

# PERSONA NEWS



We support people  
to live their best life

Celebrations at Spurr House



Staple Down Here To Make This Into

An Easy Read Style Booklet

# Message from Kat

This month's newsletter is continuing the focus on dignity and looking at how we ensure that we promote dignity in all that we do. To set the scene I thought it might be helpful to start with what we mean by dignity in the context of delivering care.

Dignity in care means the kind of care, in any setting, which supports and promotes, and does not undermine, a person's self-respect regardless of any difference. It's about valuing every person as an individual. It means respecting others' views, choices and decisions, not making assumptions about how people want to be treated, and working with care and compassion.



There are some really key words within that definition but the one which stands out to me most strongly is respect. Respecting what is important to someone lets them know that what they think and feel matters. If someone knows that they matter, that in turn means they feel valued. Feeling valued is key to having self-esteem and is directly connected to good mental wellbeing.

To respect what matters to someone means you've got to spend time getting to know and understand that person. What matters is individual to us all and it can hinge around the simplest things. How someone likes their cup of tea, how they prefer to be addressed, what time they like to get up in the morning and what they like to wear. These are simple everyday things but each one can have a fundamental impact on a person's dignity. We have to care enough to take the time to notice and to get to know what matters. **Making assumptions is the single biggest risk to someone's dignity.** Dignity is something that we all need and something which we are all at liberty to give freely. It's not rocket science in any way – it's simply about seeing people as an individual and taking the time to find out what matters. As you will see from this newsletter we are blessed to work in an organisation where promoting dignity is core to our purpose and values.

## This month's highlights

*Kat*

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# STAFF NEWS

## STAFF WORKSHOPS

Staff workshops are almost upon us!

There are 4 sessions over 2 days.

**10th and 17th March.**

**Session 1: 9 am - 12.30 pm. Session 2: 1.30 pm - 5 pm**  
**Kings Church, The Mills, Bury Road, Bolton, BL2 6QE**

You must book to attend a session, please speak to your manager about how to do this.

Marketplace sessions will cover business updates and then we will be taking time out to focus on health and wellbeing with activities that will benefit you and your customers.



## MENTAL HEALTH FIRST AIDERS



Last month, a second group of Mental Health First Aiders were trained up at Ramsbottom Centre. The two day course detailed the aspects of mental ill health that people may go through in their life time. 1 in 4 people are said to suffer mental ill health at some point.

The Persona Mental Health First Aiders are there to give you their ear, to help you by signposting you to the help that you may need, and to be your champion until you feel better.



Details on how to contact the Mental Health First Aiders will be available on the Staff Intranet Wellbeing Hub soon.

## WELLBEING EVENTS 2020

As part of our Wellbeing offer we are arranging four events this year. Please email [info@personasupport.org](mailto:info@personasupport.org) if you would like to take part. We will be raising funds for our chosen charity, which for this year will be chosen at our staff workshops.

**14th March** 5km Glow Memory Walk at Salford Quays in aid of Alzheimer's Society.

**17th May** Coniston Old Man walk. There will be some training walks prior to the main walk.

**18th July** Try Open Water Swimming at Salford Quays.

**20th September** Bury 10k.



# STAFF NEWS

## REFER A FRIEND

There has been a lot of Refer a Friend success within Persona recently.

Joanne Faulkner – Laura Faulkner  
 Kellie Bescoby – Gemma Kendall  
 Harry Oakley – Kim Oakley  
 Tanya Ferris – Mel Quilton  
 Sewell Quereshi – Sarah Ashworth

We caught up with Sewell this month at The Elms Community Centre. He said he would share his vouchers with his partner and that his first 6 months with Persona have been "excellent, a lot of support all the way through. It's been excellent."

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!



## ANNOUNCEMENTS

### HELLO & WELCOME

Angelina Chipangura, Night Care Assistant  
 Cindy Dickinson, Deputy Manager

### GOODBYE & GOOD LUCK

John Holden, H&S Buildings Compliance Officer  
 Peter Warburton, Maintenance Operative  
 Lorraine Williamson, Support Worker- LD

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

## COVID- 19 UPDATE

With the growing concern raised over the COVID-19 (Coronavirus) outbreak, we would like all staff to be aware that we will be launching a dedicated intranet page under Staff Information that will be updated regularly in line with Government guidance.

