

PERSONA NEWS



Staple Down Here To Make This Into

An Easy Read Style Booklet

*We support people
to live their best life*

Happy Birthday Joan!

Message from Kat

This time of year can often feel like a bit of a hard slog. Typically January and February can feel a little bleak and this year has been no exception, with repeated bouts of snow, cold temperatures and heavy rainfall. It's not the most inspiring - often all of the resolutions to eat more healthily and exercise more go out of the window in favour of staying cosy with a brew and a biscuit. It's more important than ever at this time of year to think about how best to recharge your batteries and build back your resilience. Some of our usual 'go-to' options aren't available to us at the moment – going on holiday, getting some sun, visiting a spa or going to your favourite restaurant are all off the cards for the time being. Despite that, it's important we find alternative ways to replenish ourselves. Everything we are going through depletes our energy reserves and can leave us feeling tired, flat and decidedly lacklustre. We can't change the situation we find ourselves in, but we can choose our response to it and find joy in simple things.

I find the 5 ways to wellbeing a really useful way of maintaining a good balance.



This is based on the concept that we need a mixture of all these things in our life to keep us resilient and well.

Take a moment to reflect on whether you have a bit of each of those in your life at the moment. If you're like me, you might find that you are doing a lot of one thing but hardly anything of another. If that's the case, consciously build it in to your day or week and you might be surprised how doing that one thing replenishes your energy levels and gives you a bit of a glow. If it's about connecting, or giving to others, you'll probably give them a glow too. It's so simple, totally within your control and really does work, so what are you waiting for? Personally I'm going to bake a cake for my neighbour who lives on her own and look out for any sign of spring in the buds and bulbs that are starting to emerge already – what will you try?

Maybe this edition of the newsletter will give you some inspiration.

Kat

This month's highlights

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INTRODUCING

From February we will be transferring over to a new system called High 5, which is provided by a company called 'Wrkit'. This is our new virtual way to say thank you and recognise each other for something someone has done to help out, go the extra mile and/or lived our values.



We have had our current system HIVE for several years now and the main function of this system was staff surveys; it just happened to have the additional functionality of HIVE FIVES. Following feedback from staff, the preference is that staff surveys are completed via Survey Monkey rather than HIVE, but we wanted to ensure we retained the functionality of being able to recognise and say thank you to staff.

We have now had the opportunity to look at alternative systems available for this and have identified 'Wrkit' which has similarities to our existing system, but will provide an annual saving of £4000.

How does it work?

High 5 is very user friendly and very similar to HIVE. The main difference is that email is used to receive recognition rather than text. The system is web based, so you will be able to access the system as long as you have an internet connection. In order to give a High 5 to another staff member, you simply log onto the system with a username and password, choose the person you want to recognise, provide a reason and link it to one of our values – just as we do now.

If you receive a High 5, you will receive an email notifying you of this, so you can view the details. There will also continue to be regular email reminders (as we get now) prompting you to log on and recognise a team member. There is also some new functionality within the system including a social wall and the option to interact with High 5's that have been given.

What will happen to my HIVE Fives?

These have been downloaded from the HIVE system on 29 January and will be available from the Workforce team. If you would like to receive a copy of your HIVE FIVES please let the Workforce Team know. Due to anonymity within the HIVE System we can only share with you the content of a HIVE FIVE and not the details of who the HIVE was from.

If you have any questions in relation to the changes please speak to a member of the Workforce Team.

See page 4 for a printable 'How to use High 5' poster.

Say thank you with a

From 1st February there is a new way to show your thanks!



How to set up your account

1. On 27th January you will have received an email from noreply@wrkit.com with the title 'Welcome to your Benefits Platform'. Open this email, click the link to **Create your password now**.

If you are having trouble logging on to your emails, talk to your manager.

2. You will then be asked to **type in a new password** for your account. Your password should contain at least **one capital letter** and at least **one number**.



