

PERSONA NEWS



We support people
to live their best life

Staple Down Here To Make This Into

An Easy Read Style Booklet

Message from Kat

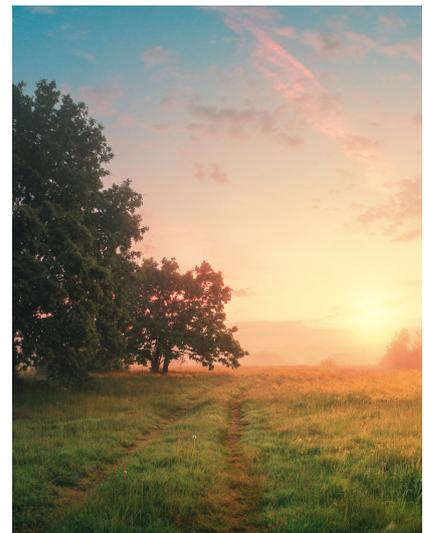
In last month's edition of the newsletter I talked about looking at the 5 ways to wellbeing and encouraged you to think about what you could try to do a little more of what might refresh or re-energise you. Did you give it a go yet?

One of the things I was going to do was to notice the signs of spring. What good will that do you might ask – but here's the thing – spring is a time of new growth and with it comes hope. Plants which have spent the winter as dried out bulbs or leafless stalks start to flourish again. By noticing the signs of spring it can transfer that feeling of hope and inspiration to you. I certainly found it helped. I noticed the pure white heads of snowdrops popping up alongside the rich colours of the crocuses. The bitterly cold wind was replaced with noticeably milder days and the days themselves have edged that bit longer.



At a time when, for many of us, the struggle with coronavirus has been long and enduring, the arrival of spring is a reminder that we will come out the other side. However, hopeless we may feel (and we have had good reason to) we will get through this and begin to flourish again.

With hope comes the ability to look forward – I can't wait for the first time this year that I can smell freshly cut grass. The simple things in life can make such a difference and being mindful of the things we experience through our senses can make us stop and take notice so that we feel their benefit more. So, in the spirit of one of the 5 ways to wellbeing, Take Notice this month.



Kat

This month's highlights

- | | |
|----------------------|-----------------------------------|
| 2 - Message from Kat | 13 - Service News |
| 3 - Staff News | 17 - Cultural Calendar |
| 8 - Recognition | 18 - Activity Hub and Easter Comp |
| 10- Wellbeing Update | 20 - Snapshot |
| 12- Recite Me | 22 - Spotlight |



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

THE VACCINE

Check out the intranet for all the up to date information about the vaccine, where to book it and what to expect.

Understandably there has been some uncertainty around the jab, so why not head over to the vaccine page to see what other colleagues have said after they got their first jab. Plus there are videos from doctors explaining the vaccine.

 <https://tinyurl.com/1lmwjrtm>

Check out page 14 to read about John's trip to get his jab.



WORK EMAILS

We are starting to see the introduction of digital technology more and more in the work that we do. This brings lots of advantages to the way we work, as we saw during our Technology in Care themed quarter last year, but we also recognise that it can bring its own challenges for individuals and teams.

Over the last few years we have introduced a number of new systems to help and support the way in which we work such as eMAR, Mobizio, QCS and The Learning Hub. Over the next 12 months we are looking to roll out Care Control across all of our services.

These systems usually require email addresses in order for staff to access the information stored within these systems and with this in mind we have provided all staff with a Persona email address.

How do I access my emails?

Emails can be accessed anywhere as long as you have an internet connection. This can be via a phone, tablet, computer or laptop.

Who do I call if I have forgotten my password or need support accessing my emails?

Angela Duncan, ICT and Systems Support Officer
Email: Angela.Duncan@personasupport.org



It is important now more than ever that all of us regularly log on and check our work emails as this is where lots of key information about your role and the organisation will be shared, including reminders to complete training on the Learning Hub and QCS, notifications of recognition that you have received from our High 5's system and key updates in relation to Persona – so log on now and see what you are missing!

 Email Guide section on the Intranet - <https://tinyurl.com/2l34qqot>

HIGH 5 FEATURES



Since we launched our new High 5 recognition system at the end of January over 100 staff have logged into the system and over 75 High 5's have been sent.

A High 5 is a virtual way to recognise someone you work with, from a simple thank you for something they have done to when someone has gone above and beyond. It is also great to see how our organisational values are being lived each and every day.

Did you know that the system also has a social wall where you can see recognition that has been provided?