We urge staff to carry on with their diligent cleanliness and the awareness of where cross contamination may occur. Make sure that you are well stocked with wipes, soap and sanitiser gel.

Please check on the intranet for updates or if you have any immediate questions, contact your manager.



# RECOGNITION



5

## HIVE FIVES

It's great to see so many staff being recognised for living the Persona values.

Here's a selection - congratulations to everyone!



Hive-Fives

## Enthusiastic

Just wanted to say thank you for being super efficient, enthusiastic and adaptable and getting the medication cabinets sorted so quickly (same day turnaround) what a star! Well done and thank you.

**John Marsden**

**Wendy Slater**

For taking the time and patience to induct a new member of staff into our service. What you don't know, isn't worth knowing!! Thanks again.

## James Green

James consistently lives the Persona Values, especially in relation to the support he provides to vulnerable customers who are experiencing significant difficulties in their lives. James is unwavering in his support and is an asset to the team keeping all going through challenges faced.

## Myra Fuller

Really pulling together as a team and going above and beyond to provide the best possible support to a customer who has just had a life altering operation. All your hard work has been very much appreciated.

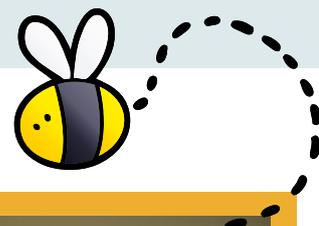
## Enthusiastic

## Caring

## 'Positive Pants' comes to Head Office

Registered Manager of Shared Lives, Mo Arthur, was the first recipient of the new monthly 'Positive Pants' award for Managers within Persona. The award is to be given monthly, to those who display positivity daily both within the team and towards Persona customers, and who also embodies the Persona purpose of "supporting people to live their best life". Managers will be asked to nominate from their peer group each month. Mo was recognised for being particularly proactive at getting out there and bringing back ideas that she is sharing with other team members.

Email [info@personasupport.org](mailto:info@personasupport.org) with a picture of how you recognise your colleagues in your workplace, or if you would like some ideas.



# RECOGNITION



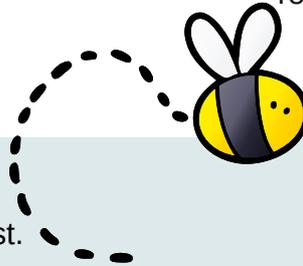
## COMPLIMENTS

Thank you to everyone who has given our service teams compliments either by card, word of mouth or email. Your feedback lets us know how well we are doing. You can give us feedback or a compliment by visiting our homepage where there is a link to submit your comments.

### Pinfold Lane

Hi, I just wanted to formalise my thanks to all the Pinfold staff for looking after my Mum so well. Although she deteriorated quite rapidly towards the end of her stay there, I felt as though everyone involved in her care showed a lot of compassion and were thoroughly engaged in making sure she was comfortable and enjoying her days there. Mum moved to a Care Home last week and so won't be visiting again but I'm very grateful to everybody for being so lovely to her. Please pass on my best regards to Angela and the team. Thanks.

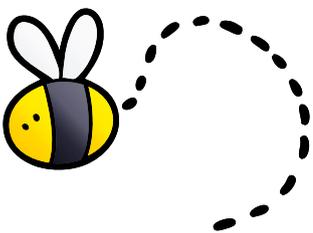
- Karen



### Elmhurst Short Stay

To all the dedicated staff and carers at Elmhurst. Mike and I would like to thank you for caring and looking after our mum for the last three months, and over the past six years. It was a difficult time for us, but you always made us so welcome and reassured every day. We will miss Elmhurst and seeing you all.

-Love Mike and Sue (and family)



### Grundy

Thank you for having me last week for my work placement. I enjoyed helping out and chatting to customers, they were all very nice and welcoming and it has been a pleasure working with you all.