How to use it

All you need to do is open the recognition section, and click on the '**Nominate Someone**' button, and follow the instructions:

1. Use the **search box** to find the colleague you wish to recognise and select them from the list of results.
2. **Select the value** that you believe best represents your colleague's behaviour.
3. Write a **note of appreciation** to them. Please make sure to give as much detail as possible so that others will understand the reason you are choosing to thank your colleague.
4. Tick the box if you want the **recognition to remain private**.
5. Click **Send**.

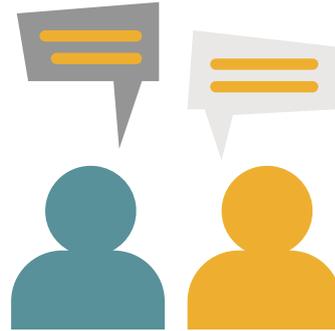
This is the website address
for High 5

<https://persona.wrkit.com/>

CHAT WITH KAT

We have had three Chat with Kat sessions since they began in September.

If you would like to join the next session, details are on the intranet. It's an opportunity for any member of staff to come and talk to Kat, and you can ask her anything you like.



February's Chat with Kat will be on: 23rd Feb 2021 at 11.30am

JANUARY'S CHAT WITH KAT

If you missed January's Chat with Kat and you would like to keep up to date with the progress and changes within Persona, head over to the intranet for a full run down of what was discussed: <https://tinyurl.com/y6neljzv>

You'll also find details of how to submit questions that Kat will endeavour to answer in February's Chat with Kat.

ANNOUNCEMENTS

GOODBYE & GOOD LUCK

Peter Lancaster - Building Support Worker
Michelle Walsh - Support Co-ordinator

FREE WEEK OF ZUMBA FOR STAFF

Dianne and Rachel, a mother and daughter Zumba duo, have been running classes for over 10 years at Sunnybank Community Centre. Due to Lockdown they have moved online and would like to give Persona staff the opportunity to have a week of free online Zumba classes. From beginner to higher intensity, there will be a class for you. Head over to the intranet for more info <https://tinyurl.com/y43pc978> and you can also find a link on the Wellbeing Hub. Check out page 11 for this month's update.





Living by the Values is embodied by our colleagues on a daily basis.

Hive used to be the way to recognise that, but we now have High 5!

Check out page 3 where you will find information about the new way to show your appreciation.

Enthusiastic

Caroline Hatton

Caroline has been an absolute treasure, hard working, enthusiastic. Caroline, thank you for all the support, patience & compassion you have given all of us at Pitt St, you have been a great help to the team. I really appreciate everything you have done.

Jenny Reddiough

I just wanted to say a big thank you for your enthusiasm in your first month with the team. You've shown initiative and willing and really fit in to the team well. I know it must be hard starting a new job under the current circumstances but you haven't let it get in the way of anything.

Adaptable

Esther Johnson

Esther, you have been so adaptable during the last few weeks, constantly covering and changing shifts to meet the needs of the service. (Covid Lounge) Big Thank you.

Caring

David White

He is a great caring guy. Always happy to assist and support, brilliant with the customers, putting them first and making them smile.



Victoria Roberts

Vicky is always an asset to have on shift, always working hard and caring! Vicky has stayed later than she had to. She does her best to do whatever she can for everyone!

Sarah Brown

For gritting the carpark and paths like a trooper in the snow, here's the Hive Five you were hoping for! :)

Victoria Wilson

Thank you for always going above and beyond and all the hard work you do coming in early and staying later to help out. It doesn't go unnoticed x x x



Elmhurst Short Stay

While we were checking in on a new customer, Lilly Jones, one morning to see how she was settling in, she said someone had asked her yesterday 'would she mind if a man washed her?' and she said she had no issues.

She then said

"the gentleman that washed me was wonderful, he was so nice to me, he spoke to me all the way through and he took good care and washed my back really good.

I really love it here, I never knew it was going to be so nice, everyone has been so nice and welcoming to me but the man who washed me was just truly wonderful".