You can filter this by team and if you see a recognition that you like, click on the  to show you like the recognition that has been sent. So why don't you recognise someone today? Log on by visiting persona.wrkit.co.uk

If you need your password resetting click on 'lost your password' to reset this or contact a member of the workforce team who will be able to talk you through it.

If you have any problems with High 5, email workforce@personasupport.org

MCA DOLS CHAMPIONS UPDATE

Debbie Martin has agreed to be the lead on the MCA DoLs champion group.

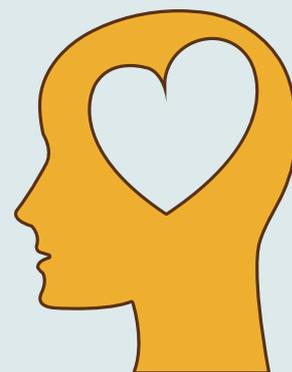
Debbie will be joined by Nicola Williams, Krisila O'Neill and Michelle Pitt.

The MCA DoLs group will be meeting on

Thursday 4th March at 1.30 to 2.30 pm on teams.

In this first meeting, the MCA DoLs Champions will discuss the the group's objectives for the coming months, which are:

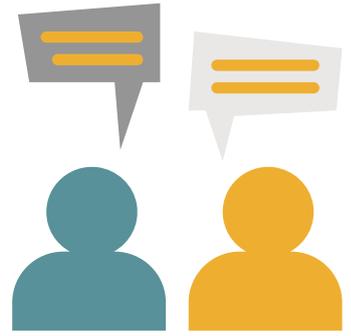
- to complete basic training on the Learning Hub
- help develop a 6 month plan
- to improve their knowledge and experience as MCA Champions and decide how we develop the rest of the Persona's knowledge and understanding of MCA and DoLs
- identify how it affects our customers and what and how our actions in work affect our customers' lives.



Next themed quarter will be moving from Champions to focusing on MCA DoLs in more detail

CHAT WITH KAT

Chat with Kat sessions began back in September 2020. It is your opportunity to hear what is happened and planned at Persona from Kat herself. 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.



March's Chat with Kat will be on: 23rd March 2021 at 11.30

FEBRUARY'S CHAT WITH KAT

If you missed February'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 March's Chat with Kat.

ANNOUNCEMENTS

HELLO AND WELCOME

- Karen Krepel - Casual Care Assistant
- Rachael Stackhouse - Casual Wellbeing Assistant
- John Turner - Casual Support Worker
- Andrea Vining - Wellbeing Assistant
- Louisa Marshall - Care Assistant



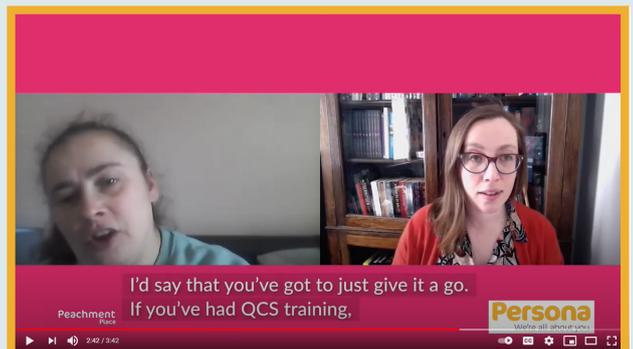
Quality
Compliance
Systems

WEBINAR HELP

QCS, our online policies and procedures online app has been available for a couple of months now. If you are struggling with learning the new system please speak with your manager. Alternatively there is lots of help available via the intranet. In the Staff Information section of the intranet there is a page dedicated to QCS. There you will find a tour video, webinar access, help with logging in and a staff case study.

Debbie, who works at Peachment Place, found it a daunting prospect having to learn a new system, but she is now a convert. She likes that it is all at hand on your phone, tablet or computer. Time is saved by the search bar tool. If you would like to hear Debbie's story and view the webinars, please visit the QCS page via this link:

