

PERSONA NEWS



Picture courtesy of Bernard Noblett - Finance Director

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Message from Kat

This newsletter goes out in one of the most exciting weeks of the Persona year. Not only will our amazing organisation turn four years old this week, we've also got our fourth PersonAwards taking place. It is such a fantastic and celebratory time of year for everyone and we should all take a little time to reflect on just how far we've come.



Persona never disappoints in terms of positivity and the buzz you feel in and around our teams. I've recently had some new visitors to Persona and each of them couldn't help but comment on how upbeat and welcoming everyone they came across was. When I hear that feedback it is fantastic because I know that we have made that positivity a conscious habit.

Everyone that we have a connection with should feel positive as a result of their time with us. Whether that's someone receiving a service, someone coming for a job interview or the milkman dropping off the milk! How we make people feel is what matters, and that being a consistent feeling no matter where you touch down in the organisation.



In this week of the year the positivity becomes turbo charged and there is a real sense of excitement and celebration which is infectious and a pleasure to be a part of. This is an organisation with a personality and a pulse – and that's something quite unusual. I am incredibly proud to continue to be part of the journey, working alongside some amazing people who bring their passion and energy to everything they do. I look forward to many more years of creating the conditions to help you take the organisation from strength to strength for the benefit of all those we serve and all those who are part of Persona.

Kat

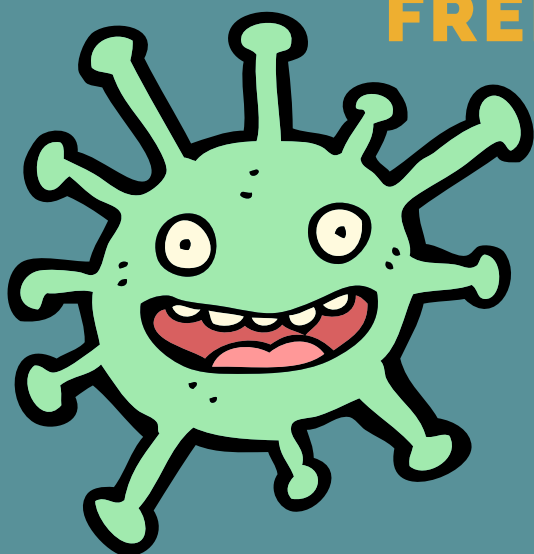
STAFF NEWS

REFER A FRIEND

Congratulations to Angela Faulkner who passed her probation this month. She was referred by her sister Laura.

They are putting their vouchers towards Christmas spending and they are really enjoying their time with Persona. They like how they are able to make a difference in people's lives.

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!



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

LEAD

September saw the start of our LEAD training and development which will be rolled out across Persona for all managers, deputies, coordinators and seniors. The first session included understanding the difference between leading and managing and how our individual leadership style impacts on those around us. We also learnt about the importance of self reflection - the time to think about our teams, our service and ourselves, something which is important whether you are a manager or not.

Any managers who are not yet booked into a session, please register with the workforce team on 0161 253 6135



STAFF NEWS

MENTAL HEALTH COURSES

MENTAL HEALTH FIRST AIDER

Get practical skills, confidence and knowledge with this two day course by MHFA England. To register your interest complete the Survey Monkey form on the intranet and email **Susan.Partington@personasupport.org**

Deadline for registration is 18th October 2019*

MENTAL HEALTH AWARENESS

Get practical skills, confidence and knowledge with this half day course by MHFA England. To register your interest email **Susan.Partington@personasupport.org**

Deadline for registration is 6th November 2019*

BE YOUR BEST

Join these Wellbeing Awareness Sessions 1st & 29th November; more details available on the intranet. To register your interest email **Susan.Partington@personasupport.org**

Deadline for registration is 30th October 2019*

***As with all training, please speak to your manager before registering your interest. Thank you.**



HELLO & WELCOME

Clare Ford, Care Assistant

ANNOUNCEMENTS

GOODBYE & GOOD LUCK

Jack Cavanagh, Casual Care Assistant
Julie-Ann Yeo, Deputy Manager
Mollie Cooper, Support Worker Apprentice LD
Paula Burrows, Night Care Assistant

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

HFX

We are now live!!

We are pleased to let you know the HFX pilot has gone live from the 1st October with approximately 100 staff taking part. Training has taken place with the relevant managers and staff and we will now take this opportunity to make sure the system meets our requirements and if needed make any adjustments. We will parallel run the current manual system and HFX system with the pilot group before rolling it out wider across the organisation.

