
And needs a dressing changed again;  
"I'll pick you up about half 10",  
Then picking up a frail, old chap,  
Who seems to have had some mishap;  
A bloke on sticks; one in a chair;  
A lady who's not combed her hair!  
Then, crutches, sticks and frames all stowed-  
We're off and back out on the road.

A fella in a first floor flat,  
That's mithering about his cat;  
A lady that can't find her purse;  
A chap that's waiting for the nurse...  
Pick ups and drop offs everywhere;  
I really hope we're nearly there,  
I hope we've not much more to do  
'Cause pretty soon I'll need the loo!

And then, at last, the final drop,  
I know the next will be my stop,  
Adjust my scarf, fluff up my hair  
(in case that lovely fella's there),  
"Hello there darlin', how are you?  
Come in, sit down and have a brew..."

And so, I've reached my journey's end,  
I have to say I can't pretend,  
That though we mutter and we moan,  
Although we grumble and we groan,  
That lengthy journey on your bus-  
It's quite a thrill for some of us!

AL Hartley 2018



## Blessings

As our meeting draws towards it's close,  
Before we all disperse,  
Before we go our separate ways,  
Just one short, final verse;

May the road rise up to meet you;  
May the way ahead be clear;  
May the sun shine down upon you  
And on those you hold most dear;

May your worries be unfounded;  
May your sorrows drift away;  
May your journey be a safe one,  
Each and every single day.

AL Hartley 2018



# ANNOUNCEMENTS

## Starters

June Brown, Casual Support/Care Assistant, Casual Team  
 Nhlanhla Sikosana, Casual Support/Care Assistant, Casual Team  
 Natalie Walne, Casual Support/Care Assistant, Casual Team  
 Britney Bevon, Day Care Assistant/Coach Escort Apprentice, LD Day Service  
 Patricia Bradley, Coach Escort, OP Day Service  
 Glynn Leary, Support Assistant, Supported Living  
 Sarah Tattersall, Senior Customer Contact & Engagement Officer, Head Office



It is with great sadness that we share with you all the death of Lynn Collier who worked as a Night Care Assistant within our Short Stay Services. Lynn will be sadly missed and we send our thoughts to her family at this difficult time.

## Leavers

Jayne Anderson, Casual Support/Care Assistant, Casual Team  
 Layken Crawford, Casual Support/Care Assistant, Casual Team  
 Shelly Newall, Casual Support/Care Assistant, Casual Team  
 David Strath, Casual Support/Care Assistant, Casual Team  
 Cherella Young, Casual Support/Care Assistant, Casual Team  
 Jackie Seal, Driver/Carer, OP Short Stay

## 100% Attendance

December's winner is Sharon Keymer, HR Officer at Head Office. Sharon was thrilled to win the draw and will be heading off to TK Maxx with her vouchers at the first opportunity!



# COMPLIMENTS

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

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## To all the staff at Grundy Day Centre,

these chocolates are just a small token of our appreciation for the kindness, interest & care displayed whilst our late mother, Marian Bradley, attended here on Wednesdays. It was truly appreciated.

Best wishes,

Ruth Bradley-Holt & Helen Bell

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## To all the staff at Elmhurst,

thank you so much for the excellent care you provided for Mum this year.

All the best, Ann Warren's family.

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## Staff at Elmhurst

were treated to a box of chocolates by Jean Mason and family for the fabulous care & support she received whilst staying there.

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## To all the staff at Redbank,

thank you for all the little extras you do and for making such a difference to my mum's wellbeing and quality of life!

Love from the McGadies

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

# MAKING THE HEADLINES



## Poetry at Grundy Day Centre

Persona have been making the news in Bury, Bolton and the care industry news this month!

We were thrilled to host local poet Alison Hartley, to celebrate Poetry at Work Day.

She shared several of her poems with staff and customers, which we have already shared on our website. The Bolton News and the Bury Times both covered Alison's visit, which you can see was a great hit!

You can read a selection of Alison's poems on page 14.



