

# PERSONA NEWS



*We support people  
to live their best life*

# Message from Kat

In the past few weeks we've held a National Day of Reflection to recognise the 12 month anniversary of the UK lockdown. The day provided the opportunity to collectively remember those who have tragically lost their lives due to the pandemic and those they leave behind. We came together to take a moment out to reflect on all that the last 12 months has brought – none of which any of us could ever have predicted.

Reflection is something which is so valuable but which many of us struggle to make the time to do. In our busy lives with so much going on around us it can be hard to find even five minutes to stop and turn off from the day-to-day bustle and simply take a moment. Pressing that pause button if only for a few minutes is so valuable, not only for us to reflect in the sense of remembering, but also to take the time to appreciate.

As well as remembering the terrible times we have endured, it is equally important that we recognise the amazing things we have achieved in getting through the past 12 months. We're not always good at reflecting in this way; taking a moment to look at ourselves and see the things we are proud of as well as the things we'd like to improve. But here's the thing – taking a moment to reflect and to look for the positives in your day or week enables you to recognise the good stuff.

When we do this it gives us a boost in the same way that it does when somebody gives you praise or recognition. In effect it enables you to stop and recognise what you have achieved and give yourself a pat on the back for it. That in turn can provide a real boost of energy. It also lets you recognise what other people have done which you've appreciated and if we do that, we can then remember to take the time to say thanks – which gives them a boost too. All this positivity from a few moments of simple reflection. Definitely a habit worth building going forward so give it a go and see for yourself.



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

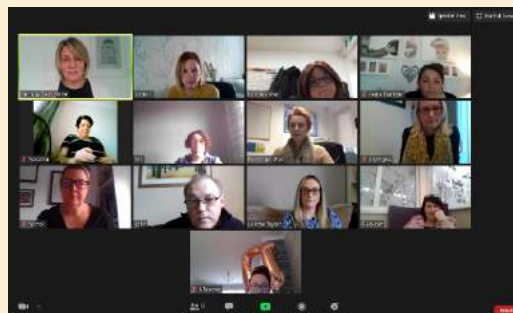


## STAFF SATISFACTION SURVEY

Following your feedback from the staff survey (**please see the next page for the results**) there are a number of key themes, where we have identified some changes and further development over the next year. These are listed below with a brief summary. For a full length report on these areas please visit the intranet page: <https://tinyurl.com/yznca5sc>

### Technology

We recognise that as technology is introduced, we need to ensure that everyone has the right equipment and the support to use it confidently. We have invested in a range of IT equipment over the last few years and we are currently reviewing all our IT needs across each service to understand what is already in place and what additional IT is needed for the future.



### Learning and Development

As part of all our roles there are several essential training course which we are required to complete, to ensure that our knowledge and skills are kept up to date and refreshed. You'll receive a reminder to your Persona email address when any training is due. We have also just started a project to review the content of some of these courses and will tailor them to be more specific to Persona.

### Recognition

Your feedback to the question 'Are people recognised for their contributions here?' was the second lowest average score of the survey. As individuals, how we want to be recognised for our contributions will be different. One of the challenges is recognising this in each other and adapting to ensure that everyone's contributions are noticed and recognised in a way that is right for them.



### Progression

We are lucky at Persona to have a low turnover rate of staff at 10%, as nationally, the social care sector turnover is over 30%. However, this low turnover can mean that there are fewer opportunities for progression into more senior and manager roles.

There are however, many different ways in which staff can look to develop additional skills and knowledge to prepare for opportunities as they arise.

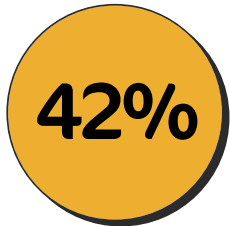
**Please visit the intranet page for the full report and actions that Persona are doing in response to the survey.**

# Staff Satisfaction Survey

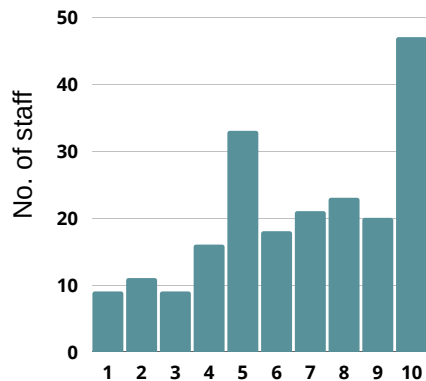
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**\*\*Data based on responses given. Not all questions may have been answered\*\***

**KEY: On a scale of 1-10 (1 as the lowest, 10 as the highest)**



of staff took part in this survey, the most we've ever had!