If you have any questions about the HFX system, please do not hesitate to contact the Workforce Team.



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!



Adaptable

Jill Rhoden

Jill you are an asset to our team, adaptable in all aspects of the service, just want to say a big thank you for helping me.

Enthusiastic

Irene Caird

Irene has embraced the role of dispensing meds, and is completing this role in an enthusiastic manner, well done.

Susan Partington

True adaptability by stepping in at the last minute to support an interview with a candidate - thank you so much.

Kimberley Burke

You're doing really well here and its great you're part of our team. Keep on smiling and being you! x

Alison Chappell

Thank you for being so supportive and assisting comprehensively to ensure the smooth running of the service during a very busy period! Your commitment to the staff, customers and with other teams within Persona, is being clearly demonstrated. Thank you!

Adaptable



Enthusiastic

Robert Lee

Robbie thank you for all your hard work so far, thank you for being so kind, caring and adaptable in your job role. It was a lovely gesture for you to go in your own time and buy a resident some toiletries, knowing the resident didn't have any family. You are a pleasure to work with and nothing is too much trouble.

June Brown

I hope you are getting some rest after this last shift today. Just wanted to say a big thank you and how much I admire you holding to the Persona values. You work hard for all customers and staff. Yes there are always challenges but you keep firing on all cylinders. Love your spirit, it's a joy to be working alongside you.



STAFF NEWS

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HIVE FIVES

Adaptable

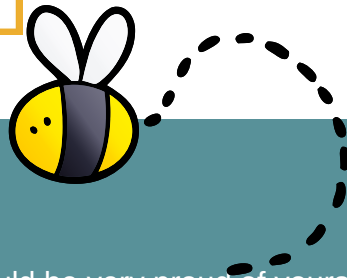
Robert Laing

Taking a great track training session for the Persona 10K team. The session was pitched at a level that appealed to all abilities and goals. A fantastic workout, fun, and with some great tips. Thank you Rob



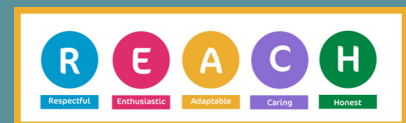
Melissa Obersby

I am grateful everyday for your hard work and commitment.



Victoria Longhurst

You work so hard and you should be very proud of yourself.



Alice Greenhalgh

Kind and caring with staff and customers, always making time to hear people out.

Enthusiastic

Catherine Powell

For delivering some great Moving and Handling training and adding me on at short notice.



Mary Lynch

I would like to give a massive thank you to Mary for all her recent hard work in supporting a supported living customer to move into residential care. Mary ensured that the transition went as smoothly as possible and that the customer's wishes were considered throughout. Mary made herself available for whenever she was needed, the customer's experience would not have been the same without her commitment and thoughtfulness. Thank you for making a difficult and stressful time for the customer much easier to deal with.

Nicola Bamford

You're like a breath of fresh air and you can tell our customers from Escape already love you! So nice to have you here. Thank you for all the effort you put in! x

Caring

Enthusiastic

The Big Night!

PersonAwards
Celebrating excellence 2019

The PersonAwards 2019 got off to a mysterious start, with guests arriving masked. Colleagues, partners and sponsors were welcomed into a silver and electric blue masquerade, with seven of the tables decorated with centrepieces made by staff and customers at Woodbury Short Stay, Pinfold Lane Day Centre, Escape and Grundy Day Centre.

After welcoming speeches from Kat Sowden and Craig Dearden-Phillips from Stepping Out, guests enjoyed a three course meal before enjoying a gentle ribbing from ex-Burlesque performer Heidi Bang-Tidy, who also judged the centrepieces and drew the raffle with the assistance of The Worshipful the Mayor of the Metropolitan Borough of Bury, Councillor Trevor Holt.



Thank you to all the organisations who donated to our raffle including Tesco, Automatic Cafe, The Clarence, The Red Hall Hotel, Verona Restaurant, Village Hotel Bury, David Hodes Opticians; we raised £454 for Bury Hospice. Thanks also to the Friends of Persona and members of the Employee Forum and colleagues who arranged the raffle and prizes.

