

PERSONA NEWS



*We support people
to live their best life*

Message from Kat

Someone made my day today. It was the simplest of gestures which gave me 5 minutes back in my life but it made a big difference. It got me thinking that quite often the things that brighten our days aren't the grand gestures or the big events, but the random acts of kindness from others. Someone taking the time to send you a thank-you message or give you a hive five, someone helping you out or the kids making their own bed (for once!!). These things lighten our mood and make us smile. The feel-good they create is like receiving an unexpected gift. None of these acts of kindness costs a thing - just time and a little bit of thoughtfulness. We are all able to give a little of that and the impact it has for others can literally change their mood for the day. What's even better is that if we reflect on the positive things that happen in our own day and take notice of the little things, we get to relive that positivity all over again and it brings a smile back to our faces once more. It's a true chain reaction.



This month we've announced the opening of nominations for the PersonAwards. It's the perfect opportunity to give that gift of positivity to someone you work with who you think deserves to feel great about themselves. It only takes a few minutes to make your nomination and doing it will make someone's day, so go ahead and start your own chain reaction.

PersonAwards 2022
Celebrating excellence 1

Kat

This month's highlights

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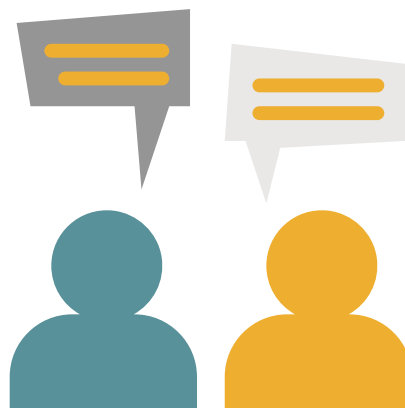
When viewing the newsletter digitally and you see this logo, there is an online link that you can click for direct access

CHAT WITH KAT

Chat with Kat sessions began last year and they are your opportunity to hear what has happened and what is planned at Persona.

If you've missed the previous Chats with Kat, head over to the intranet for a full run down of what was discussed:

 <https://tinyurl.com/y6neljzv> or find details about the next session and how to access it.



Chat with Kat is moving to Microsoft Teams and will be on 27th July at 11.30am



ANNOUNCEMENTS

HELLO AND WELCOME

Caitlin Daniel - Casual Customer Relations Assistant
Deborah Etheridge - Casual Customer Relations Assistant
Sade Brown - Kickstart Care and Support Assistant
Kyle Taylor - Kickstart Care and Support Assistant
Gareth Monk - Registered Manager - Complex Care
Joanne Parkinson - Support Worker

**We would like to give a special
farewell to Leseley Barrass, as she
retires after 36 year working with us.
Happy Retirement!**

GOODBYE AND GOOD LUCK


Elle Littler - Casual Care Assistant
Deborah Bell - Care Assistant / Escort
Lesley Barrass - Administration Officer
Christina Thornton - Support Worker



#BIG CONVO SURVEY

Back in May, the Big Convo started with a series of virtual conversations about what it would mean for Persona to join the Greater Manchester Good Employment Charter.

The discussions were open to anyone to attend. From these, a series of statements about working at Persona were gathered. We are now asking Persona staff to take part in a survey to get an idea of whether or not these statements were felt across all of the organisation.

This survey is really important as it will allow you to get your voice heard, and allows Persona to think about practices going forward so that Persona can be a Good Employer under the GM Good Employment Charter.  <https://tinyurl.com/4rkxbb4p>



SUNFLOWER JUDGING

Back in May we launched our Wellbeing Sunflower growing competition in connection with Mental Health Awareness Week. How has your sunflower been enjoying the warm sunshine this past month? The judging day is growing closer, when our Director of Care, Helen Lavers will be going round qualifying sunflower sites with her tape measure on 19th July. For more information email info@personasupport.org.



POSITIVE BEHAVIOUR SUPPORT

This month we started our roll out of Positive Behaviour Support training to staff via B-Inspired Training.