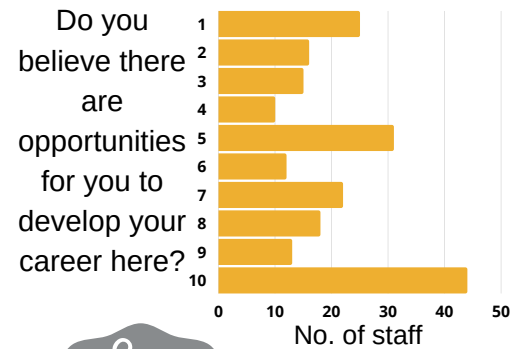


How well do you feel people are recognised for their contributions?

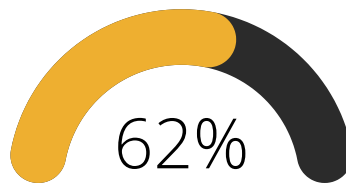
**73%** believe their manager is supportive of their personal development, goals & aspirations.



believe they have everything they need to do their job to the best of their ability.



**On average 7.4/10** of staff would recommend our organisation as a great place to work!



of staff have regular conversations about their personal development with their manager.

**9/10** staff have a good relationship with other people in their team.

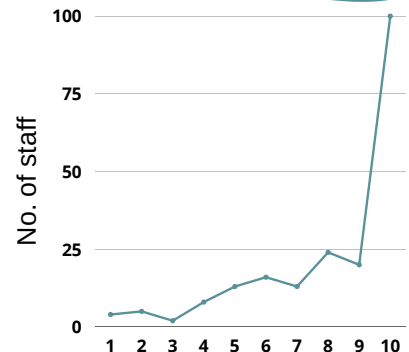
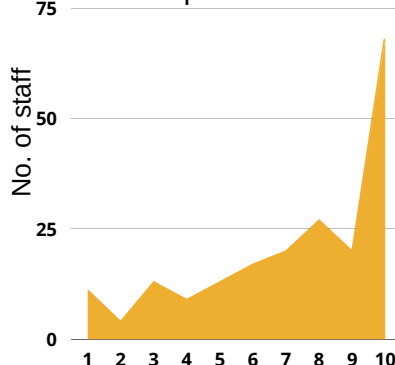


of staff felt able to voice their opinions, even if they are different from their manager's.



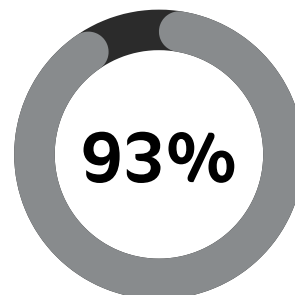
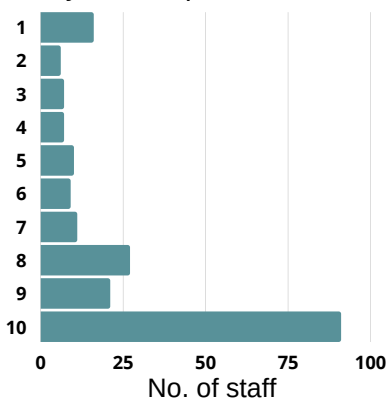
of staff believe they are able to apply their strengths and skills in the work they do.

Do you feel people in your team are held accountable for their performances?



Do you believe you know how your specific role contributes to the success of this organisation?

Do you feel your manager takes time to get to know you as a person?



of staff felt that they have a clear understanding of what is expected from them in their role.

**Thank you to everyone who participated in the recent staff survey!**

There are 4 key themes that have been identified for future development; these are technology, progression, recognition, and LD Training. Visit the intranet for more details of what actions are being taken.

## VACCINE HEROES

We're working with Greater Manchester Health and Social Care Partnership to encourage social care workers across the region to take up the Covid-19 vaccine and we need your help!

If you're comfortable taking a selfie when you have your vaccine, either before or after your appointment (or during it, if you are allowed to), please share it with us by sending your selfie to **info@personasupport.org** and you can be a part of the campaign.



**I'm a #VaccineHero**

John became a #VaccineHero last month when he went to the Etihad for his first dose and we'd love to see more colleagues (and customers, if they would like to) joining him.



If you're not comfortable with sharing a selfie, you can still support the campaign - just follow us on social media, like and share the #VaccineHero posts (our social media details are on the back page).