<https://tinyurl.com/IntranetQCS>

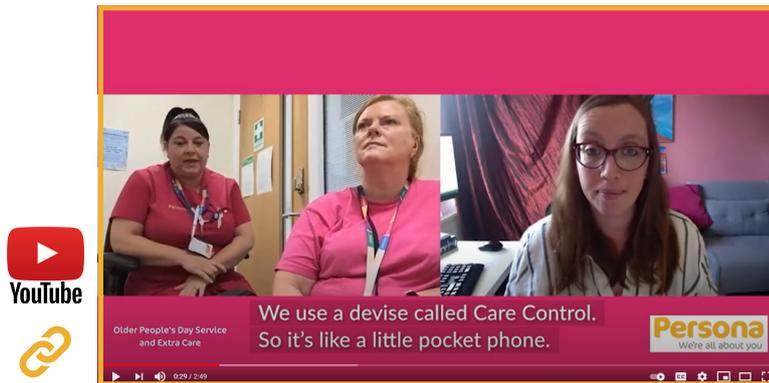


CARE CONTROL LAUNCH

Care Control is customer management software which can be accessed on a phone, tablet or laptop. Care Control has a range of functions, for example it will be used to record customers' daily notes, care plans and risk assessments, staff rotas and payroll, which will make access to information easier for staff as it will be stored electronically and consistently across all services. It has been in use at Peachment Place for a number of months. You might remember this video



<https://tinyurl.com/t09w0ee7> where Lorraine and Catherine talked about the learning process and how much they enjoy using the system.



After careful consideration, it has been decided that Care Control is an excellent and cost efficient way to keep customer data and the phased process of introducing it across all services started last month. Changing to Care Control in Short Stay will save £5,600 annually!

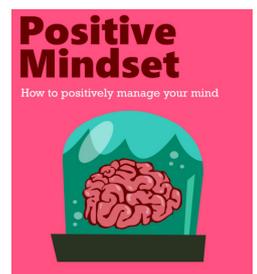
The implementation of Care Control across all services puts Persona in a great position to have staff flexibility and it future proofs the service that Persona provides, making it simpler and easier to support everyone to live their best life.

The installation of Care Control will be done in a phased approach that will last into 2022. There will be regular updates on its progress, including how you can learn how to use the new system, highlighted in the newsletter. There will also be a dedicated page on the intranet, <https://tinyurl.com/CareControl>, which will grow each month.



We know that change can be very daunting, especially after spending so long getting to grips with how you presently do something. That's why the Liggy Webb Bitesized Books on the Learning Hub can help you to deal with change. This month, why not try out this title on having a positive mindset, why you need it and how you can grow one - how to rewire your thoughts <https://tinyurl.com/PositiveMindLW>

There are lots of other titles to choose from!



VIRTUAL STAFF WORKSHOPS

22nd March - 1st April



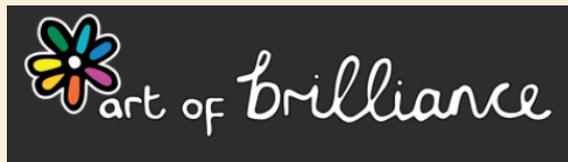
It's that time of year again! Staff workshops! Last year they were cut short due the first Lockdown coming into effect. Unfortunately we are still having to live and work around Covid, so this year, the Staff Workshops are heading online!

To make sure that staff and managers have enough flexibility, the workshops will be over a two week period with a selection of live and pre-recorded options to chose from.

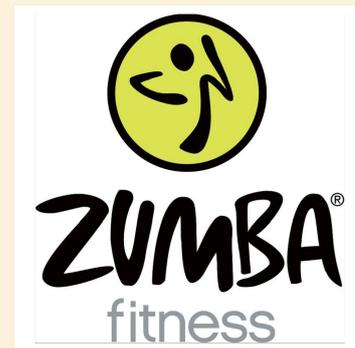


Access to all of the Staff Workshops will be via the Persona Learning Hub.

Staff Workshop Headliners:



Market Place + Q&A Zoom



For more detailed information and timetable of events, please follow this link [🔗](https://www.personasupport.org/intranet/staff-news/staff-workshops-2021)
www.personasupport.org/intranet/staff-news/staff-workshops-2021.

Alternatively a link to this page will be located on the Weekly Update page of the intranet.
Just look out for this graphic:

Virtual Staff Workshops 2021





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 4 where you will find information about the new way to show your appreciation.

Enthusiastic

Debbie McManus

Well done Debbie for your first Zoom interview. I know it can be daunting but I really appreciate you volunteering to talk about QCS and how it has helped you.

Michael Moore

Loving the idea of the get together initiated by Ramsbottom and which I understand you have lead on. Great to see your team leading the way with this. Hope it goes well.

Adaptable

Communications Team

I just wanted to say a huge thank you for your contributions at the Care Control meeting yesterday. I know my shopping list of work I would like you to do was quite a big ask, but you had thought carefully about what the project needs and brought even more brilliant ideas to the meeting. And on top of that, you were already on with creating the first Newsletter article and developing a section of the Website. It gave myself and Kate Sanders a massive boost to have you on board and your expertise in knowing what is needed. Brilliant work.