A big thank you to all our sponsors



Winners

Person Awards
Celebrating excellence

8

**Team of
the Year**
Grundy
Day Centre

**Employee of
the Year**
Maria Burke

**Manager of
the Year**
Helen Yates

Young Carer of the Year

The Dignity Award

Learner of the Year

The Innovation Award

Volunteer of the Year

**Making a Difference
to Customers**

Support Service Award

Rising Star

Shared Lives Carer

Natasha Galloway
Grundy Day Centre

Lorraine Morgan

Elton Community Centre

Marie Lilley

Restart - Jeanette Boardman,
Gemma Winterburn &
Natasha Maciver

Angela Kelly

Maria Burke

Mirsad Vejzagic



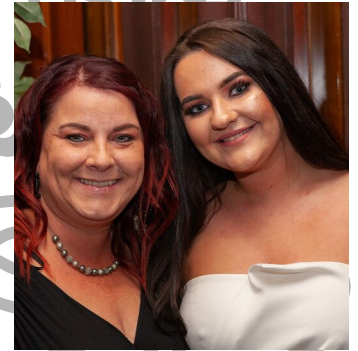
Photo gallery

PersonAwards
Celebrating excellence 2019



Photo gallery

PersonAwards
Celebrating excellence 2019



How do you stay well?



The great thing about Persona is the wealth of different interests that we all have and how we use them to improve our wellbeing.

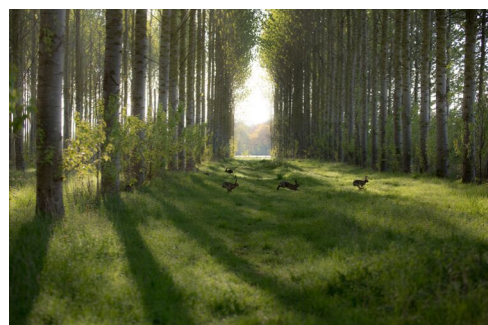
Bernard's story

Under a canopy of trees you may find yourself in a deep state of mindfulness. This is what the Japanese call Shinrin-yoku or 'Forest Bathing'. It simply means slowing down and engaging with nature on a sensory level. Studies have grown in number showcasing the benefits that forest bathing can give you: Lower pulse rate, lower blood pressure, better digestion, lowers nervous activity, reduced stress and depression, improved sleep...to name but a few.

With a deeper awareness of what is going around you in nature, it almost acts as distraction from the worries and ailments that day to day life throws at you. The body is then allowing itself to heal, become renewed and able to carry on.

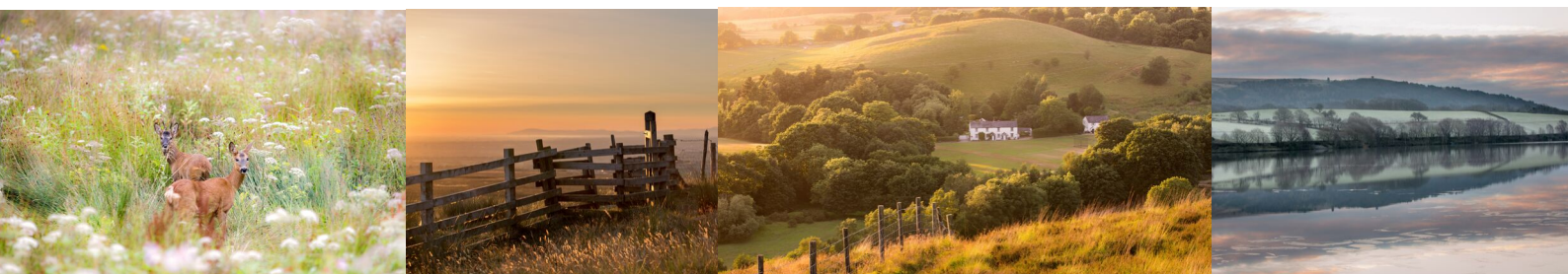
Persona's Financial Director Bernard Noblett, unbeknownst to him, has already been on the path of Shinrin-yoku for some time having grown up in the countryside he's always been around nature.

Bernard admits that his forest bathing is a happy consequence of his photography. Despite not following the rules of Shinri-Yoku as you aren't suppose to take any devices with you, Bernard has found something that works for him and it shows in his quality of photography. Looking at the cover of any Persona you will see a photograph taken by Bernard his 'Hare today, gone tomorrow' (see right) has even been included in the BBC's 2020 Countryfile calendar.



"I have never consciously thought I will pop out for a spot of forest bathing, it just so happens that... I do a lot of photography and it is quite normal for me to stay in one place for an hour or more just watching whatever might be happening around me. Sometimes it is very little, other times I could be watching deer, hares, foxes or other wildlife or the weather changing around me. By being quiet and slowing down you see and hear so much more.