## SO WHAT'S YOUR 'FLOSS'?

What a great 2 weeks we have seen during our staff workshops, with a variety of options to take time out of our usual working week and spend time taking care of ourselves.

There's still time to access the sessions provided through the staff workshops so if you haven't had the opportunity to take part in the sessions yet, log on to our Learning Hub to access the sessions now.



Some of the highlights for us included the key information updates on Persona, the Art of Being Brilliant 'Growth Mindset' session and trying something different in our wellbeing sessions (putting our growth mindset into practice!). If you want to continue on your positive trajectory, why not join in the weekly wellbeing sessions that takes place on Wednesday at 1pm over Zoom. All details are available on the Wellbeing Hub.

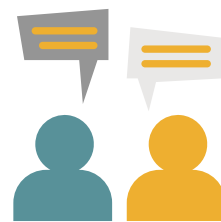
Don't forget to provide us with your feedback on this year's Staff Workshops via our staff survey. Check out the Staff Workshop intranet page for link to the survey:

 <https://tinyurl.com/2tbjyb8w>

## CHAT WITH KAT

Chat with Kat sessions began back in September 2020 and they are your opportunity to hear what has happened and what is planned at Persona. It's an opportunity for any member of staff to come and talk to Kat, and you can ask her anything you like.

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.



**April's Chat with Kat will be on: 27th April 2021 at 11.30**

## ANNOUNCEMENTS

### HELLO AND WELCOME

Anthony Hunter - Board Chair  
Stuart Belfield - Non-Executive Director  
Barry Topham - Non-Executive Director  
Ellen Bulcock - Casual Domestic  
Elle Littler - Casual Care Assistant  
Kira Osborne - Casual Care Assistant  
Blessing Oshota - Casual Care Assistant  
Molly Morris - Care Assistant  
Jessica White - Kick Start Domestic Assistant  
Jenson Worth - Kick Start Maintenance Assistant  
Kyle Fielding - Kick Start Admin & Customer Services Assistant  
Megan Drury - Kick Start Admin & Customer Services Assistant  
Megan Carter - Kick Start Admin & Customer Services Assistant  
George Wells - Kick Start Admin & Customer Services Assistant

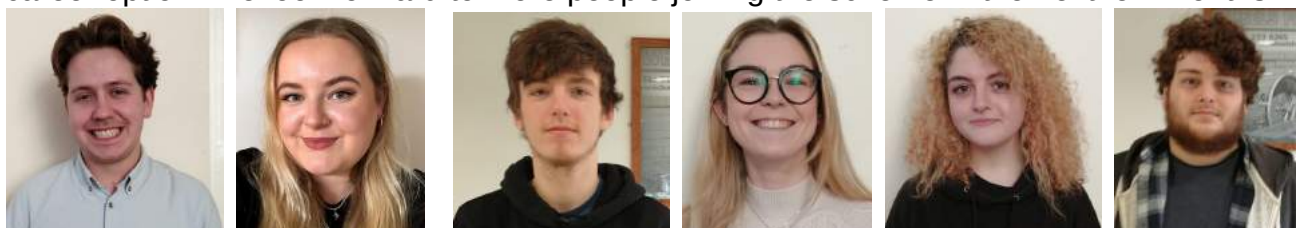
### GOODBYE AND GOOD LUCK

Stewart McCombe - Board Chair  
Emma Hulse - Customer Relations Assistant  
Jacinta Wainhouse - Support Worker

## WELCOME TO OUR KICK STARTERS!

Welcome to our 6 new recruits who have joined us through the Government's Kick Start Scheme. It provides placements for young people to develop their skills and experience, as well as offering support with starting their careers and finding long term employment in the future. At Persona, we are offering 30 placements over the next 12 months in several roles, including Care and Support, Domestic, Maintenance, Administration and Customer Services.

Each placement will last for 6 months and be based with one of our teams across the organisation. We wanted to get involved in the scheme as we want to encourage younger people into the health and social care sector and demonstrate how this can be an attractive career option. We look forward to more people joining the scheme in the next few months.





## Benefits of using Care Control

The journey of rolling out Care Control across Persona has now begun! There are many reasons why Persona has decided that now is the time to introduce Care Control, the main one being the number of benefits it will have not just for staff but also for the customers we support.

Some benefits of the system include...