Positive Behaviour Support is about working in partnership with people and aims to understand what behaviours that challenge tell us, so that the person's needs can be met in better ways, and a support can be developed that improves the quality of life for the person and others who are involved with them.



All staff who attended provided positive feedback on the training and saw an increase in the confidence levels of staff in applying the learning and techniques from the course.

PERSONA THEMED QUARTER *Nutrition and Hydration*

As part of this month's themed quarter we are focusing on **Hydration**! Everyone should aim to drink about 6-8 glasses of fluid each day. This can be from a variety of drinks, hot or cold, but alcoholic drinks don't count.

Keeping well hydrated is important for everyone's health but if you have a poor appetite, you might also want to choose some drinks that provide energy and nutrients, such as lemon or mint in water or having milky drinks as these are a good source of calcium, iodine, B vitamins and protein.

Why is hydration so important?

- Good hydration can help prevent constipation, urine infections, confusion and falls.
- Don't let the fear of incontinence or needing to go to the toilet frequently restrict your overall fluid intake. This is not the best solution and may make things worse.
- If you are caring for someone, make sure drinks are readily available at all times and provide help with drinking if needed.





Following a break last year, the PersonAwards are back for 2021 with a difference. On 1st October 2021 we are bringing you a combined PersonAwards and Celebration Day to coincide with Persona's 6-year anniversary.

Over the last couple of years, more than ever, we have seen our values shine through and it is important that we take the time to recognise and celebrate the achievements and hard work of every employee and volunteer in supporting people to live their best life.

So, this year our award categories are focused on our values and recognising the outstanding contributions of individuals who have gone above and beyond in putting these into practice.

How can I make a nomination?

Nomination forms are available on the Persona website, just go to our events page <https://tinyurl.com/apyd3k2> for the downloadable form where you can either fill it in and email it back to info@personasupport.org, or you can print it off and hand into any Persona location or send to Workforce Team at **Bury Business Lodge, Suite 19/20, Imperial House, Hornby Street, Bury, BL9 5BN**

You can also nominate by ringing **0161 253 6000**

The nomination period will run from **21 June to 18 July**



Check out the next page for the new award categories!

What are the award categories?

Respectful

Respectful Award - This is for an individual who is aware of their interactions with others and the impact that this may have. They take time to listen with an open mind, take other people's views on board, communicate politely, and treat everyone with dignity.

Enthusiastic

Enthusiastic Award - This is for an individual who takes a positive outlook on everything they do and manages to motivate others along the way. They believe they can achieve anything, are keen to learn new things, have fun along the way and are always reliable.

Adaptable

Adaptable Award - This is for an individual who responds positively to change and alters their approach to fit the situation, whatever this may be. When they are faced with something that needs doing differently, they roll up their sleeves and adapt to what the person or situation requires.

Caring

Caring Award - This is for an individual who is a true caring champion. It's about the extra attention to detail that makes the difference, such as knowing what matters to someone, remembering things that make someone smile, taking the time to check in on someone, or taking a genuine interest in others.

Honest

Honest Award - This is for an individual who shows courage and confidence to speak up when it matters. This person is consistent, they act as a true role model in what they say and do and take responsibility for learning from each situation, especially if things don't quite go to plan.



REACH Award - This is for an individual who is a top 2%er and who puts the values into practice each day. They are your 'go to' team member who is flexible and reliable and nothing is ever too much. They really do demonstrate a 'can do' attitude and always go the extra mile to achieve the best possible outcomes.

Who can nominate?

Anyone - whether you are a customer, carer, partner organisation, relative, manager or colleague - your nomination is important. Tell us as much information as possible about the fantastic work that you have seen.

Who can I nominate?

You can nominate any individual or team that works or volunteers within Persona. This can be anyone, from frontline staff such as care workers and care managers, to people who have made an impact in other ways, such as domestic and admin staff or any of our volunteers.

How will shortlisting take place?

