

PERSONA NEWS



Picture courtesy of Bernard Noblett - Finance Director

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Message from Kat

I can't believe we are already a month on from the fantastic 4th PersonAwards and as always there's still a lovely buzz in the air as a result of a fantastic night of celebration. It's not the only thing that's created a buzz this month either. I've had the pleasure of attending The Persona Bake Off and the opening of the Elton Sensory Room (*more on that in December's Newsletter*) – both of which have been filled with energy and laughter.



It's so important that we find the time to be part of activities and events like this. Balancing the demands of busy jobs and busy lives can take its toll on any of us and can leave us feeling exhausted. It's really important that we understand both the things that take our energy and the things that give us a boost. For me, the wonderful events that happen week in, week out across our teams provide that opportunity to be involved in something that gives you an energy boost. Whether it's a theme night in short stay or a trip to Blackpool to see the lights. It's doing something different which tops up your feel good factor.



Each of us is different, so it's important we all take some time to think about the things in our lives that give us a boost, as well as the things that may take our energy away. Once we are tuned in to that it's a simple equation – minimise the things which take your energy and maximise the things which give you a boost. It's not always easy to achieve when you are leading a busy life but the good news is that at Persona there are so many opportunities to get involved with activities as part of your working day which will leave you feeling great. I feel so lucky to work in a sector and an organisation that has that built in.



Kat

STAFF NEWS

LEAD TRAINING REVIEW

The first LEAD training course has now come to an end and the feedback has been very positive.

"Most valuable experience I have had through training. Lots of practical ideas to put into practice in all areas of my role."

"A really enjoyable and informative course. It's the best one I've been on. Trainers were amazing and I learnt so much about myself and how to be the best manager"

"Thank you for the best course I have been on in a long time. Roy Lilley have changed my life"



FREE FLU JABS FOR HEALTH AND SOCIAL STAFF

NHS England are funding flu vaccinations for care staff; just take your ID badge to your GP or community pharmacy.

It is advisable to ring in advance to make a GP appointment and note that not all community pharmacies are signed up to the scheme.

Please could you let workforce know if you get your flu vaccination in this way.

Email: workforce@personasupport.org

INFECTION CONTROL ALTURA COURSES

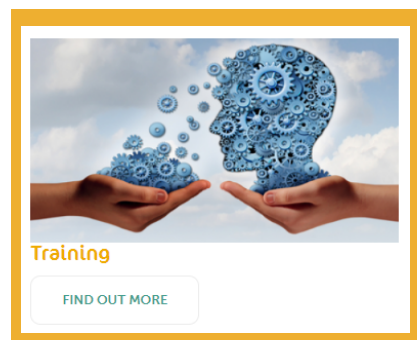
There are several infection control and related training courses available via Altura:

- INFECTION CONTROL: AN INTRODUCTION (HC-UK), SEPSIS: EARLY DETECTION AND CARE (R-UK)
- HYDRATION AND NUTRITION: INCLUDING SPECIAL DIETS (R-UK)
- ACTIVITIES OF DAILY LIVING: HYDRATION AND NUTRITION (UK)
- HYDRATION & NUTRITION: MANAGING WEIGHT TO PROMOTE HEALTH (R-UK)

Altura is now easier to access. All you need to do is to go on the Staff Information page on the Intranet.

There is also a Health Protection Nurses training session for care home staff, 1.30 – 4.30 at Bury Town Hall, Thursday 12th December.

Ring the Health Protection Nurses on 0161 253 6900 to reserve a place.



STAFF NEWS

IT COURSE AVAILABLE

Congratulations to everyone who completed their 6 week computer course held at Bury College. Charles Finnegan Tutor at Bury College said *"The course has gone really well and the group have been having fun and improving their workforce skill set. So far they have been introduced to the basics of I.T. and developed Word Processing and Spreadsheet skills. Soon they will be wizards at I.T. and have a much more rounded skill set"*

If you would like to register your interest for future IT courses please contact Susan Partington via email Susan.Partington@personasupport.org



HELLO & WELCOME

Lauren Kenyon, Casual Customer Relations Assistant
Suzanna Merrills, Casual Care Assistant

ANNOUNCEMENTS

GOODBYE & GOOD LUCK

Kali Habberley, Casual Care Assistant
Hilary Cropper, Care Assistant
Jillian O'Keefe, Customer Relations
Lisa Kennedy, Wellbeing Assistant

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

AGM

This years AGM will be held on
December 16th, 10am - 12 noon.
The location has yet to be confirmed.
All staff are welcome to attend the AGM.
There will be a focus on showcasing services.