These lovely words have been passed onto the staff member she means: Robbie Lee J

I've not been able to see our Julie for 14 months now. I see what she is doing via Facebook – thank goodness for Facebook, but I really do not have to worry about her and Elizabeth as they have a fantastic team of carers. We couldn't ask for better. As soon as it is safe to do so we will see you Julie. Stay safe all of you xxx

Supported Living



The Elms Community Centre

Hello Mo, many thanks for finding Denise the Thursday place at the Elms. It made a difference for the better immediately, she loved being there.

Last night, whilst ironing for today, she told us that 'Redbank' (The Shaw Centre) was closed and she was going to 'the placement' (her name for the Elms). So we explained the situation and said that the Elms was just on Thursdays. She then told us that it was 'too cold to go to Redbank'. She's gone to the Shaw Centre this morning but she's fallen in love with the Elms. We were surprised that she's ready to drop the Shaw Centre so quickly. Hopefully she will have the opportunity for more days in the week with Persona in Bury, Thanks again, Jo and Chris.

Spurr House Short Stay

Barbara, who was discharged from the Covid Unit at Spurr House, would like it known that she was very happy with the staff, and the way she was treated was lovely. Barbara was reluctant to go home because she says she was so well cared for whilst at Spurr House.

To all at Shared Lives – you have changed our lives! Especially Diane, Mo, Peter and Edrina. Thanks for your thoughtfulness, patience, kindness and going the extra mile for us. It's much appreciated. Thank you! Lots of good wishes from Carole and Jacob



Pinfold Lane Day Service

I am a very lucky person. We have such nice carers.
Sheila



Elmhurst Short Stay received this lovely drawing from local 5 year old, Becky. In her accompanying note to the residents she said ***'I am so sorry you haven't been able to see your family for a long time. I have drawn you a picture to make you feel better.'***

From Becky xxxx'

She was inspired to do this after her parents explained to her what was happening. Becky got very upset and was eager to brighten their day. Thank you Becky!



Peter was the Building Support Worker at Sunnybank, Bolton Road and Ramsbottom centres. He retired this January so staff wanted to wish Peter all the best and say a big thank you to him for all his hard work over the years, keeping our centres well maintained. They will certainly miss his singing, sense of humour and smiles, and it has been a pleasure to work with him.

Information is power - with it comes the ability to make decisions.

But what happens when you don't have the capacity to make that decision?

This quarter we are looking at Champions and the recruitment of the MCA and DoLS Champions.

We all, as human beings, assume things, it's in our nature. But in care, it is something we need to avoid at all costs, as a person's quality of living could be infringed if we do. The simple way to avoid this is to just ask any questions you have in a way that they can understand, and allowing them the dignity to choose. This can be as simple as making sure you ask in the morning, rather than the afternoon.

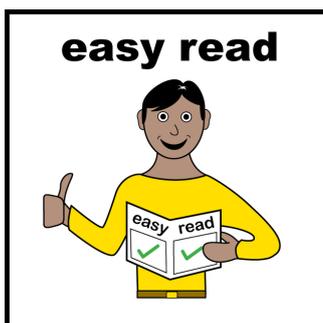
 <p>Engage Me</p> <ul style="list-style-type: none"> • Involve me in activities. • Help me to feel valued and productive. • Ask me what I want. • Don't assume. Give me choice.
<ul style="list-style-type: none"> • Give me clear step-by-step instructions. • Be patient.  <p>Enable Me</p> <ul style="list-style-type: none"> • Look for things I can still do. • Do with me, not for me.
<ul style="list-style-type: none"> • Encourage me, but don't force me. • Consider my feelings. • Keep talking with me, not about me. I'm still here!  <p>Empower Me</p>



Have a look on the Persona Themed Quarter section of the intranet for a refresh of our Dignity theme.
<https://tinyurl.com/y5no4pns>

Presenting information

At Persona we have numerous ways to present information in different ways that people can understand, catering to individuals so that everyone can access information and make informed decisions. One of these is the **Recite Me** software on our website. By clicking on the blue ACCESSIBILITY TOOLS icon in the top menu bar, you can choose how the website displays, in a way that makes it easy for you to read. Check out the March 2021 newsletter for an in-depth look at how Recite Me has helped Persona customers.