## Activity sessions rolled out to day centres

The Shooting Stars activities have been going at Spurr House and Elmhurst short stay services since the end of November 2017 and have proved very popular with customers, who have been taking part in regular sessions each week which include zumba, pilates, dancing, bowling, and archery.

This month the activities started at Grundy and Pinfold Lane Day Centres and the story has been covered by the Bury Times and also by the Care Industry News.

# IN THE *SPOTLIGHT*



## TED LEACH - GRUNDY CUSTOMER

### **What do you enjoy about coming to Grundy?**

You're never left alone to brood. Lots of company.

### **What's your greatest extravagance?**

Musical equipment, cd's, holidays.

### **Favourite place?**

Scarborough.

### **What makes you angry?**

The ill treatment of animals and children.

### **Who/What makes you laugh?**

Norman Wisdom. Slapstick comedy.

### **Favourite film?**

An Affair to Remember.

### **Your most embarrassing moment?**

Caught in the wrong bedroom.

### **Favourite singer/band?**

Matt Monro.

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

Baking, used to like decorating when I was younger.

### **Favourite food and drink?**

Sunday roast and Baileys.

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

The love of my life, my wife, who is no longer with us..

## March

1st - Time for a Cuppa Week

2nd - Dr Seuss Day

World Book Day

5th - Apprentice Week

10th - Day of Awesomeness

11th - Genealogy Day

12th - Plant a Flower Day

13th - Napping Day

14th - Ask a Question Day

17th - St Patrick's Day

World Sleep Day

18th - Awkward Moments Day

19th - International Read to Me Day

20th - International Day of Happiness

21st - World Memory Day

22nd - As Young as You Feel Day

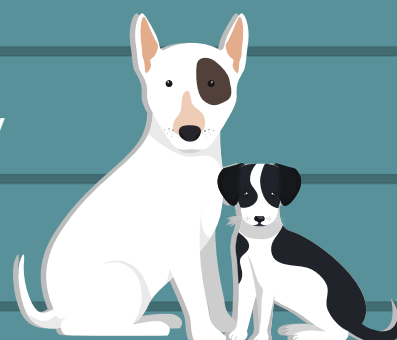
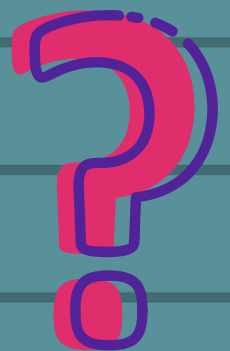
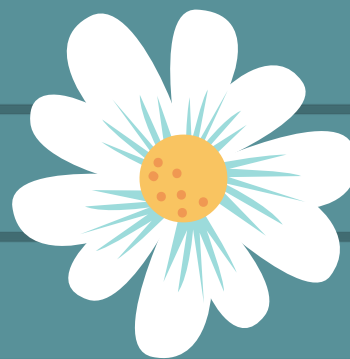
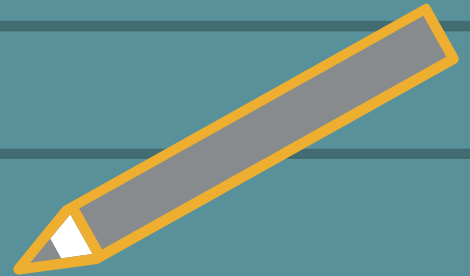
23rd - Puppy Day

26th - Purple Day

26th - World Autism Awareness Week

28th - Weed Appreciation Day

30th - Take a Walk in the Park Day



# BACK PAGE NEWS



What do you think of our  
new look newsletter?  
Please do let us know.

Our apologies to Martin Watts, whose job title was incorrectly printed in last month's newsletter. Martin currently works within our Supported Living Team and achieved his 25 years' service in 2017. He also received a HIVE FIVE from a co-worker recognising his hardwork and dedication over the years. Well done Martin and once again apologies for the error.



Meet Bella, who has  
recently moved in  
with  
Kath Hopkinson,  
Finance Assistant.  
She's already ruling  
the roost!  
Isn't she gorgeous?



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someone we should put in the spotlight,  
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Persona Care and Support