- Care Control will give prompts through a handheld device, whenever medication or a particular care need is due. You will be able to see exactly what care task needs to be provided and when, as well as that customer's level of need, for example their capacity or mobility.
- To record a care note, if you would prefer, you can do this by talking into the device which will show up as text while you talk and will save time writing things up. Customers might also like to talk into the system themselves, to create a note saying how they enjoyed an activity, for example.
- When recording care notes, Care Control has lots of tick boxes that will help you to build the note, such as shower, washed hair, helped customer to get dressed, and all of these can be added to a note in a few seconds.
- All the above is designed to give you more time to focus on giving care and less time writing up detailed notes, looking for MAR charts or hunting through communication logs. On Care Control it'll all be in one place.
- You can add photographs to care notes, to show pictures of customers enjoying their activities or trying something new.


These are just some of the benefits of the system, all of which will help us to provide the best person-centred care that we can, so customers can live their best life.

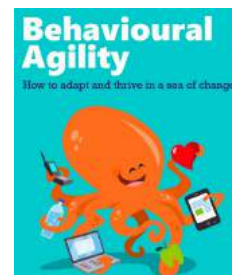
**The Care Control Daily Huddles will start on 6th April.  
Head over to the intranet page for more information.**



Feel more comfortable with uncertainty, and adapt more quickly to change. Get to know yourself better, let go, be more resilient and learn how to create an environment where people can thrive in uncertain times.

Check out this Behavioural Agility bitesized book on the Learning Hub.

 <https://tinyurl.com/BAGility>



## AN EXCITING OPPORTUNITY AWAITS!



This month we continue to roll out our Champions Programme with the focus on the Mental Capacity Act and Deprivation of Liberties (MCA/DOLS).

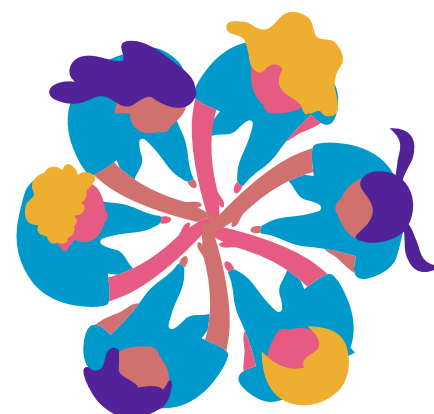
We have a number of staff across Persona who have joined our MCA/DOLS Champions group and we are looking for others to get involved, so we have representatives across the organisation.

Following on from the outcomes of the staff survey, this would be an excellent opportunity for staff with a passion for MCA and DoLS to learn and progress.

This exciting opportunity would allow you to develop your skills, support customers to achieve positive outcomes and support customers to make a decision.

If you are interested in getting involved, email **info@personasupport.com** no later than **16 April 2021**.

All MCA/DOLS Champions will be provided with additional training to support the champion's role. Take a look at the intranet for more information



### Case Study- A father's objection

MCA can protect not only the person, but their family and friends. In a recent case covered by the Manchester Evening News, a judge in the Court of Protection ruled in favour of a man with severe learning disabilities, so that he could have the Coronavirus vaccination after his family opposed it. The judge gave the father credit for his obvious love for his son, but he said his objections were based on 'no clinical evidence'. The father in the case was protected, as well as his son.

*Do you agree? Share your thoughts and join the MCA and DoLS Champions at Persona.*

Read the article here:

**[www.manchestereveningnews.co.uk/news/greater-manchester-news/coronavirus-vaccine-court-of-protection-20149242](http://www.manchestereveningnews.co.uk/news/greater-manchester-news/coronavirus-vaccine-court-of-protection-20149242)**







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

**Head over to [persona.wrkit.com](https://persona.wrkit.com) to give your appreciation to your colleagues for displaying the values.**

## **Susan Partington**

**Enthusiastic**

I just wanted to say a big thank you for all your support this week in helping us test the systems and getting us ready for the workshops.

## **Helen Dunbar**

Thank you Helen for getting the indoor visits off to a flying start at Elmhurst. The feedback we have had from both customers and their visitors has been fantastic and they have all said how warm their welcome has been. Great job!!

## **Aaron Gavin**

Aaron has been a huge asset to myself during the transition of Co-ordinator. Aaron has taken the lead by supporting other staff members to ensure their weekly Covid testing is completed and recorded accurately. Aaron is demonstrating his enthusiastic value during every contact and inspiring his wider colleagues.

## **Elle Smith**

**Adaptable**

Thank you for your super quick responses to my questions about customers this week! I appreciate that in a front line role it's not always possible to reply straight away, but you were really speedy and helpful - and your help was much appreciated.

## **Katherine Craig**

Kath I would just like to thank you again for your hard work this weekend, we had an extremely busy/demanding shift and you just pulled together and got the job done still with a smile for everyone.