Another way that Persona gives customers information in a clear way is by having **Easy Read** documents. These make information accessible for people with Learning Disabilities. Persona will never assume that you need an easy read, but we will provide one at your request. If we are asked for an easy read, we will get that information to you within 7 days.

If you are interested in becoming a Champion but are unsure about how this will affect your role at the moment, please talk to your manager.

Role Description

Mental Capacity & DoLS

AIM

To develop a 6 month plan by 1st April 2021 to increase the knowledge and understanding of MCA DoLS within the staff team, customers and family who receive services from Persona.

Customers are in receipt and control of their own service delivery.

RESPONSIBILITIES

- To attend a monthly meeting and to work closely with your colleagues in Persona
- To help develop and implement a 6 month plan across Persona and its wider stakeholders
- Act as a role model for Mental Capacity and DoLS
- Undertake relevant training as identified by the Project Lead and the group
- Work with staff and management to identify areas of improvement and constructively solve these areas
- To support the Lead to feed back to the monthly Champions Management Group, on your progress and successes
- Promote and highlight MCA and DoLS in your work place and wider Persona family and continue after the 6 month plan is finished
- Be ready to respond to any changes in law \ regulations \ CQC reports or internal pressures in altering the plan and or bringing these changes to the staff team and wider Persona family

TRAINING AND SUPPORT

Learn or update your knowledge on The Learning Hub on the following courses prior to 1st meeting:

- The Mental Capacity Act and Deprivation of Liberty
- Dementia Everyday Care
- Learning Disabilities – The principal of working with individuals
- Equality, Diversity and Inclusion
- Care Certificate Privacy and Dignity
- Learn the systems, procedures & paperwork Persona uses in MCA & DoLS
- Knowledge around restrictive practice and safeguarding

How can I become a Staff Champion?

Speak to your manager and write an expression of interest telling us why, what and how you are going to make a difference if chosen for that role.

New on the Wellbeing Hub

This month we've added:

Creativity for Wellbeing with The Lowry and Free Wellbeing Courses with Bury Adult Education.

Keep Learning

Time to Talk Day - 4th February

This was set up to get us talking about our mental health, as many people are ashamed or isolated by any problems they might have with this.

It's even more important to make time to talk at the moment - lockdown is increasing isolation and just connecting with friends and family can help. Today's a chance for us to talk openly about how we're feeling.

Visit the hub for different ways to get confidential support; you can talk, text or message. Get help from our Employee Assistance Programme - Pam Assist, Able Futures or a Mental Health First Aider and lots more.

Connect

Give to Others

Random Acts of Kindness Day

On Wednesday 17th February, #ExploreTheGood and #MakeKindnessTheNorm - perform a small act of kindness which will benefit the person receiving it, but also make you feel good. #GiveToOthers is one of the five key ways to wellbeing and Liggy Webb's bite sized book, Kindness, will show you how to make a positive difference. It also explains the benefits being kind to yourself as well as to others.*

Kindness



Be Active

*You can access the library of bitesized wellbeing books through the Wellbeing Hub or the Learning Hub (formerly Altura).

Conversations



This bite sized book explains how to deal with conflict more positively, give constructive feedback and manage important conversations with confidence.*

Take Notice

**Making broad
smiles and
eyes sparkle**



Refer a Friend



The role of a Shared Lives Carer works differently to other carer roles within Persona - check out the webpage for more information. Are you a Persona staff member? Do you know someone who would make a great Shared Lives carer? Refer them and after successful application, you and your referred friend will get a £50 voucher each!

We're recruiting Shared Lives carers now & the role can be as flexible as you need it to be.

Want to know more?