Initial shortlisting will take place with Persona's Non-Executive Board Members, who will shortlist 10 finalists per category.

Then it is over to our staff!

All staff members will be given the opportunity to vote for 3 finalists per award category and this will take place through survey monkey. The winners of each category will be based on the finalist that receives the most votes

How will winners be announced?

On the 1 October, members of Persona Leadership Team will be visiting the winners of each category at their place of work to present winner's gifts and celebrate with customers and members of their team. Keep an eye on our social media and October newsletter for full coverage!



Care planning is one of the most important things we can do when supporting customers. Having a detailed care plan ensures that care and support is delivered to the highest possible standard. This will not change with the introduction of Care Control; in fact, it will make it easier for staff to know what is needed.

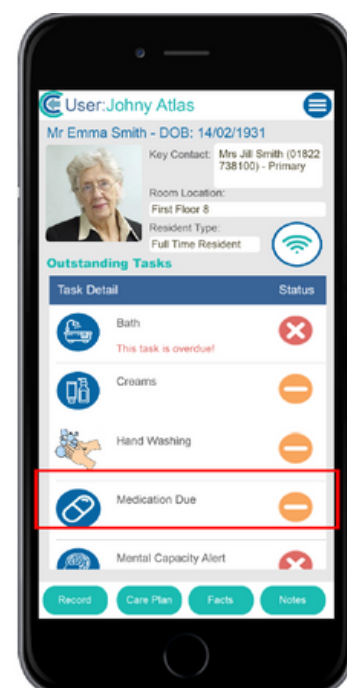
One function of care planning in Care Control is enabling there to be one care plan for each person, we have a number of customers who may live in one service but attend another service and currently each service has a separate care plan for that one person. Having individual care plans for each service doesn't always provide the continuity of care that can be achieved through Care Control.

As an example, a customer lives in a supported living house and they go to day services three times a week. One day they arrive at day services and they are not their usual bubbly self, staff try everything possible to engage but the customer isn't keen to be involved and is very sleepy. This happens over a number of visits and the staff are concerned. With Care Control the day services staff would have been able to see that the customer is having disturbed sleep resulting in them being tired during the day, this would then allow the day services to adapt their approach to the customer as that information would have been visible on care control.

The Care Control care plan has a wide range of different sections, for example personal care/ medication/ community activities/ daily living skills amongst others, however not all sections will apply to everyone as customers are all individual. It may be that when you read a care plan, some sections will be blank and that means that customer doesn't require any support from you in that area. Using the example of a customer who uses a range of Persona services, it may also be that some areas of the care plan are relevant whilst they are at home, but not relevant when they attend day service and therefore that section will remain blank.

Ultimately what Care Control does provide is the ability to have a detailed and consistent care plan for that person which travels with them, rather than a number of care plans that may not be consistent. We have spent time reviewing all these sections to ensure that customer's needs in all services are accommodated. There will be guidance regarding which information should be recorded and where, to help everyone understand what needs to be recorded. Whether you deliver 1 hour of care for a shopping trip or deliver 24 hour support to a customer with complex needs, there is the facility to record everything in detail.

Whilst Care Control may feel daunting to you right now I am 100% confident that once it is up and running you will all be able to see and feel the benefits for both customers and staff.



Any questions, please join the daily Care Control Huddles



<https://tinyurl.com/CCHuddle>



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

Head over to persona.wrkit.com to give your appreciation to your colleagues for living the values.

Christine Carroll

Respectful

Chris lives her respectful value by ensuring she is up-to date on policy updates on QCS and any training on The Learning Hub. Chris is always timely in keeping some time aside each week to complete her reading lists and add to her professional skillset with workshops on the learning hub. Well done Chris.

Anne-Marie Davies

Enthusiastic

Thanks Anne-Marie for all of your hard work last week (and always!) organising the Kickstarter interviews. Just hearing you speak with so much passion and excitement for some of our new recruits was lovely and they are very lucky to have you as their 'guiding light' for their time at Persona!