Find out how not only your own service, but the whole business is progressing and the goals and aspirations the company has going into 2020.

Persona
We're all about you
AGM
2019

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!



Joel Noblett

Just want to say a massive thank you for all your support and patience helping me with the HFX you was a great help and made me feel confident in using the system thanks again.



Robert McRorie and team

Thanks Rob, Shirley Coyne, Sharon Bailey & Cathy Morris for welcoming me so warmly into the wonderful team at Woodbury.

To all that attended the IT course

Sarah your enthusiasm to learn new skills and challenge yourself to come out from your comfort zone regarding computers is inspiring. Keep up the good work I am very proud of what you have achieved.

Maria Burke

For helping me out and being so flexible over these past few weeks at Grundy and Peachment. A very big thank you

Enthusiastic



Valerie Rutter

Val demonstrates her enthusiasm in her work and is adaptable offering support across the service bring joy to the people she supports and really makes a difference. I love her positivity. Thank you Val. X

Enthusiastic



Bernadette Andrews

For helping our customers to make a scrummy Chocolate Fudge cake for this years 'Bake off'. They really enjoyed taking part and enjoyed the tasting at the judging yesterday even more! Thank you Bernie

Enthusiastic

Jean Howarth

For taking the lead in organising a charity (Liv's Trust) event which members of Persona Friendship could support. Fantastic feedback from the people we work with - "fun, brilliant evening" Thank you!

STAFF NEWS

6



HIVE FIVES



Hive-Fives

Caring

Kim O'Rourke
Nothing is too much trouble and you take so much pride in the things you do, and I want you to know that all the little extras you do are appreciated



Jennifer Wood

Thank you for supporting a customer to go on holiday. It looked like she had a fantastic day at the zoo and thoroughly enjoyed the experience

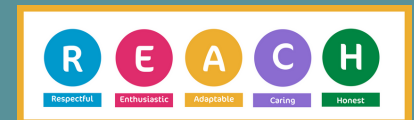
Fiona Parmanand

Absolutely AMAZING 2nd Persona Bake Off. What a crowd! You have done a great job taking this forward into it's second year and should be proud at how much people have really got on board.

Enthusiastic

Nikea Wright

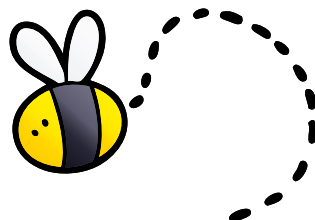
For coming back to work after being very poorly, with the same bright, enthusiastic, attitude she's always had. Well done Nikea! We missed you.



Mark Williams

For being very flexible and covering shifts at short notice to accommodate sickness on the team. Your adaptability has been very much appreciated over the last couple of weeks. Thank you.

Adaptable



David Mitchell

Fully committed member of staff, adaptable and is always looking to help others, makes a good soup as well.

Caring

Sharon Keymer
Since starting at Persona 6 months ago you have always shown a caring attitude towards me taking me under your wing whilst I am getting to know all the processes. You have always reassured me and told me not to worry. That has helped me more than I can ever tell you. Thanks so much Sharon.

The Great Persona Bake Off

Persona
Wellbeing



This year's bake off was even bigger than last year's; by 1.30pm The Green Cafe was bursting at the seams and there were eleven cakes and bakes awaiting judging for the 'autumn' theme. Four more cakes turned up in the course of the judging and everyone waited with bated breath to hear the judges' comments on their entries. Entrants could bring along a signature, a showstopper or try the technical challenge, which was fruit cake this year. Judging 2019's bake off were Jean Foster, from the Friends of Persona and Beverley Walter of Cups and Cakes Bakery.

The winners, who won an engraved wooden spoon and £25 gift voucher for The Lamppost Cafe at Burrs Country Park are: Bolton Road Master Bakers for their rainbow showstopper. Runners-up, who won an engraved wooden spoon each were Helen Yates for her toffee apple cheesecake Rammie bowl and spoon lickers' chocolate hedgehog cake. Thank you to everyone who took part; the standard was fantastic and our judges found it very difficult to choose the winners. Thanks also to Supportive Stem for hosting the bake off, and to Jean and Beverley for judging the awesome bakes.