Visit us at personasupport.org/bury-shared-lives or call 0161 253 7211 for more information on the scheme & on being a carer.

Part Three: A new chapter begins

In our final instalment of the Bliss family's Bury Shared Lives match with Sarisa, Joanne explains how everyone felt about the process (and we hear from Sarisa, too). 'As the time approached for Sarisa to leave her previous placement, we felt ready for the move to our family. Mo and Diane, however suggested that instead of her moving in straight away, a two week respite placement would be beneficial to give everyone more time to get to know each other further.

This turned out to be true and the extra two weeks meant we could both plan for the move without being rushed and continue the introduction process.

Four weeks on, Sarisa feels like a part of our family and both our children have been welcoming and tolerant of the changes to the family dynamics. Bury Shared Lives supported us throughout the process which was at times scary, exciting and indeed life changing!



My Feelings Diary

Friday 16th October 2020

I feel so happy to move in with my new family called Joanne Bliss, Jake Bliss, Tony Bliss, Lois Bliss.



Monday 19th October 2020

I feel so happy because I want to horse ride lesson.



Sunnybank has a defibrillator!

Jack Rogerson, a local man from the Elton area of Bury, had his life saved by a defibrillator. He has since made it his mission to get as many defibrillators into the communities of the Bury area as possible, to maybe save other lives. Jack fundraises to buy the defibrillators and asks for help to install and maintain them. As the nearest one in the Sunnybank area was Morrison's, he approached Sunnybank and, being a community centre, he asked if Persona could help. We were only too happy to help and as a result, strengthen our community in Whitefield. The defibrillator went live on Christmas Eve and is based at the front entrance of Sunnybank. It's a great asset for the local area. Thank you Jack, for asking Persona to part of this excellent mission.



Do you want to build a snowman?

Ramsbottom was quick to enjoy the snow when it visited last month. Check out the brilliant 'snowman' called Elsa, that the customers made.



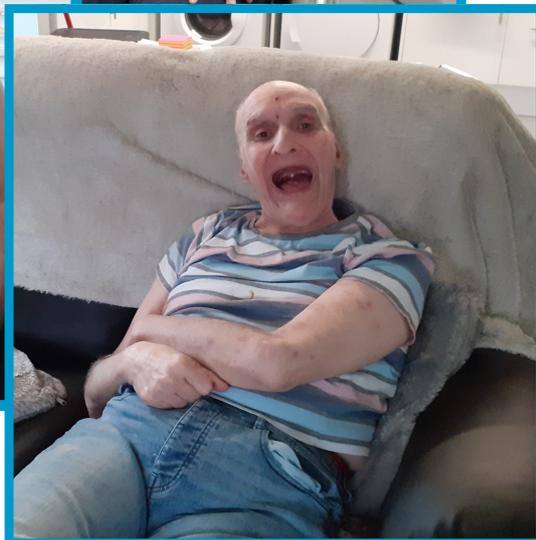
Birthday celebrations at Elmhurst

It's slowly marching to the point where everyone will have experienced a Lockdown or a Covid birthday. But why should we let being in Lockdown during a pandemic dampen the festivities? Staff at Elmhurst made sure that Ann's 70th was one to remember. Bubbly flowed, games were played and the smiles were broad behind their masks. Happy Birthday Ann!



Welcome to Queensberry Place!

January marked the start of an exciting new chapter in Supported Living, as they welcomed customers to their new home at Queensberry Place. We will check in on them later in the year to see how they are getting on. Welcome to your new home!



You can't choose who you fall in love with, yet for 100's of years homosexual relationships have been punished by abuse, stigmatism and once upon a time, the death sentence. The first act against homosexuality was established in the Tudor era, when it became punishable by death. Thankfully times have moved on, but people who identify as LGBT+ still face stigma and discrimination. We at Persona want staff and customers to feel comfortable and respected in how they identify themselves.