Kyle Taylor

Thank you Kyle for making the induction yesterday extra special with your fantastic contribution during the activities - I was very impressed. I know you were a little nervous at first but it wouldn't have been the same without you there. GOOD LUCK!

Victoria Wilson

Adaptable

Vicky can turn her hand to almost anything. Nothing is too much for her. She gives 100% to her job and does it with a smile. She is a one man DIY expert. Thanks Vicky for all you do for us at Spurr House.

Samantha Lindsay

Thank you for being so adaptable and helping to cover another service when needed.

Jenny Reddiough

Caring

Thank you Jenny for your recent support. You made me feel valued and supported me emotionally and this is much appreciated

Emma Altham

Honest

Really enjoyed our catch up yesterday. Thanks for the amount of thought you had given to things. You asked some great questions which will also help others in understanding the issues and options.



As well as giving your colleague a High 5, might they deserve a PersonAwards nomination also?

Simon Smith

Respectful

Great to meet you today and to witness your person centred approach and patience with the customers within their home setting. Great to see well done!

Lorna Batha

Enthusiastic

Lorna continues to live her enthusiastic value by spending a little time each week accessing The Learning Hub to complete her training and accesses the bitesized books for wellbeing. Great to see :-)

Julie Hawkins

Thank you for delivering the training yesterday and volunteering in the first place. The new starters really enjoyed it and you have made it a smooth transition for the new starters to begin in service.

Michelle McMahon

Adaptable

Thank you Michelle, your input was really appreciated setting up individual teams on QCS, this was a massive help to myself and Norma this task made our lives much easier. Thank you.

Nikea Wright

Thanks Nikea for recent shift changes to accommodate the service and also working off your own initiative managing whilst I am on meetings.

Debbie Timmins

Caring

Thank you for having the brilliant idea of providing a Menopause support group and volunteering your time and experience to help others. This is such an important topic, massively relevant to both staff and customers and I really appreciate you taking the initiative and a lead in setting this up.

Margaret Grainge

Honest

Mags naturally lives her Honest values and it is inspiring. Thank you for your ongoing support. :-)

David Pope

Thanks for being honest with me about how you felt on an issue. It took courage and honesty and I'm really pleased that you felt able to share your thoughts with me.



Long Term

Respite



Day Support

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**

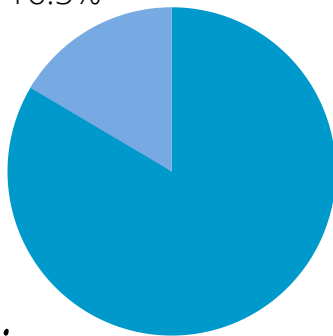
for more information on the scheme & on being a carer.

Queensberry survey 6 months on

How time flies! Queensberry is already 6 months old! To make sure that Persona was doing the best for the customers that moved in, an Easy Read survey was carried out and 6 out of the 7 customers were able to complete it, with the support of their carer. These are the results.

Do you like Queensberry Place?

Not Sure
16.5%



"It's quieter"

Yes
83.5%

Did you understand why you were moving to Queensberry Place?

Yes



Not Sure

0 25 50 75
percentage %



Are you happy with the support you receive?



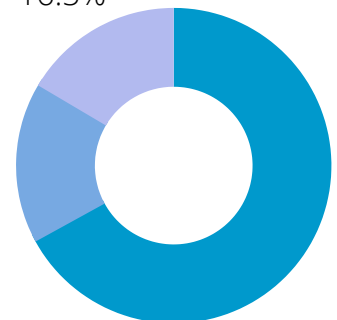
"Have more time to do things"

"I like my flat & bedroom"

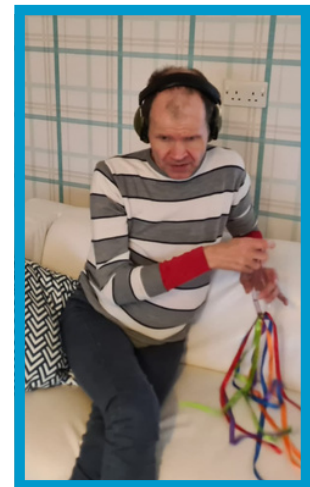
Did you choose what went in your new home?