Caring

Richard Yates

Richard, just a quick message to say I really enjoyed working alongside you last week. You did a wonderful job of sharing the daily plan with me, and explaining customers support needs and routine to me. The way you supported the customers was lovely to watch, you showed great respect and it was clear you were passionate about supporting them and getting things "Spot on" for them. You were thorough in everything you did, your checks/recording/Covid procedures and cleaning/moving and handling all carried out perfectly. If you were a direct member of my team I would certainly be confident in buddying you up with a new member of staff to show them the correct way to do things. Thankyou on behalf of the customers, I was very proud of your work!!

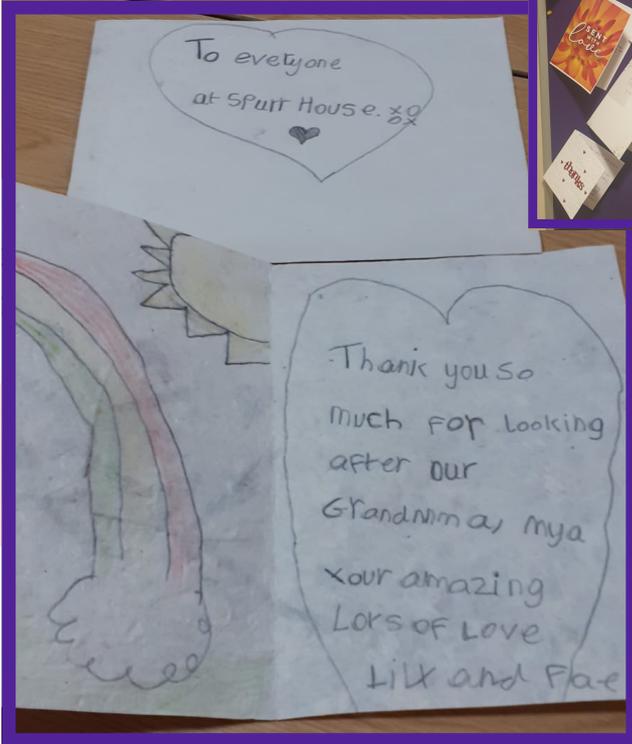
Lesley Taylor

Lesley thanks so much for being part of the Spurr Team your caring nature is always present and does not go unnoticed how wonderful you are with our customers xx

Spurr House Short Stay



Here is a selection of recent thank you's that we have received from customers.



Spurr House received this lovely homemade thank you card from Mya's grandchildren after her stay. Their card will most definitely be added to Spurr House's Thank You wall.

"Thank you for looking after our Grandma, Mya. You're amazing. Lots of love Lily and Fae"

I am writing this to show my appreciation to your staff at Grundy for their caring and valuable time spent with my mother. I wish to also thank your staff employee, Karen, who assists my mother with her hearing when she attends to face-timing me each week. I appreciate this precious time I get to see and speak with my mother.

My mother always mentions to me, each week, that she loves attending the Centre and always says how nice all the staff are with her. Thank you for providing a friendly atmosphere for my mother. It is so comforting to see that someone like Karen and the rest of your staff at Grundy are reliable, respectful, caring and fun-loving. Thank you so much for going above and beyond.

Grundy
Day Service



Most of my dealings through Shared Lives are with Diane. I find her very obliging in every way. Good with advice and helpful if I need help.

-P.Goodman

Staying well when you have your Covid-19 vaccination.

With just over 1 in 3 people reporting side effects after their vaccination, how can you try to stay well afterwards? We've put together some top tips which you'll find in the **Physical Wellbeing** section of the hub - or click on the image to view.



Where to turn if

you need to talk 

to someone -

or text, 

or message 

or email 

if you prefer.

All free to use.

Details are in the 'Access

Confidential

Support Now'

section of the hub.



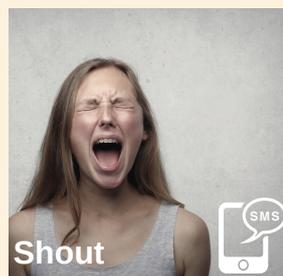
Confidential support from a health professional.



Speak to qualified counsellors with PAM Assist, our Employee Assistance Programme.



Dedicated support line for social care workers.



Trained crisis volunteers. Doesn't show up on your phone bill.

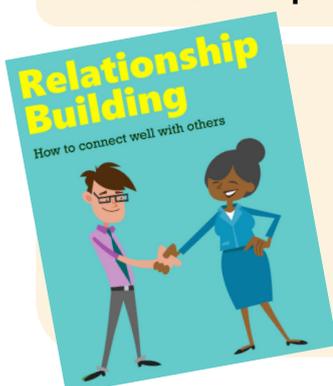


'Facebook for good mental health'. Get support from others who understand.