The LGBT+ History month was started in 1994 by a Missouri high school teacher called Rodney Wilson. The month long celebration has grown internationally and it is observed on different months, in different countries. In the UK it is celebrated in February to coincide with the 2003 abolition of Section 28 of the Local Government Act 1988, which prohibited local authorities from "promoting" homosexuality or gay "pretended family relationships", and meant that councils couldn't spend money on educational materials and projects perceived to promote a gay lifestyle. Even after this repeal, the quest for equality still continues...

What does the Pride Flag represent?



The original flag was designed by Gilbert Baker in 1978 to represent the diversity of the LGBT+ community. Each of the colours represent things that are important for living well.



Learn more about LGBT+ History during February by visiting their YouTube page:
<https://www.youtube.com/channel/UCT4nBN8y9zvWmW0kqZrSthQ/videos>



meet-n-match.co.uk was launched in 2016 after Stephen Haywood found it difficult to find a positive and meaningful relationship. Since its beginning it has grown from strength to strength to support people with learning difficulties to find new friends or a partner. They also support the LGBT+ community.

With Covid-19 this support has gone virtual and their February LGBT+ Support Group zoom is on **Wednesday 10th February from 1 - 2.30pm**. If you would like to join in, please email **Bradley@meet-n-match.co.uk** or text him on **07543 021 673**

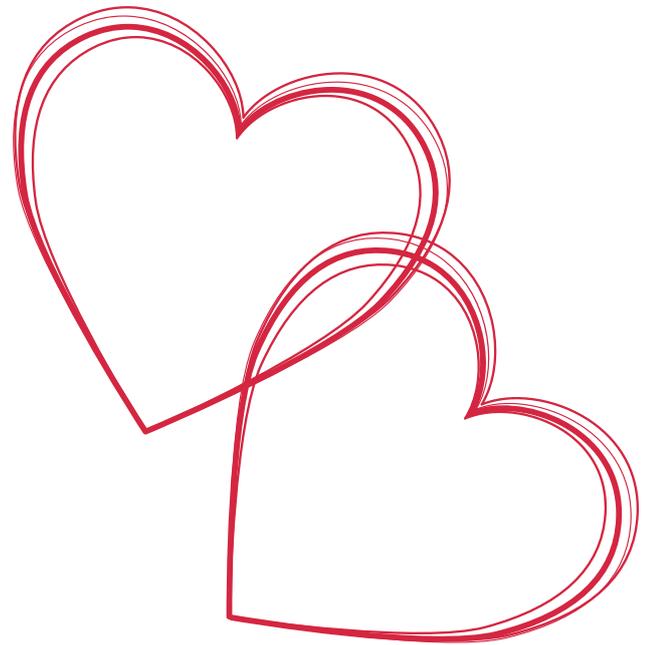
Spread the Love

Each day, from February 1st - 14th add a new heart to your display area (door, wall, window, where ever you choose) with a message of love and encouragement.



What you need

- 14 pieces coloured card of your choice
- Attached is a heart template for you to use, if you need it
- Anything that you would like to use to decorate the hearts
- Pens - to write your daily messages
- Blue tac - to stick your hearts up