-Kate

### Spurr House

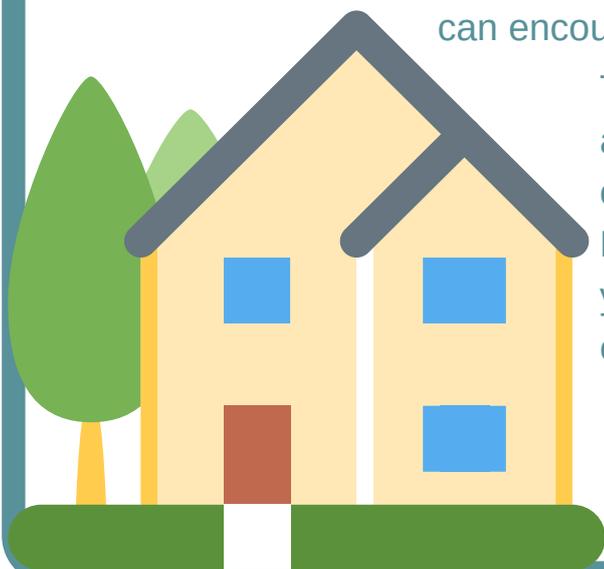
To all the wonderful staff at Spurr House. A great big THANK YOU for the way you looked after my mum, Alice. You all made her stay with you the best experience she could have had. She misses you all.

-From Tina & David Pitchforth

Caring

# Going Home Checklist

There is no denying that work can be stressful. The NHS has created a Going Home Checklist which can encourage reflection on your day.



This checklist can help you to pay more attention to the present moment and your own thoughts and feelings in the moment. Mindfulness helps mental wellbeing, makes you feel better, while reducing stress, so enabling people to enjoy life a little bit more.

If you would like to print off this poster, please go to the Wellbeing hub on the staff intranet.

- ✓ **Take a moment** to think about your day
- ✓ Acknowledge one thing you found difficult & **let it go**
- ✓ **Be proud** of the care you gave today
- ✓ **Consider your success** in supporting people to live their best life today
- ✓ **Check** on your colleagues before you leave: are they OK?
- ✓ **Are you OK?** Your manager & Mental Health First Aiders are here to listen & to support you
- ✓ Now switch your attention to home:

## Rest and Recharge

Thank You!







## Book Donation from Elms Bank



We would like to give a big thank you to staff and students from Elms Bank school for the donations they have made to Grundy, some of which will be distributed to our short stay services. The books are duplicate copies from what use to be Unsworth Library, which the students are now turning into a community hub as part of their work experience. There was only one place that they wanted these books to go, and that was back into the community.

## Bury Shared Lives' First Committee Meeting

We are really pleased to say we have held our first committee meeting for Shared Lives customers.

Christopher, Chayim, Lucy and Sarisa met at the Grundy Centre along with Diane and Mo from Bury Shared Lives. The group are planning to meet regularly and be involved in any changing developments within the service, after discussions were held in a Shared Lives event in June. It was lovely to hear how they all feel valued and are happy where they live.

The group were happy to share their busy and active lives, especially Lucy who is due to go to a horse riding holiday in France this May. The next committee meeting will be held in April, on a date to be confirmed. If you are a Bury Shared Lives customer and you would like to join this group, please let Diane or Mo know by ringing 0161 253 7211.



## Spurr House celebrate being GOOD!

It was party time down at Spurr House this month, as they celebrated gaining their 'GOOD' CQC rating.

The dance floor was full, the drinks were flowing and the smiles were beaming from staff and customers alike.





## Pancakes, love and relaxation

Love was well and truly in the air this month at Grundy. Tickets were sold for their Valentine's raffle where all proceeds went to the Grundy amenity fund. They raised a brilliant £130!

Pancake day was enjoyed by all and customers jumped in feet first during the feet spa relaxation afternoon, which is a regular feature on the activities list.