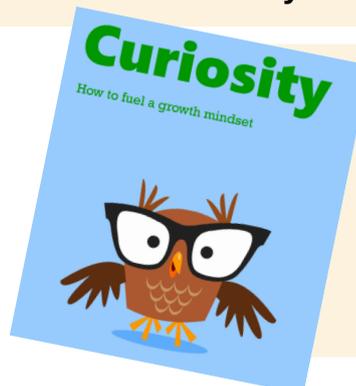


Trained First Aiders work across Persona.

This year's staff workshops may look a bit different, but they have still inspired this month's picks from the Liggy Webb Bitesized Library on the Learning Hub.



How to connect well with others - build better relationships & appreciate people's individuality



Life is never dull for a curious person! What are the physical and mental benefits of curiosity? How to get more curious about life.

Sharing lives and giving smiles



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.

Coronavirus has fast-tracked many people's digital journeys, but even before Covid, the Government was putting regulations into place that would make the online experience much more accessible. 1 in 5 people in the UK have a long term illness, impairment or disability and that doesn't cover the temporary disabilities that others suffer.



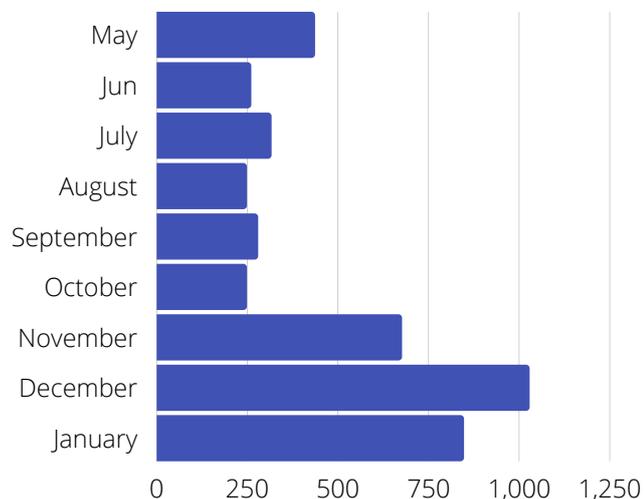
Adaptable is one of Persona's values, so 9 months ago we were pleased to introduce the Recite Me software onto our website. It allows visitors to the website to customise it so they can easily digest our website. Since its addition, the use of Recite Me has been steady and growing.



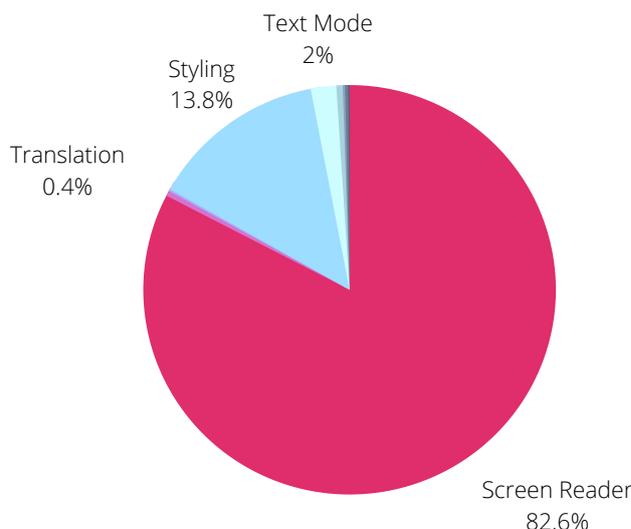
74% of users used Recite Me from their mobile phones



To access Recite Me on the website, just click on the blue ACCESSIBILITY TOOLS button in the top right hand corner. This graph to the right, shows how many people have clicked on it since May 2020.



Most popular tools:



In the past 9 months the most popular function is the Screen Reader. This is the function which allows the text on the screen to be read to the website visitor. The second most popular function is the styling tool. This allows the visitor to change the text and background in such a way that makes it easier for them to read.