## **Angela Duncan**

Thanks Angela for all your support on the care control project the past couple of weeks, you have been really responsive to all my requests and queries and I really appreciate it so thank you!

## **Kelly See**

**Caring**

Kelly, the care you provide for our customers has been astounding when ever we have been on the same shift as each other. Thank you for all that you continue to do, and also assisting the team too.

## Peachment Place

To all the amazing, caring people on the Spurr House staff. Thank you so much for looking after our sister, Gillian. Stay safe.

- **Andrew, Alison & Robert.**

To Persona Staff. Thanks for all your help and support.

You all make coming to work a pleasure!

- **Gabby Six Town Housing Scheme Manager**

## Spurr House Short Stay

## Elmhurst Short Stay

To all the wonderful staff, just a quick note to say thank you for all the care and love you have given to Sheila over the past few months, you have all been absolutely amazing. With heartfelt gratitude.

- **Graham, Paula, Olivia, Jack and Raymond Quinn**

I must say I was very impressed with the staff team and the support they continue to offer. They know Penny so well and I do feel that she is occupied at home, although a burst of new ideas may always be beneficial.

-**Davina Parry Highly Specialist Occupational Therapist, Adult Community Learning Disability Team**

## Supported Living

## Happy Retirement



After 31 years working across the service Julie Brindle, this month retired from service. The Hoyles celebrated with afternoon tea and cake, and a nice surprise drop in from Helen and Kat. Julie was overwhelmed with all her gifts and cards. She will be really missed by all the customers and staff alike. We wish her all the best, and will hopefully be able to celebrate properly after Covid.

From all of The Hoyles and Nay

We would like to thank Ali for all the fun and laughter she gave to all her customers and staff. Ali will be greatly missed but we wish her well on her new start in life and we welcome our new Coordinator Jane Unsworth along with Caroline and some of the customers from Restart who have joined us at Elton.

Many thanks

Jane, Kathryn and Elton Community Centre



## Get on Your Feet Britain Day - April 29th

### Moving more helps you to heal and can reduce pain

Lots of us have problems with our musculoskeletal (MSK) system - our muscles, joints and bones. It may be the last thing we feel like doing when we're in pain, but moving little and often can actually have a big impact on your flexibility *and* on your pain levels - it can even help you to heal faster by improving blood flow to the parts of your body you move.

***It doesn't have to be hard work and you don't need your gym kit!***

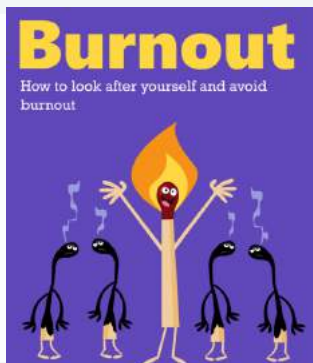
Keep checking our brand new **Movement** page for simple ideas you can add into your daily life - spend even a minute or two moving regularly throughout the day and see if it helps you. Please speak to your doctor or physiotherapist first if you have an injury or MSK condition.

## April is #StressAwarenessMonth

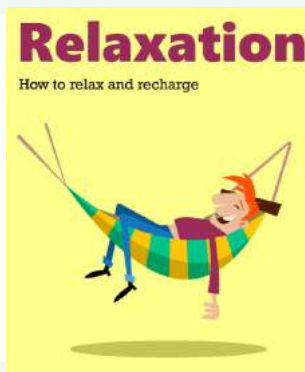


There are lots of resources on the hub to help you manage your stress. Have a scroll through the **Mental Wellbeing** and **Physical Wellbeing** sections, or get support from **Access Confidential Support Now**.

Also, take a look at these bitesized Liggy Webb books on the Learning Hub:



'**Burnout** is what happens when you try to avoid being human for too long' says Michael Gungor. But how can you avoid it? This book is full of tips and advice.



How to relax and recharge, plus why **Relaxation** is important for your body and your mind.

## Look after your eyes

We're all spending way more time staring at screens than we used to and it's important to look after your eyes - they do so much for us!