It costs nothing to do, anyone can do it and you don't need to go deep into the woods to do it – just go and sit on a bench in a park for a while and take the time to watch the world around you. So why not try it?"



**If you would like to share your wellbeing story email
info@personasupport.org**

'I'm happy here, me'

Gary has lived with Lillian and Roger for nearly eight years and his family say that they wish they'd heard about Shared Lives years ago.

We've only ever supported Gary; he'd struggle with being in Supported Living because of the competition for people's time – he's very competitive! He can't read or write, but he's into jigsaws. When he was younger he never had a guitar or a stereo; now he's got both; he's got his own music - alright he makes a mess of it and we go through new strings every two weeks, but he's buying it himself with his own money - he'll go into his room and put his own music on.

He gets on well with the neighbours as well; they've accepted him, he gets a Christmas tie every year! He goes to day services now; he never used to go to anything but he absolutely loves it - they're his peers! He's happy with that and he's a bit of a boss! When he sits down in the evening with his beer he says 'I'm happy here, me' – it's really rewarding.'



The Green Outreach visit the Mayor

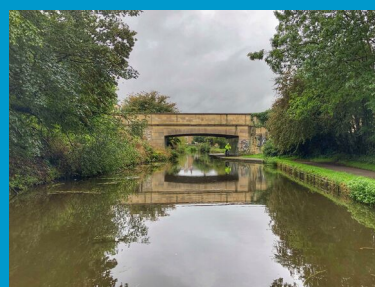
The gents from the Green Community Outreach got to meet the Mayor and Mayoress of Bury, when they got to sit in the Mayors council seat and get pictures with the Mayor and Mayoress. They got a personal tour of the Mayor's parlour and were treated to tea and cake. A wonderful day was had by all.



Supported Living Cruise

We had a soggy start to the Canal cruise yesterday but everyone had a great day.

We stopped off at Barton Grange Garden Centre then travelled on to join Kingfisher Cruises on the Lancaster Canal for our trip along the Lune Aqueduct, where fish, chips and refreshments were enjoyed on board. Following the cruise we had free time in Lancaster where some customers did a bit of shopping whilst others decided to chill out and stay on the coach. The weather wasn't great but it didn't dampen our spirits!



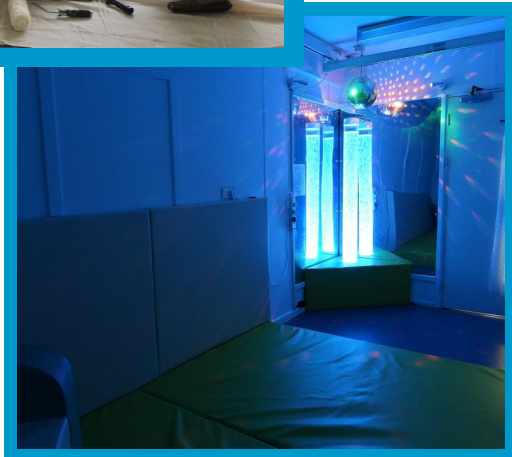
The power of a letter!

Graham and Neil have been busy working to get the Sensory Room at Elton Community Centre ready to be refurbished; the guys have been repainting the room.

Soon the workman will be in completing the room, fitting the mats and installing the sensory lights and furniture.

Volunteer of the Year, Marie Lilley, has been an absolute super star in helping get the Sensory Room the best it can be.

Not only did she get Elton onto the Tesco Bags of Help Scheme that saw them raise over £4,000 for the refurbishment but she also wrote letters to a number of local business asking for donations. Decor8 donated all the paint gloss and emulsion brushes, rollers, turps, dust sheets and masking tape used by Graham and Neil. Tesco are donating tea, coffee, soft drinks, cakes and biscuits for open day on 30th October and a large white chest of drawers was donated by Ikea for storage. Which just goes to show, if you don't ask, you don't get!



Tea Dance at Grundy

Heading out from work of an evening, if you'd looked in on the dining area for a week before this event, you would have witnessed Lorraine, Maria and the Team practising their moves in preparation for the tea dance.

On the day, customers gathered in the dining area where they were treated to dancing and sing-a-longs. Grundy's 102 year young legend Ted was in attendance and having danced all his life he was eager to get on the dance floor to bust some moves with Lorraine.

Bren was quite in awe of Ted. Despite being in a wheelchair, Bren took great delight in singing along and watching the dancing. "Terrific!" He said with his eyes beaming. "The activities here are brilliant and the staff are very good".