What are you waiting for? Click on the Accessibility Tools button and have a play. Let us know about your experience using Recite Me. Email Info@personasupport.org

Shared Lives: Gary's lockdown lifeline

Julie and Mark have been Shared Lives carers for many years, but they used to be registered with Bolton. They made the move to Bury Shared Lives in 2013, just so that they could provide respite for Gary, who lives with a member of their family. Because Gary already knew them, he immediately got consistency, familiarity and flexibility during his stays away from home. His respite with Julie and Mark has always been a vital link in Gary's support chain, but especially during the lockdowns of 2020 and 2021, it has proved a lifeline for this social butterfly and has also eased the pressure on his full time carers. Julie and Mark are local business owners who have incorporated their Shared Lives roles with running their small pie shop and bakery by supporting Gary to work there at the weekends. He values being busy and loves contributing to society in a meaningful way. Julie and Mark recognised this and his role in the business means that he keeps active in a way that has value and dignity.



Pod Visiting



As the saying goes, it's not what you know, it's who you know. And lucky for Persona, one staff's family member was able to show incredible generosity last Christmas. Lisa Beamer's brother in law, Dale, works for Duo UK and he contacted Lisa with the intention to sponsor a visiting pod for Spurr House. The pandemic had put a strain on customers and relatives, and there was only so much a video call can do. After seeing other care establishments putting in visiting pods, Dale's offer was quickly accepted and even extended to include a visiting pod for Elmhurst Short Stay.

Dale was later asked why he decided to sponsor the pods. Was it because he had family members that work for Persona? No. *"I'm doing it for the customers."* His Gran had spent time at Spurr, so he wanted to give something back. Dale, through Duo UK, was able to fund the parts for the pods. The labour for fitting the pods was generously donated by Jim from Convertyourgarage.com. The pandemic has shown great community spirit and generosity and Persona would like to thank both Dale and Jim for allowing customers and relatives to stay connected at this difficult time.

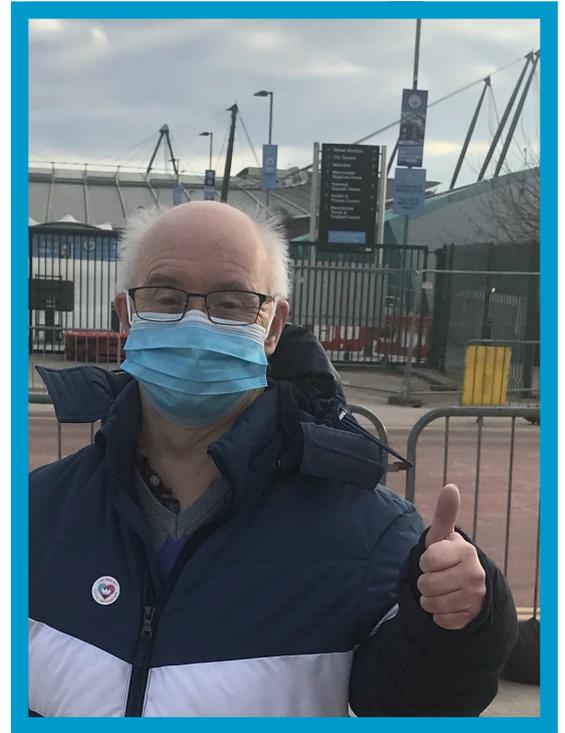


Please contact the Elmhurst (0161 253 6838) or Spurr House (0161 253 6767) teams for more information about visiting your loved one.

John gets to go to the Etihad

John from Supported Living went for his vaccine last month and the trip was extra special because it was at the Etihad Stadium. His sister, Linda told us about his experience.

"When we weren't in a pandemic we all would go to watch City as a family, as our Dad was a big City Fan. John has had a season ticket for 10 years so went to every weekend home match and has been to Wembley a few times as well. His PA, Peter, has taken him to (John's first team) Everton sometimes as well. He was delighted to go to the stadium for his vaccine and is really looking forward to going back to watch live matches again. He was happy about getting the jab, he is used to having a flu jab every year so took it all in his stride. The staff at the vaccine centre were brilliant and really took the time to explain everything to him. He is looking forward to his second jab at the Etihad"



With a little furry help

Peter was a tad hesitant when he first arrived at Elmhurst. *"He was a tad nervous"* Ruth Holder, Manager of Elmhurst. *"But then he met Minnie".*

Minnie is Customer Relations Coordinator, Jill Rhoden's Miniature Dachshund and a firm favourite of residents at Elmhurst. Minnie and Peter instantly hit it off. *"Minnie and Peter struck up a real friendship during his stay at Elmhurst. Minnie was always happy for a fuss and a cuddle from Peter and he absolutely adored her."* Peter has always had a dog, and with Minnie's help Peter's stay at Elmhurst became more relaxed and he actively participated in activities.