We'll be adding more detail on our **Eye Health** page, but why not try these:

- every 20 minutes, spend 20 seconds looking at something at least 20 feet away
- blink regularly. When you can, take a minute to close your eyes completely
- check that your screen is at least an arm's length away from your face
- change the font size on your smartphone or tablet so that text is comfortable to read
- adjust the brightness of your screen to match the surrounding light levels
- avoid using a bright screen in a dark room



**Anyone can do it, as long as they care.\***

**\*All training provided while you work.**



**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](https://personasupport.org/bury-shared-lives)  
or call 0161 253 7211**

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

## Shared Lives: Kick starting careers

One of our new Kickstarter colleagues (see page 6) is Megan Drury, who is working as an administration assistant for Shared Lives. Before joining Persona, Megan says her perception of care was limited *'I thought care was all external – I didn't know all the different pathways care could take, such as customers who live with their carers in Bury Shared Lives. Now I've seen all the hard work that goes on behind the scenes to get the perfect care package for each customer.'* Megan is part of the carer recruitment process, as well as updating customer and carer information and taking meeting minutes. *'I am excited to be part of my first Shared Lives Committee meeting this month, where I can meet some of the customers we care for.'* She's hoping to work with a variety of people in the community as well as across Persona, to gain new skills and experiences. *'The best thing about my job is knowing that I am working with such a great team to provide care to our customers. I am really enjoying engaging with the carers and customers and their inspiring stories.'*



## Escape to Easter Crafts!

The spring weather has certainly kept us all on our toes! Is it sunny? Is it raining? Whatever the weather, the team at Escape and all of Persona's sites, always have lots of fun crafting activities on the go, including creating their entry for the Easter tree competition. Check our Facebook page to see their entry [www.facebook.com/personacareandsupport](https://www.facebook.com/personacareandsupport)





## Family and friends reunited

Families are taking advantage of the relaxation of government legislation this month, which allows customers one indoor visitor. Susan loved having her nails being done by her daughter. We love seeing the positive effect this has on the customers after not being able to have intimate contact with their love ones for so long.

**If you would like to know more about how to organise an indoor or a pod visit at Elmhurst or at Spurr House, please contact them directly.**





## Good times at Older People's Day Service

Pinfold Lane and Grundy have kept the good times rolling with celebrating St David and St Patrick, with a flurry of fun activities and smiles a-plenty to go around!







The world is not to be put in order;  
the world is order, incarnate.  
It is for us to harmonise with this order.

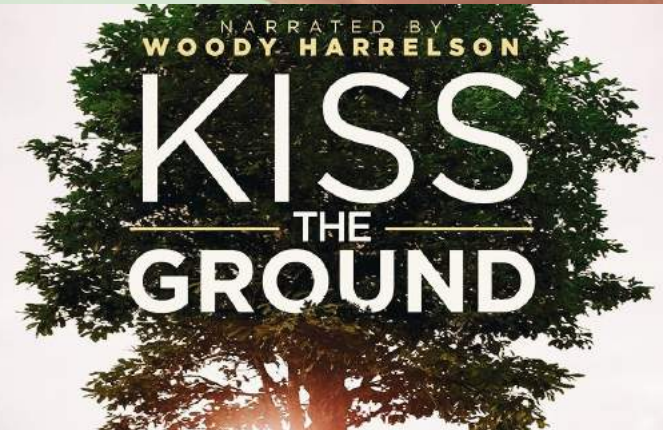
-Henry Miller



### Kiss the Ground (2020)

Netflix

This interesting documentary, narrated by Woody Harrelson, explores the importance of soil within agriculture and examines the argument for 'regenerative farming' techniques. The documentary shows stark comparisons and how applying regenerative techniques can heal landscapes and help the Earth.

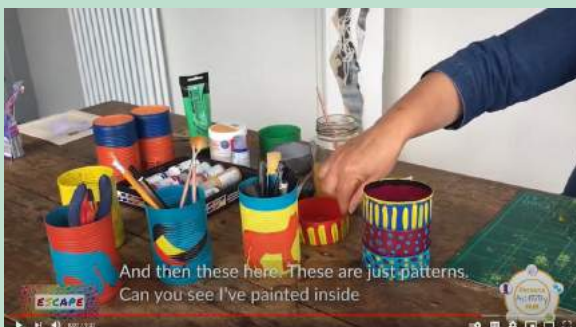


**The UK recycling rate for waste from households was 45% in 2018, decreasing from 45.5% in 2017.**

**There was an EU target for the UK to recycle at least 50% of household waste by 2020. (Source: gov.uk)**

Recycling can be a great way to give new life to household objects. Check out the Activity Hub where Sue will show you how to reuse your baked bean tins and turn them into decorative storage containers!

[https://youtu.be/femto\\_DjnRY](https://youtu.be/femto_DjnRY)



Nature is a free wellbeing tool everyone can use and for many people, especially during the pandemic, nature has been a way to recharge their batteries and positivity.