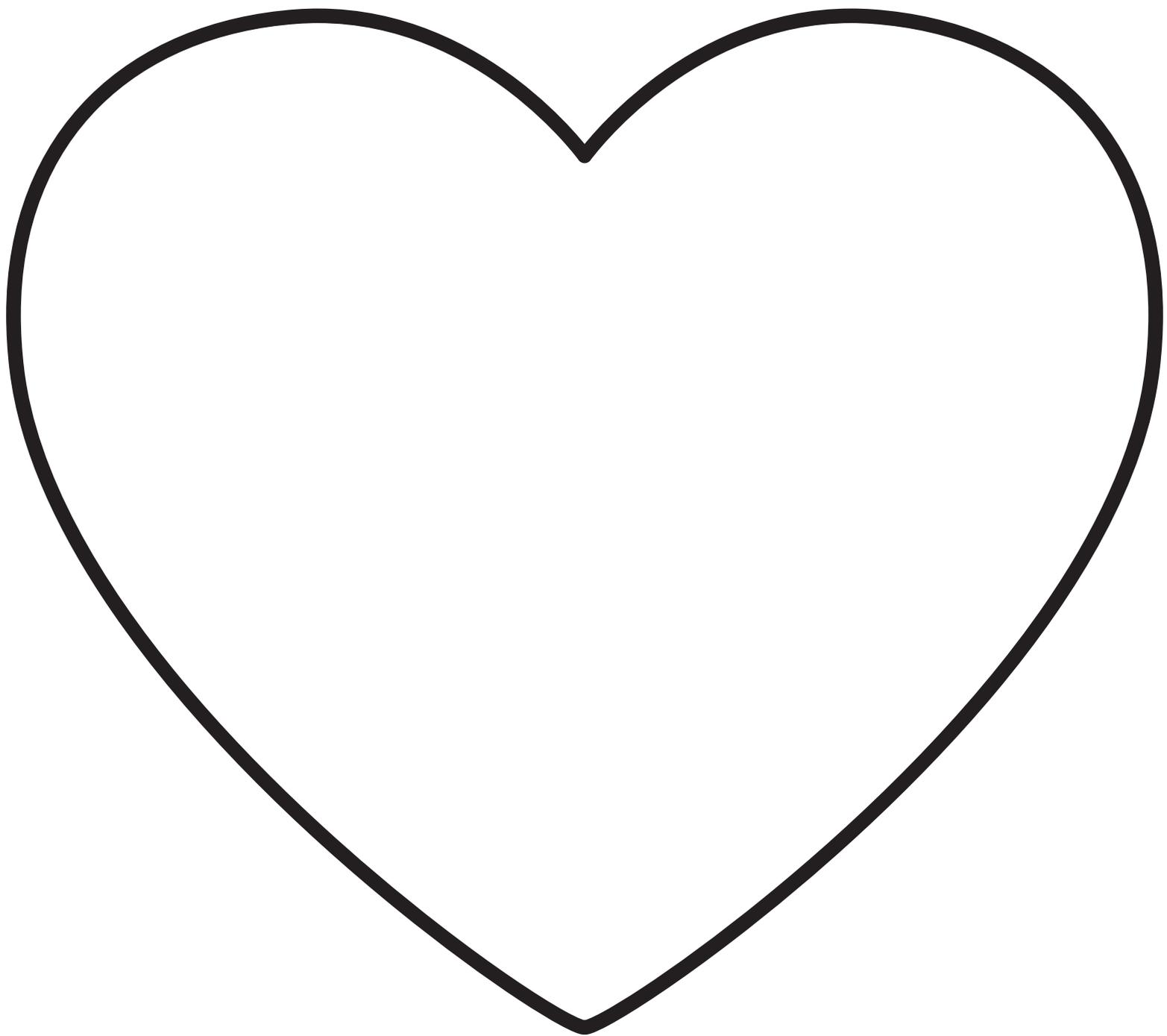


Method

1. Cut out the attached heart stencil, if you need it, to cut out your heart shapes from your card.
2. Write your messages on your cut out hearts.
3. Decorate your cut out hearts making sure your message is still seen.
4. Each day from the 1st February until Valentines Day use the blue tac to stick your heart up so people can read your message of love.