"And what about the cakes?" I asked, at which a broad smile spread across his face. Smiles were a-plenty and even Rosie the rescue pup enjoyed herself!



Thanks for the laughs Vic!



The customers from Pinfold Lane had a brilliant time reminiscing on the comedy of the great Victoria Wood at Bury Art Museum and Sculpture Centre's exhibition this month. They then took a turn around the gallery before a cafe stop for tea and cakes!

"Happy Birthday Persona! I can't believe it's been 4 years already. A bit like watching my girls grow up – it goes so fast. It's an absolute privilege to continue to be a part of this fantastic organisation working alongside some of the most amazing, kind and inspiring people you could ever meet. I look forward to continuing our journey for many years to come."

- Kat Sowden, Managing Director

Happy Birthday

"She was fabulous! She got my feet tingling"
-Maria Burke

"I thoroughly enjoyed the massage, it was so relaxing. I could feel the tension in my neck and shoulders easing within minutes."
-Lorraine Baison

"Bravo! Massage were absolutely fabulous. Every one was thrilled to bits and enjoyed it."
-Elton Community Centre

Birthday Cakes

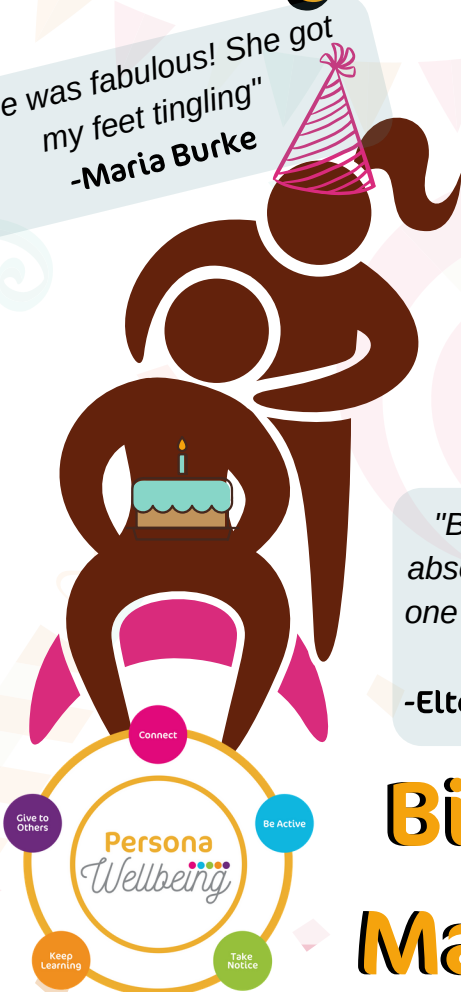


"It's been a success story since the company was formed... it's gone from strength to strength. The many people in Bury are thankful for the work that Persona does"

-The Worshipful the Mayor of the Metropolitan Borough of Bury, Councillor Trevor Holt



Birthday Messages



Fundraising



Team 10k raised £519

Around 1,600 runners including 12 from Team Persona set off on Sunday. Once again the weather was great and hundreds of supporters lined the streets creating a carnival atmosphere. After 8 weeks of training, park runs, speed walks, workouts & blogs everyone embraced the day and really enjoyed the event. All the team completed the run in under 1h 40m with 5 getting a PB. We've also managed to raise in excess of £500 for this year's chosen charity Bury Hospice; a fantastic achievement. Fancy something a bit different to get active? Have a look at the Wellbeing Hub on the Staff Intranet - there's loads of ideas!

Team Memory Walk raised £40.00

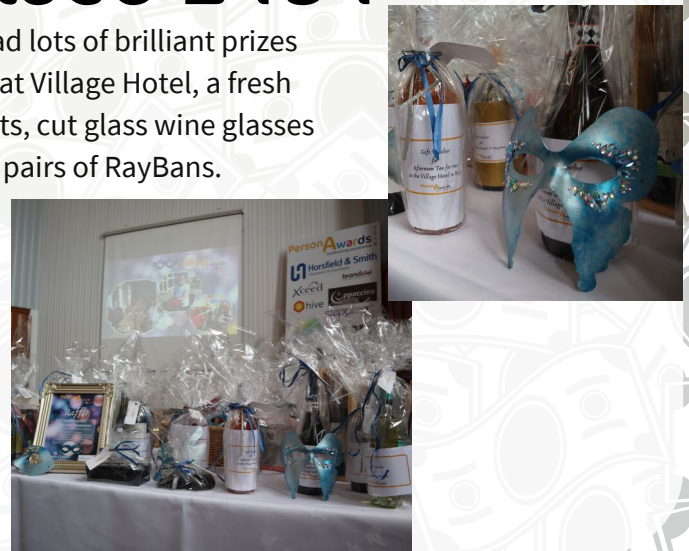
The Communications Team braved the monsoon at Heaton Park, only for the Memory Walk to be sadly called off at the last moment. That didn't stop them having a 4k walk around the park though. Jenny made Rock Buns and Welsh Cakes that she sold at Head Office to top up the money raised.