For Jenny in the

Communications team, cold open water swimming is a way to reconnect with herself and to ease the anxieties and troubles of the day. Our Finance Director, Bernard, often finds himself under a canopy of trees in a deep state of mindfulness. This is what the Japanese call shinrin-yoku or 'forest bathing'. It simply means slowing down and engaging with nature on a sensory level and can have numerous health benefits. Read about their experiences and others' wellbeing stories here:



Jenny: <https://tinyurl.com/58kwtttx>

Bernard: <https://tinyurl.com/2p43ww6m>



**Do you have an excellent idea for cutting down waste?**

Share it by emailing [info@personasupport.org](mailto:info@personasupport.org)

We would love to have your feedback about the Cultural Calendar.

**What would you like us to look at in May?** Email [info@personasupport.org](mailto:info@personasupport.org) with your suggestions.



# Easter Tree Competition

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

Facebook voting from 6th - Midday 12th April



[www.facebook.com/personacareandsupport](https://www.facebook.com/personacareandsupport)




Winners will be announced  
on 12th April at 2 pm

Prizes will be awarded to services or service households.

Finished your  
Easter Tree?  
Looking for more  
Easter activities?

Head over to the Persona Activity Hub for two new Easter themed activities that customers at Bolton Road have had fun creating!

 <https://tinyurl.com/5x68rfn7>

















For all of us, our values will fall into one of two categories. There are the ones that come so naturally to you that you'll probably find it hard to understand how others don't embrace them like you do. Then there are the values that you might need to work a bit harder at. It's possible to change this, but it can be hard to learn new things – how can we do it? The graphic (right) shows what happens when we learn something new.

We need **Commitment** to take that first step. We've got to want to expand our comfort zone and give it a go. How much better will your life be if you can achieve the goal you're setting yourself?

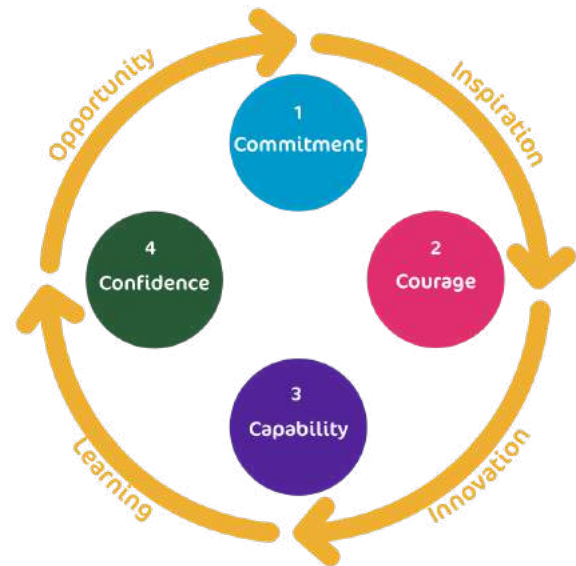
When it comes to living our values it's about seeing that we can make the lives our customers and colleagues – and even those at home - better if we can develop a value we find tricky.

Next we need **Courage** to get us through the ups and downs of learning something new. When we're out of our comfort zone it can be tempting to give up when things don't go as we'd hoped. But that frustration you feel when you make mistakes as you learn is a good thing – it means your brain is primed to learn and change, so when you feel frustrated it's actually the best time to keep trying!\* Pick yourself up, patch yourself up and have another go.

With courage and commitment we will start to improve and develop our **Capability**. The more we practice, the better we'll learn our new skill and we'll soon start to see results. Celebrate any little successes you have – just the act of celebrating will reinforce these little changes and give you the encouragement you need to crack this new skill.\*\*

The more successes we have, the more our **Confidence** that we can do this thing grows, and before you know it, we can't remember a time when we couldn't. And hey presto! – we have achieved what is called unconscious competence – in other words, we can do something without even thinking about it. We soon become slick masters of this new skill and can even show others how to do it too.

So why is this important when it comes to values? It's because we are all at different places on the journey. Something you find hard to master may be easy for others, and vice versa. But have hope - you can achieve anything if you commit to learn and have the courage to improve something. You also have to be prepared to feel a bit uncomfortable, and to stick with it as you refine your skills until it comes naturally to you. If we all apply this to developing just one of our values, imagine how much we can improve in Persona.