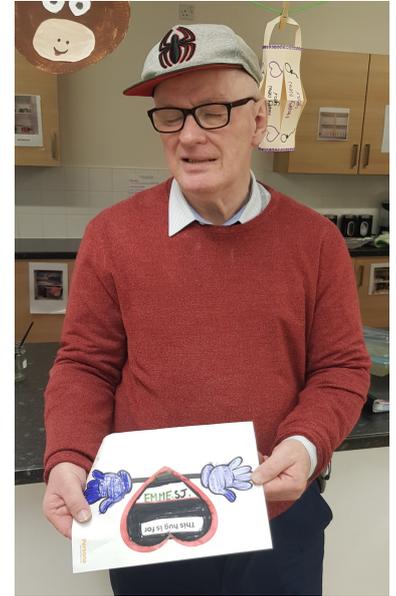
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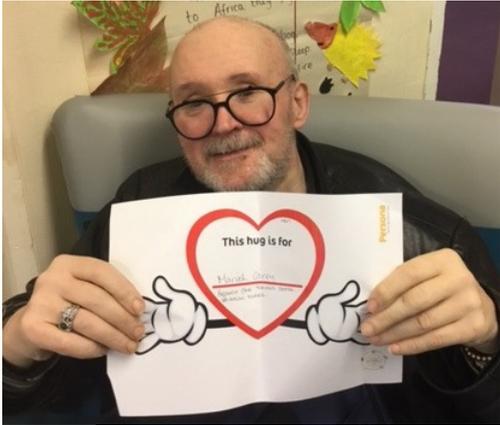
*You make me smile
each day.
Thank you*





There is a lot of love out there, shown by staff and customers doing the 'Send a Hug' activity from the Activity Hub. Here are some of the lovely hugs. You can still send one! Just head over to the Activity Hub for this and lots of other creative things to do!





Change can make us look again at what is important.

One of the things that Covid had taught us, is that we all have the ability to change, adapt and thrive in new situations which previously we might have thought impossible. Our Supported Living team shared one such instance from last summer, which happened for one of our customers.

David (his name has been changed) has severe learning disabilities and autism. Although sometimes his behaviour may be challenging, he is adored by his family and respected by those who work with him. He is set in his ways, and day to day life is better when he had a predictable, daily routine.

He would spend weekends with his mum and dad, watching television and walking in local parks. During activities he made little eye contact and getting a smile from David was not a common occurrence. At mealtimes, he wanted all the doors and windows closed and always had to eat in the dining room.

With the first Covid lockdown, David's life drastically changed. Within the team that help David, one had to self-isolate and he couldn't see his Mum and Dad. The adaptable Supported Living team found solutions to make his transition into Lockdown life as seamless as possible and one of their first goals was to get consistency back into his life.

They started WhatsApp video calls with his family and found David stability in the shape of a new support team member to replace the team member who was self-isolating. The new addition to David's dedicated team got intensive inductions, working alongside established members of the support team to help him to get embedded into David's precise routines and learned responses.

Slowly, David started to participate in activities. The team discovered that he enjoyed things like threading pasta, so they got him a colourful threading set which he loves! Games like *Alien Drop!* brought that elusive smile to David's face, but what was most awe inspiring was that David even started eating meals outside in the Summer sunshine!



Change can make us look again at what is important.

Our lesson learnt – never assume that person cannot change and adapt!

We support incredible people to live their best life!



Adaptable

BACK PAGE NEWS

National Random Acts of Kindness Day Generator

17th February

Birth Day

1. Compliment
2. Be there for
3. Smile at
4. Thank
5. Make a brew for
6. Catch up with
7. Make dinner for
8. Dance with
9. Walk with
10. Bake for
11. Paint a pic for
12. Send a card to
13. Surprise
14. Sing a song for
15. Plant a flower for
16. Send a digital hug to
17. Encourage

18. Blow kisses to
19. Support
20. Make soup for
21. Call
22. Give a digital high 5 to
23. Send a funny gif to
24. Write a poem for
25. Run errands for
26. Say you admire
27. Send a nice text to
28. Send a Netflix recommendation to
29. Send a funny joke to
30. Send a note to
31. Tell this person what you like best about them

Birth Month

- Jan. your kid(s)
Feb. your best mate
Mar. your partner
Apr. a carer
May. your pet
Jun. your family
Jul. yourself
Aug. your work pals
Sep. your parent(s)
Oct. a teacher
Nov. your boss
Dec. your neighbour



If you'd like to share a story, photos, or an idea,
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We support people to #livetheirbestlife