Not Sure
16.5%

No
16.5%



Yes
67%



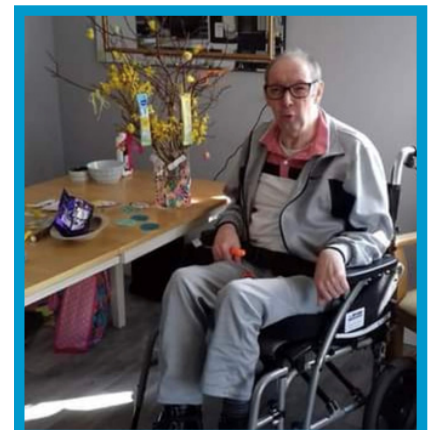
"I love it here"

If you could change anything about the move to Queensberry Place what would it be?

1 x customer said "nothing"

4 x customers left this blank

1 x customer said they would like to share with someone else (boyfriend)

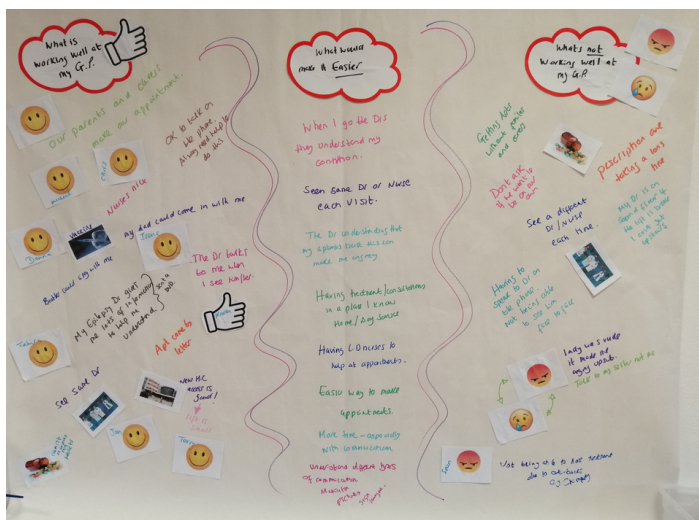


ROCing the feedback!

Community Learning Disability Nurse, Jane has been making the rounds and visited the Elms, Bolton Road, and ROC this month for a really important group discussion.



The goal of the discussion with customers was about their experiences when trying to get appointments to see the GP and their experiences during those appointments. The customers fed back through discussions and putting their feedback on a big piece of paper. They were all living their honest value and Jane thanks all of our customers for their input and ideas as this would help shape how they would proceed in the future, to how to make the experience better for all concerned. We are excited to see how our customer's with learning disabilities, their experiences and how they are listened to improve in the future.



Bumper treats for Shared Lives Week

Diane and Mo from Shared Lives Bury were out and about visiting their Shared Lives Carers during Shared Lives Week (14th - 18th June). They were visiting with treats of thank you cards, sunflower seeds and afternoon teas. Shared Lives week is a time where we celebrate the great commitment and support our Shared Lives Carers give to all the people they support.

Thank you so much for remembering us.

The scones, strawberries, clotted cream etc was lovely....all gone with a cup of tea...ahhhh from Carol and Mohammed



Hi, Diane and Mo,

Just wanted to say a big thank you for the lovely card and goodies received yesterday, and also to Megan. Its been a very long year coping with the pandemic for service users, carers and Shared Lives workers.

I personally feel we have all done really well, especially the people who we care for who perhaps don't fully understand why life has been a little different.

So a big thank you again it's nice to feel appreciated.

Kind regards Julie Gornall.

Dear Mo and Diane

*I just want to thank you so very much for your generous gift today!
Best wishes Avremi and family*



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

Spurr House makes excellent use of the good weather!