\*Andrew Huberman, Professor of Neurobiology at Stanford University School of Medicine  
<https://tinyurl.com/rkvxb6j9>



\*\*BJ Fogg 'Tiny Habits' <https://tinyurl.com/y5drj8hm>

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## *New Directors*

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Persona has reached a milestone this month with our first change of chair. Stewart McCombe has been chair of the Board since the beginning of the Persona journey and he steps down this month after 5½ years in the role. A huge thank you to Stewart for all his time, commitment and support in taking Persona this far and a big welcome to Tony Hunter, who will now take up the role.

### **A message from Tony Hunter, newly appointed chair of Persona's Board**

Hello - I'm delighted to take this opportunity to introduce myself as the organisation's new chair, following in the footsteps of Stewart McCombe. I can't wait to meet you, to help build on the excellent foundations you've established as we move forward together in planning and delivering the next stage of Persona's evolution.



To say a little about myself, I'm a qualified social worker with 40 years' experience across health, social care, and wider local government, spanning a full range of roles in the public, private and charity sectors. Good care services and experiences matter hugely to me. As a result of various conditions and disabilities in my own family, I know what it's like when health, social care and other services work well together in person-centred ways - and frankly when they don't. Achieving what is best for a person and avoiding organisational positions and rivalries doesn't sound like rocket science, but we seem to make it so difficult at times!

**To read more about Tony Hunter and why he has 16 wigs, follow:**



**<https://tinyurl.com/fh8wkfvb>**

### **Introducing Barry Topham and Stuart Belfield – newly appointed non executive directors**

Barry Topham and Stuart Belfield have recently been recruited to join the Persona Board as non-executive directors, bringing with them a wealth of skills and experience. Non-executive directors are massively important as they bring different skills and experience as well as insights from a range of other industries and organisations. This enriches the knowledge base and understanding of the board.

Barry brings a raft of experience in digital transformation, project management and information governance, whilst Stuart's career has been at a senior level in construction management and the development of housing, including specialist facilities such as extra care schemes and supported accommodation.

Stuart and Barry join our existing board with whom, under the leadership of our newly appointed chair Tony Hunter, they provide assurance that the organisation is being run well to make important decisions and to decide our future strategy and direction. To do this well it's really important to have a diverse set of skills and experience, united by shared values and a common purpose to achieve Persona's vision.

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## *Thank you Stewart*

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The opening song in the musical, *Dear Evan Hansen*, is called *Does Anybody Have a Map* – a reflection of two families around the journey of bringing up their children. Neither has a map, but of course, each day parents seek to do what they think is best in the moment for their loved ones.

After 5½ years as chair of Persona, my final board meeting was in March 2021. What an absolute privilege it has been. We have faced, of course, many new journeys together in that time, perhaps at times uncertain of the direction. We have, of course, always had a map - from Day 1, we were guided by 'Persona - We're All About You'; this became underpinned by our REACH values; and now is further signposted by our Purpose - 'We Support People To Live Their Best Life.' I think, together, these give us the best map we could ask for, constantly doing our very best for those around us.

Throughout my time as chair, it has been evident that there are outstanding map readers across Persona, leading us above and beyond in the care we have provided for our customers, their families, and of course our colleagues. Too many examples to mention, but I want to say thank you to every one of you for grabbing hold of the map and taking on the exploration. I wish you all continued success in the journeys you are yet to take, both within Persona and for yourself and your families.

I may be heading off in a different direction now, but I do plan to look on from a distance, and watch Persona continue to flourish and grow. I am delighted to be succeeded as chair by Tony Hunter, who comes to Persona with a passion for social care, and an outstanding background in the sector. The board has a number of new faces, still with plenty of familiar faces; all part of the strong governance of an organisation to ensure the board continues to refresh its skills and experience for the future. I have no doubt, that with Tony as Chair, and Kat leading you all as Managing Director, you are in great hands.

At the end of my final board meeting, I was 'virtually' presented with a framed print of the lyrics from *Dignity* by Deacon Blue – a song that has guided me my entire adult life. It will now hang proudly in our home, and remind me daily of you all, including those who are no longer with us.

*Thank you, once again, for having me along  
for the journey.*

*Bon voyage!*

*Stewart*





# BACK PAGE NEWS



## National Pet Month



**1st April - 3rd May  
is National Pet Month!**



**Our pets have a huge impact on our lives,  
especially over the past year.**



**To celebrate our furry (and scaly) friends, we  
want you to share your stories of how your  
pets have improved your life.**



**Send your stories to [info@personasupport.org](mailto:info@personasupport.org)**



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please email us at [info@personasupport.org](mailto:info@personasupport.org)**

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