Be Active

Keep
Learning

Connect

Persona Values



WORLD
VALUES
DAY

This year World Values day fell on the 17th October. Bolton Road Master Bakers set off the proceedings in style during The Great Persona Bake Off with their rainbow coloured cake that was inspired by the Persona Values.



We asked those attending Bake Off which of the Persona Values they liked the most and why. You can watch the full video on our YouTube channel. Just go to our website and click the YouTube link on the welcome page.

Respectful because it shows that you appreciate other and treat everyone the same.

Caring, the same. Appreciate the differences and make friends.

-Eric, Customer

Adaptable, because everyday is actually different and being able to express that in the centre is part of your job.

-Bernie, Grundy

Honesty for me shines out the most. In life you have to be honest, you have to take responsibility for your own actions.

-Susan, Friends of Persona

Enthusiastic. I think we all need to be enthusiastic everyday whilst working with Persona. Our team are really enthusiastic to make sure our customers have a fantastic day whilst they are with us at day care. We like to have a fun and enjoyable time and we want to make sure that everyone has a great time whilst they are with us.

-Anna, Manager



Respectful



Enthusiastic



Adaptable



Caring



Honest

What are your favourite values? Let us know by emailing us at info@personasupport.org

Spurr Sombrero Supreme Night

As part of Spurr's on-going theme of 'All around the World,' customers were treated to a Mexican themed night. The caterers made authentic Mexican food, they played Mexican music, with flags bunting around the room, and home-made maracas!

"One of the customers happens to have been a professional singer and she gave us all a treat by belting out a few tunes. A great time was had by all!" we were told.



Rose of Parbold Cruise

The Persona Friendship group set sail on the Leeds and Liverpool canal aboard the Rose of Parbold. We travelled through locks and all enjoyed the views and wildlife along the route. We enjoyed a buffet lunch, a raffle and a game of bingo which topped off a wonderful day enjoyed by all.



It Runs in the Family

We would like to offer a warm welcome to new Shared Lives Carer Edrina. Edrina has grown up in a family that has offered support to many Shared Lives customers and now feels that she would like to walk in her parents' footsteps. We look forward to working with her and know that she will be an asset to the scheme.



The Healing Power of a Good Home

Chayim joined Shared Lives in 2018; he had been living alone with carers popping in throughout the day but this hadn't been working as well as he'd hoped. Since he's moved in with Avremi and his family, Chayim says he's enjoying life a lot more and is a lot more active.

'I've achieved a lot of independent and social skills; I can now do my belt and cufflinks myself, and I can shave myself too. I'm learning how to cross the road, so I'm safer and can go to places on my own. I'm doing some gym based exercise classes a few times a week and I go walking and riding. 'He's also enjoying living as part of a family - 'I really enjoy having people to talk to, it's just really nice. I'm not as lonely and I'm not on my 'phone as much.'

His health has also improved; a recent letter from Chayim's consultant shows that previously planned surgery is no longer needed - 'As a result of the activities I'm doing, I feel a lot better.

My spine has stopped moving - it's not only stopped getting worse; it has actually got better!' What an incredible improvement!



A Mallow Afternoon at Grundy

There have been lots of culinary celebrations across the services this month. Grundy in particular have enjoyed National Marshmallow Day when customers created lovely tasty marshmallow kebab. All ready for bonfire season!



Creativity flows at Pinfold!

The creative juices at Pinfold Lane have well and truly been going this month. Last month they helped to create two centrepieces for the Persona Awards, this month they have been creating cakes for The Great Persona Bake Off, Spooky Halloween biscuits and creating decorations for this spooky season!



Thank you to everyone who participated in the recent staff survey.

****Data based on responses given. Not all questions may have been answered.****

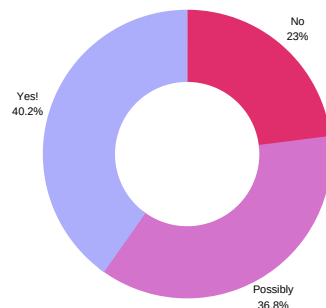
How happy are you at work?



eNPS: 17

eNPS stands for employee Net Promoter Score and is a way for organisations to measure employee loyalty.
Score 10-30 is considered average

Would you recommend our organisation as a great place to work?