Books for vida

Unsworth Library Community Hub and Elms Bank College have kindly donated some picture books for Vida's library! We'd like to say a big thank you to them, and to Ann at Sunnybank, who accepted them on Vida's behalf.



A socially distant hello and zoom

Andrew has missed going to Bolton Road for the past year as he has had to shield due to Covid. So it was a happy treat for him, while he was on his walk with his carer to visit Bolton Road for a socially distant hello. Social connection is such an important part of our wellbeing so we're sure Andrew loved seeing his friends and staff during his visit.

After some trials over Christmas, Ramsbottom Community Centre has organised a monthly zoom for all Learning Disability Day Services. If you want to take part and catch up with friends, please ask a member of staff.



For zoom login details please go to

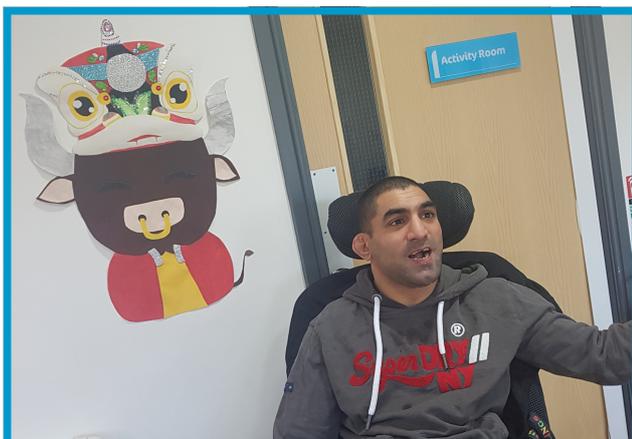
 <https://tinyurl.com/5fkgadkd>

Celebrations at Grundy

Valentine's Day, Chinese New Year, pancakes and birthdays are just some of the celebrations that have been going on at Grundy this month.



Target practice at Hoyles



Justine and Shahid at Hoyles have been practicing their hand and eye co-ordination with this fun target game. They have also been showcasing their creativity by celebrating the Year of the Ox!





The idea for a International Women's Day (IWD) was agreed upon in Copenhagen during the 1910 International Conference of Working Women. From 1911, the day has been marked all around the world as a day to press for their demands, as this was during the height of Women's Suffrage.

In the UK, the fight to get the vote started in 1832 when Mary Smith, from Yorkshire, petitioned Henry Hunt MP for the right to vote. It took until 1928 for every women over 21 to finally be allowed to vote in the UK.

The #MeToo movement of recent years has highlighted that there is still much to be done to create equality, and that is why this year's theme for IWD is **#ChooseToChallenge**.
A challenged world is an alert world and from challenge comes change.

Inspiring Women in my life



Throughout my life I have been fortunate enough to have people around me in my family, friends and colleagues who have been great female role models. I couldn't pick out one individual who has been the main source of my inspiration as they have all inspired me in different ways but the combination of their influences has helped to make me the person I am today. They have shown me that you can have a career and also be a great mum – you don't have to choose one or the other. - Kat Sowden

My female inspiration is my partner, Naomi Egan. Ever since meeting her she has helped me to grow and has shown me a level of love and devotion I never thought was possible. She meets hardships with a smile and is always putting her best foot forward. I honestly cannot sing her praises any higher. She is an amazing mother to our son and there is nothing she wouldn't do for us. She makes my days brighter and fills our hearts with love. She is my female inspiration for being there for everyone around her and never stops until she has succeeded in making them happier. Thank you Nay for being so amazing. - Mike Moore



The first women suffrage committee was formed in Manchester in **1865**



Votes for Women
New Zealand 1893
Australia 1902
Finland 1906
Norway 1913



Span Arts have developed this really easy to follow video, showing you how to make your own Suffrage Rosette.

<https://youtu.be/S55YEJCevSE>

Head over to the <https://tinyurl.com/piwd21> for full Persona coverage of International Women's Day



Spring is springing into action!



Don't miss nature waking up from its winter rest!

The Activity Hub has some nature scavenger hunts to make your walks more interactive!

Spring Scavenger Hunt

What did you spot on your walk?