Person Awards 2019
Celebrating excellence

Raffle raised £454

Our Persona Awards raffle had lots of brilliant prizes donated, from a night's stay at Village Hotel, a fresh bouquet from Palmers Florists, cut glass wine glasses bought for the Queen to two pairs of RayBans.



Macmillan Coffee Morning



Teams across Persona have been raising money for Macmillan nurses by holding coffee mornings.

Collectively they raised a whopping £447.82

Well done to everyone involved!



The Great Persona Bake Off 2019

Open to staff & customers
Judging at The Green Cafe
on Monday 14th October

Enter one, two or all categories in this year's theme 'Autumn':



Signature bake

Technical challenge (fruit cake)

Showstopper

For more information please email info@personasupport.org

Alpacas in the sun, visits to the Mayor, community reading, renovated rooms and new arrivals. It's all go this month at Persona.



IN THE SPOTLIGHT

Staff Information

An overview of what you can get from this intranet page

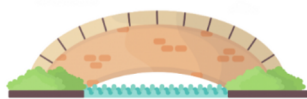
Our Structure is where you will find out who works where



Our Structure

[FIND OUT MORE](#)

Link to the Employee Forum where you can go to get your voice heard



Employee Forum

[FIND OUT MORE](#)

Find out who your Unison representatives are at Persona and the benefits in joining



[FIND OUT MORE](#)

The Wellbeing hub is where you can find ideas on how to enhance your wellbeing, details of activities plus support with physical & mental health, finance and more.



[FIND OUT MORE](#)

You'll find a detailed telephone contact list. *If you notice that a number is wrong, please email info@personasupport.org*



Telephone Contact List

[FIND OUT MORE](#)

Details regarding the National Fraud Initiative



National Fraud Initiative

[FIND OUT MORE](#)

You can also see what jobs are available internal and external. Remember if you refer a friend you and your friend could win £50 Love2Shop vouchers each



Job Opportunities

[FIND OUT MORE](#)

You'll find here a detailed outline of who's in Head Office and what sort of queries they handle



Who's Who in Head Office

[FIND OUT MORE](#)

An outline of staff benefits



Staff Benefits

[FIND OUT MORE](#)

Here you are able to submit your ideas to the suggestion scheme and maybe win £25 Love2Shop vouchers if your suggestion is used



Suggestion Scheme

[FIND OUT MORE](#)

What is sent where? Here you will find a detailed poster to answer all of your emailing queries



Email Guide

[FIND OUT MORE](#)

As ever, if you come across an error please inform the Communications team by emailing info@personasupport.org

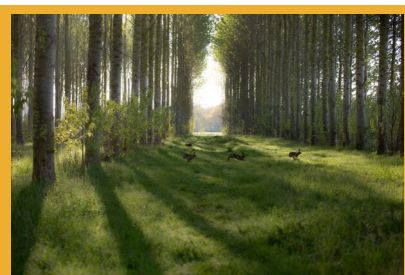
BACK PAGE NEWS



St Michael's reads at Elmhurst

Year One students from St Michael's Primary School visited the customers at Elmhurst Short Stay this month. They came with books to read and they made cards to give to the customers. Ms McLaughlin said that the class was learning about family and the importance of connecting with those in the community.

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



Congratulations Bernard!

Our very own Finance Director Bernard Noblett is in the Country File 2020 Calendar! His successful entry of "Hare today, gone tomorrow" will feature as March 2020.



How to submit a question to be answered at a Council Meeting

Following our Persona Awards trip to the Mayor's Parlour and Council Chambers, many of us were eager to know how to submit a question directly to the council. Please go to this website below to submit your question. www.bury.gov.uk/index.aspx?articleid=10492



If you'd like to share a story, photos, or suggest someone we should put in the spotlight, please email us at info@personasupport.org

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@PersonaBury



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