Customers and staff have been basking in the glorious weather that June gave us. Enjoying the delights of the Values Garden, they enjoyed Picnic Day and Father's Day with delicious treats and a BBQ.

A beautiful new area of the Values Garden has been christened Olive's Garden, in memory of a cherished customer that passed away last year.





Elmhurst Celebrates the Queens birthday

It's been party time at Elmhurst this past month. The party was in full swing to celebrate the Queen's birthday. They tested their knowledge with a royal quiz, games and finished everything off with a regal high tea! Morrisons were really kind to donate two cakes for the celebrations. The bunting was up and the candles were blown by Fred and Lynn who had upcoming birthdays that were celebrated at the same time.



Sending birthday cheers from Australia

You may remember last year during our Technology in Care Themed Quarter when we told you about Margaret and her daughter Janet. Each week staff at Grundy help Margaret to face time her daughter which has been a life line, certainly in the past 15 months to keep moral up for both mother and daughter. Well, Janet might be on the other side of the world, but it didn't stop her, with the help of staff celebrating her Mum's 95th Birthday with balloons and a cake. Just another example of Grundy staff not only helping our customers to live their best life, but also their families. Happy Birthday Margaret!





is back!



Lesley from Peachment Place was delighted with the news that Cuppaccino's Bistro has reopened again at Peachment Place! She enjoyed a lovely lunch with her PA this month and was joined by Wellbeing Assistant Maria shortly after!

Cuppaccino's at Peachment Place is open to the public and you can book a table online or have a look at their fabulous menu by following this link:

<https://tinyurl.com/byzsrc84> or by ringing 01204 471 259.

Please be aware that card payments are not available at Peachment Place.



John and Mary enjoyed their lunch together and having a good catching up after not seeing each other for some time.

**Peachment
Place**

Pinfold in Bloom

Pinfold Lane is in full bloom this month after staff and customers decorated the centre with beautiful floral displays. Artificial flowers were made and flower arranging activities brought lots of smiles and sweet smells to Pinfold Lane.





Genders aside from men and women have existed for millennia, across many different cultures. It's an innate part of human nature, and certainly nothing new, although you may have been led to believe differently by the media. Added coverage on celebrities such as Demi Lovato, Sam Smith and Jonathan Van Ness (of Queer Eye for the Straight Guy fame) has highlighted the growth in representation for the non-binary community, leading to insightful questions over many meanings of its associated terminology.

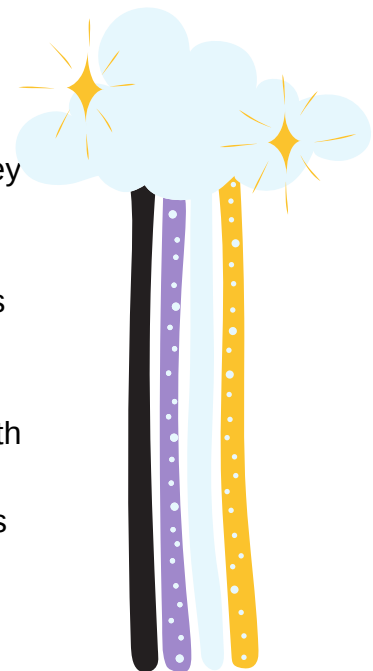
What does it mean to be Non- Binary?

In our society, we have no traditionally established non-binary gender roles, so people will choose a label and description that they feels fits them the best. There isn't an exhaustive list of non-binary genders, nor is it a fixed thing. Like all social constructs, new ones can be established if the need arises.

A common non-binary gender is "gender fluid". Gender fluid people hold both masculine and feminine traits, and feel that they fall into neither category of man or woman. Some days they may feel more masculine, some days more feminine, but many days just somewhere in the middle.

Another non-binary gender (or lack of) is 'agender'. This means that the person has no gender identity at all.