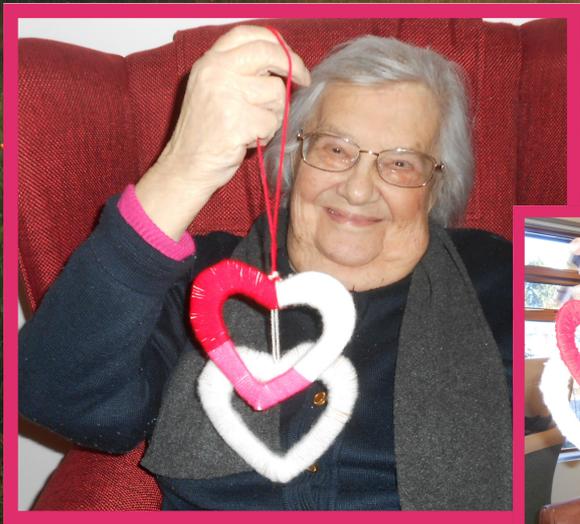
- Are Snowdrops popping up from the ground?
- Did you see and hear a Blackbird?
- Do the fields have lambs?
- Did you see a tree with buds?
- Have you spotted any yellow flowers?

Nature Bingo

What did you find that is...

white	sticky	smooth
wet	orange	spikey

Pinfold Lane customers have been enjoying the wool heart activity on the Persona Activity Hub. What will you enjoy?





Ostereierbaum
(pronounced *oss-ter-eye-err-b-ow-m*)
is the German tradition of
decorating trees with eggs,
and that is exactly what
Persona's Easter Competition
is going to be!

No one really knows when this tradition started but it has grown in popularity the world over! For inspiration just google Ostereierbaum or Easter Tree.

Send in your photos to
info@personasupport.org
by 2nd April

**There will be a most liked
Facebook winner and an Easter
Bunny's choice winner!**

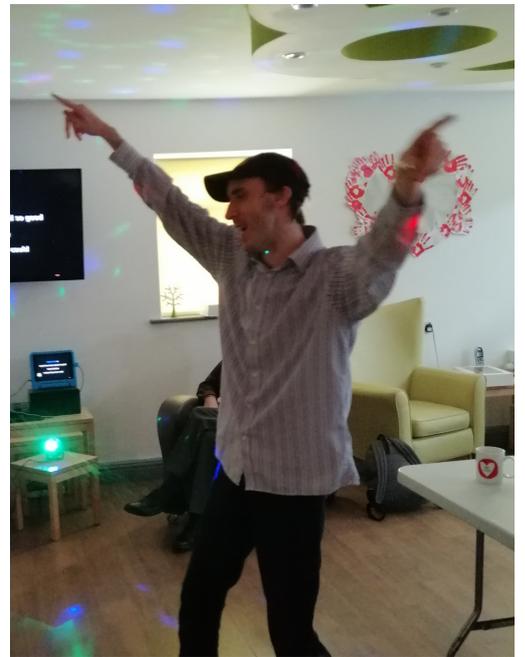
**Facebook voting from 6-12th
April, midday**

**Winners will be announced
on 12th April at 2pm**









Keeping it simple

Our values are three years old this month and since they were launched, we've done lots of different things to keep them in the forefront of our minds. With all that's going on in the world at the moment, focusing on things within our control is one simple thing we can do to keep ourselves well and positive.

Our values give us an opportunity to focus on what we can control every day and the behaviour statements that go with are examples of what each one means in practice.



For more values behavioural types, go to personasupport.org/our-values



Since the values were launched, we've also introduced our new purpose 'We support people to live their best life' and we've noticed how this has become an easy reference for everyone to use, so that we can see whether we're achieving our purpose every day. Because this has been so helpful, we wanted to do the same with each of our values so that there's a simple check-in you can use day to day to help keep you on track, focusing on what you can control - how you act and react in different situations.

R	Respectful	Treat people right
E	Enthusiastic	Give 100%
A	Adaptable	Open to change
C	Caring	Act with kindness
H	Honest	Do the right thing

We hope you'll find these useful both for how we support customers and also how we treat each other.

Over the next few months we'll be revisiting our values; looking at how we can put them into practice, what happens when we don't live our values and keeping things in balance.

BACK PAGE NEWS

National Walk in the Park Day

30th March 2021

Start getting ready for GM Walking festival in May now, with National Walk in the Park Day.

 gmwalking.co.uk/walking-routes has lots of routes for you to try, long or short. Getting out in nature it help you clear your head, feel more connected with nature and generally feel better. Why not give it a go?

Don't forget on page 18 there is a nature scavenger hunt that you can do on your walk!

Greater Manchester
Walking



**RED
NOSE
DAY**

is on the 19th March -
they are asking people to share a smile



Click this link  <https://tinyurl.com/RNDay2021> to get the downloadable, printable poster for your window.

All you have to do is share you favourite joke and make others smile.



**RED
NOSE
DAY**

If you'd like to share a story, photos, or an idea,
please email us at info@personasupport.org

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We support people to **#livetheirbestlife**