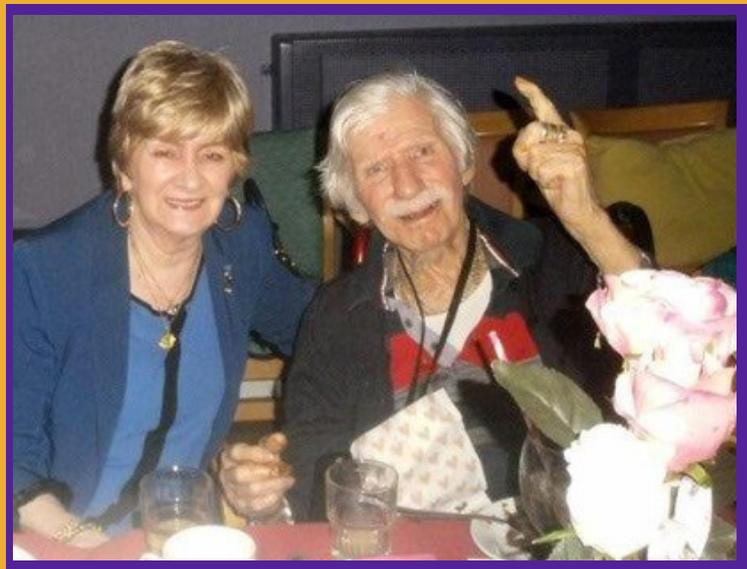


## Pinfold Lane goes to Knowsley Safari Park

Pinfold Lane customers took a walk on the wild side this month, with a trip to Knowsley Safari Park. They warmed up with a cuppa before heading out to see what the lions were having for dinner!







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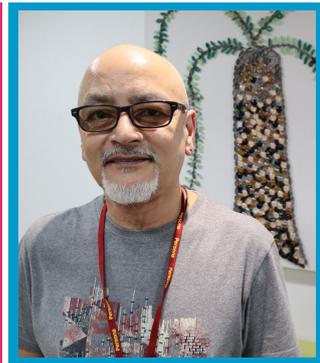
IN THE  
*SPOTLIGHT*

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## Helping us, help you, to help care

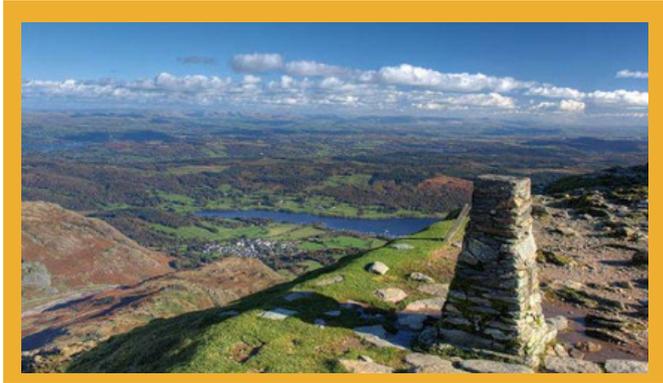
The Communications Team would like to extend a thank you to all of the staff who have already talked to us about their roles within Persona. We will not only be using the videos and written content to help with our recruitment campaigns but also to shift the perception and myths that are out there about working in the care sector. Your insights have been heartfelt, endearing and knowledgeable and after speaking with each and every one of you, we have come away with pride that we work with you to support people to live their best life.

We will be sharing everyone's stories in the coming months. If you would like to represent your role and your service, please do get in contact with the Communications Team by emailing [info@personasupport.org](mailto:info@personasupport.org) 0161 253 6000





# BACK PAGE NEWS



## Sign up for Coniston Old Man Walk 17th May 2020

**Please sign up by 27th March 2020.**

The first training walk will take place 21st/22nd March  
The second training walk will be on 25th/26th April  
Dates will be confirmed closer to the date by those who sign up.

Please email your interest to  
**info@personasupport.org**

Keep up to date with upcoming events across Persona on our website at  
[www.personasupport.org/news-and-events/events/](http://www.personasupport.org/news-and-events/events/)

### Smiling is Infectious by Spike Milligan

Smiling is infectious  
You catch it like the flu  
When someone smiled at me today  
I started smiling too  
I walked around the corner  
And someone saw me grin  
When he smiled I realised  
I had passed it on to him  
I thought about the smile  
And then realised its worth  
A single smile like mine  
Could travel round the earth  
So if you feel a smile begin  
Don't leave it undetected  
Start an epidemic  
And get the world infected.



### Suggestion Scheme

Just a reminder that if you have a suggestion on how Persona could do something better, you can use the Suggestion Scheme.

You can physically drop off suggestions at Grundy, Pinfold Lane, Spurr House Elmhurst Short Stay and Peachment Place.

You can also submit suggestions electronically:  
**[www.personasupport.org/news-and-events/news/suggestion-scheme-is-live/](http://www.personasupport.org/news-and-events/news/suggestion-scheme-is-live/)**

Your suggestion then goes from our services to the Persona Leadership Team, and if your suggestion is accepted, you could win a £25 Love2Shop voucher!

If you'd like to share a story, photos, or an idea, please email us at [info@personasupport.org](mailto:info@personasupport.org)

Follow us on social media:



@personacareandsupport



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Persona Care and Support



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Persona Care and Support

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