Non binary people are not confused, or in denial about their birth sex, but through their understanding of gender identity have chosen to take on a label that helps them to define and express their inner identity, and shed the constraints put on them by society from birth that they were never comfortable with.

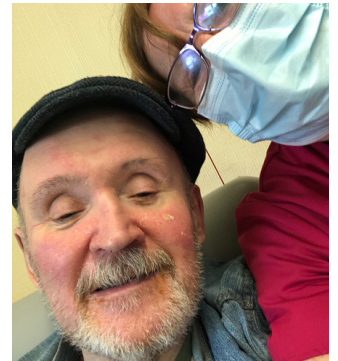


Did you know? Countries such as Australia, Canada, Germany, The Netherlands and New Zealand now included non-binary gender options on passports. 18 US States also allow residents to mark their gender as 'X' on their driving licence.

Key Question: What pronouns and titles should I use?

Non-binary people may choose 'he/him' or 'she/hers' to describe themselves, or they may prefer a gender-neutral pronoun such as 'they/them'. Titles such as Mr. and Mrs. indicate binary gender of male or female. Mx is a gender-neutral title that is commonly used by non-binary people.

If you aren't sure what pronoun to use, just ask politely. It may feel awkward at first, but this is one of the simplest and most important ways to show respect for someone's identity.







Empowering Language



The saying goes *The pen is mightier than the sword*. Therefore it is those words that we choose to write with that pen, that can have a significant impact on those that read or hear them. Words are certainly sharper than swords.

Choosing your words is essential to empowering people and by doing so, you can help to improve their wellbeing. I'm sure we can all recount numerous occasions where friends, family members or even strangers have said something which in their head has been completely innocent in intention, but for you, it struck a negative cord and cut deep. These negative cords can soon turn into an symphony, where you can only see yourself in a negative light.

Within care, and if a customer is already on a low ebb, having a carer say "challenging behaviour... suffering from..." can have the danger of taking away the humanity. They are no longer, Trevor... Lizzy or Alan. They are now just a sick person needing care and in turn this might prompt the customer to self actualise. *If I have such challenging behaviour, then the next time I see my carer I will act up* - whether that is a conscious or unconscious decision to do so.

The power is in your hands to say what you want and need to say... but maybe in a more positive way. Have a look at the phrases below and ask yourself the next time you are on shift, do you empower or disempower with the language you use?

Suffering from...

Living with...

*Challenging behaviour,
being difficult*

*Behaviour that is out of character,
symptoms of distress*

Wandering

Walking

Resident, service user

People we care for and support

Feeding

Supporting with their meal

Allowed to

Has the right to

He isn't compliant

He doesn't want to...



BACK PAGE NEWS

Can you go Plastic Free for July?

*Approx 5,000 items of marine plastic pollution have been found per mile of beach in the UK.
(Marine Conservation Society, 2016)*

As we know, plastic is strong, flexible and durable making it extremely useful, however that also means it never really breaks down. A plastic bottle can last for 450 years in the marine environment, slowly fragmenting into smaller and smaller pieces which eventually end up microscopic but never truly go away. This means that every piece of plastic that has ever been produced is still with us, in some form. (<https://www.sas.org.uk/>)



5 tips to reduce your single use plastic

(www.wwf.org)

1. Carry a reusable coffee cup or flask. Ditch the take away cup!
2. Thirsty? Bring your own bottle
3. Say no to plastic cutlery
4. Decline the plastic straw
5. Find innovative ways to reuse. Check out the Activity Hub for how to reuse you bake bean tins!



"Life can sometimes be like a tube of toothpaste.

*Sometime easy but other times we feel we have to work
hard to squeeze every bit of goodness out of our day -
but it's worth it.*

We are worth it.

Both the easy days and harder days are valid"

Words inspired by Mary Lynch (Supported Living) whilst on an Art of Brilliant course.



If you'd like to share a story, photos, or an idea,
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Persona Care and Support



Persona Care and Support

Visit our website www.personasupport.org

We support people to #livetheirbestlife