If you could change one thing about working here, what would it be?

Better Communication

Support

Staff

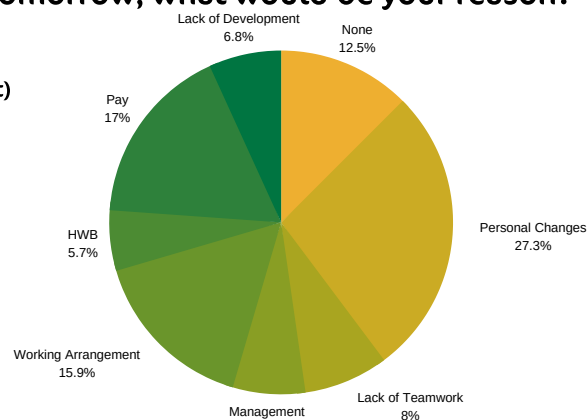
Development Opportunities

Positive Feedback

Persona

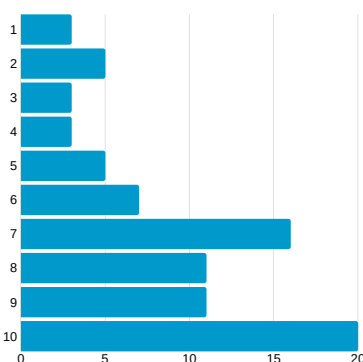
We're all about you

Hypothetically, if you were to quit tomorrow, what would be your reason?

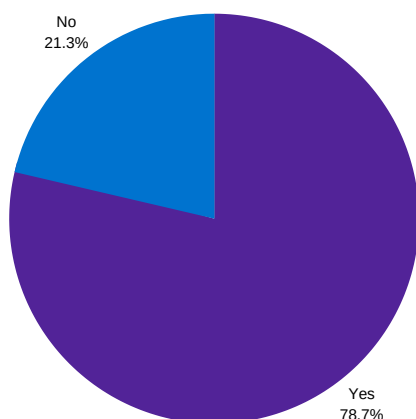


Do you feel valued at work?

On a scale of 1-10 (1 as the lowest 10 as the highest)



Do you have fun at work?



Can you recite the Persona Values?

YES- 72

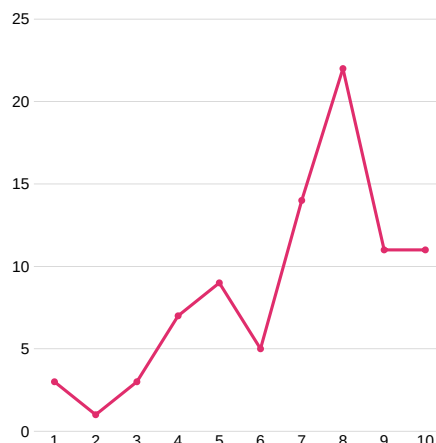
NO- 18

What 3 words would you use to describe our culture?



Do you believe we live authentically by our Persona values?

On a scale of 1-10 (1 as the lowest 10 as the highest)



"My happiness comes from the people we support"

"I would like a better work life balance. At the moment work dominates my whole life and I am loosing contact with friends"

"Couldn't be in a better team . All different personalities. All with different skills. We come together because we all want the same thing . To make our customers have the best experience when with us ... and we talk to each and support each other."

"I get good feedback from my manager, which is positive and encourages me in my role."

"Interacting with the customers makes my work varied and interesting. All the staff are friendly and helpful and great to work alongside."

"Love my job but permanently exhausted"

"Love my job but exhausted. Same people throwing sickies but no consequences."

"Happy in my work but there are not enough hours to complete task I would like to do."

"I really enjoy the diverse nature of my work and that no two days are the same. The staff are all really helpful and friendly and its so nice to see everybody making a positive difference."

"I think some people try to live up to Persona Values."

"... if I didn't laugh in my job I would have given up ages ago."

The cold days and nights are creeping in, so it was nice to start the season with The Great Persona Bake Off. But it hasn't stopped there, with Pretzel days, lots of creativity and birthday cakes!



IN THE *SPOTLIGHT*

Have you seen?

*Seen someone doing something absolutely amazing?
Wonder what you'd do without a certain team / team member?
Has someone gone that extra mile for you?*

This month we are launching the *Have you seen?* campaign. *Have you seen?* is urging everyone to contact the Communications Team whenever they have seen someone go above and beyond within their role. The Communications Team will then make a note of this so that when the 2020 PersonAwards Nominations are open, they can remind you of something that may have happened months ago, and prompt you to make a well deserved nomination.

Help the Communications Team to get your stories heard! Everyone at Persona is a super hero but unlike like Clark Kent, they like to keep their glasses on.

**Be the difference that could see your service get the
recognition they deserve!**

If you don't tell us, how can we shout about it?

Contact us at

info@personasupport.org,

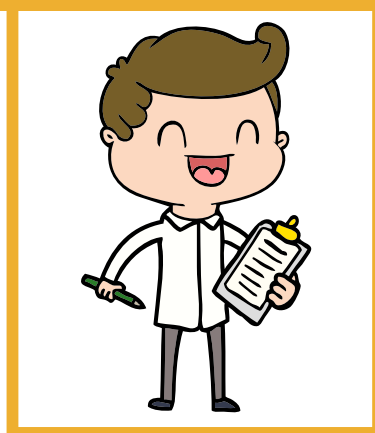
on 0161 2530 6000,

or via the online contact form



BACK PAGE NEWS

Persona We're all about you Customer Survey 2019



Tell us what you think Persona
we're all about you

My name is... I am a... ☐ Customer ☐ Professional ☐ Carer ☐ Other

My feedback is about... ☐ Family/Friend ☐ Please state:

Support Using ☐ Dementia Short Stay ☐ Grumpy Day Centre ☐ Services ☐ Open House Short Stay ☐ Involvement Day Centre ☐ Learning Disability Day Service ☐ Woodbury Short Stay ☐ Elderly Care ☐

This section is optional, however if you would like us to respond to any of your feedback please tell us how you would like us to contact you.

Telephone: Address:

Email:

Thank you for agreeing to take part in Persona's survey, it's really important that we get your thoughts on the services we offer to you so that we can make improvements and provide you with a better service. The survey shouldn't take more than 5 minutes to complete and you can be confident that your answers will be anonymous.

We would also like to keep in touch with you from time to time, so if you would like to receive information about other services that we offer, our monthly newsletter or events that we run please tick this box ☐

Completed surveys to be returned to the service you use or to Head Office - Grumpy Day Centre, Wellington Road, Bury, BL9 6AX

Healthy Lifestyles whole family Enthusiasm Staying Well Personalisation Quality

Congratulations to Annette Maskrey, Peter Sherlock, Barry Hughes, Nichola McDougall and Patrick Oriel who have won a voucher each for Afternoon Tea for two at Cuppacino's, Redbank after filling out the Persona 2019 Customer Satisfaction Survey. Vouchers have been posted out and we hope that you enjoy it!

Thank you again for everyone who completed the survey. Results from the survey will be in the next newsletter.

Without your help we wouldn't be able to improve the Persona service. Thank you!

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



Sunnybank Big Slumber Party

Friday 15th November 10:30 - 1:30pm

£2 contribution to Children in Need.

Pyjamas a must with slumber pamper treats and a movie.

Persona Friendship Group Christmas Party!

Elton Liberal Club Sunday 8th December 6.30pm til late

Open to all of LD Day Service. Tickets on sale soon at £15.

Disco, Festive Buffet and lots of prizes.

Christmas Extravaganza at Ramsbottom Centre

Thursday 5th December 10:30 - 2 pm

£10 Tickets include Pie and Peas, Drinks, Jelly and Custard and Raffle Ticket

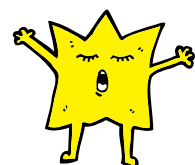
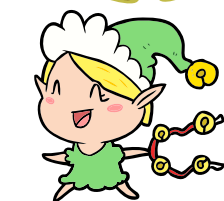
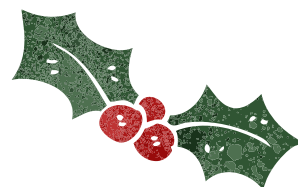
Entertainment includes Ella the Singing and Dancing Elf, and Dom the Magnificent Magician

Sunnybank Christmas Party

Thursday 19th December 1- 2.30pm

On the door entry £3 with entertainment from The Northern Sopranos.

Please let services know if you plan on going to their event.



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

Follow us on social media:



@personacareandsupport



@PersonaBury



Persona Care and Support

Visit our website www.personasupport.org