

# PERSONA NEWS



We support people to live their best life

# Message from Kat

Whether you think you can  
or you can't, you're right.

Henry Ford

The mind is an incredibly powerful thing. I was reminded of this over the past couple of weeks. My 8 year old daughter, who has been horse riding for the past few years was having a moan about the fact that some of her friends can canter and she can't. 'It's just not fair!' she told me. I wanted to understand what was stopping her so we talked it through and as you might expect there were a few things we can probably all resonate with when it comes to trying something new; fear of the unknown – 'What will it be like and will I like it?'; fear of something going wrong – 'what if I fall off?'. This was all neatly underpinned by her memories of having fallen off in the past.

Despite being incredibly powerful our mind doesn't always know the difference between what is real and what is just a thought. Therefore if we think about something negatively our minds can believe that those concerns are real rather than perceived. That can then limit us from moving forward. Our primal instincts want to keep us safe so the temptation is to stay in the comfort zone and not take the risk. That's exactly what was happening for Lily-May – she was frustrated and angry that she wanted to do something but in reality the only thing stopping her doing it was her.

Once she realised that, we talked about imagining the opposite. Like I said, the mind is a powerful tool and it doesn't always know the difference between reality and imagination. That can work to our advantage because we can choose what we want to think. So imagine that you can canter and that when you do it goes perfectly and you love it – how liberating is that? Next time she went riding she couldn't wait to try her new approach and guess what – she can canter after all! And she didn't fall off (this time!) and she loved it. She totally surprised herself and the beaming smile on her face when she realised what she had achieved said it all.

All around me I often see people who think they can't do certain things. 'I can't use technology', 'I can't run', 'I can't make that change'.... the list goes on. If we can shift our thinking to imagine what we can achieve, just think of the difference that would make to our own lives and to those around us.

## This month's highlights

Kat

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If you're reading this online, you can click for more information where you see this logo.



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

Here's a selection of this month's High Fives - congratulations to everyone!



## Joanne Holland / Ramsbottom Centre

## Respectful

Just wanted to say when I visited the Ramsbottom Centre this morning how lovely and friendly everyone was, I was introduced to everyone and it was great to see all the activities that were going on. Thank you for making me feel welcome and involving me with your oral health theme.

## Anna Craig / Grundy Hub

## Enthusiastic

Hi Anna, the whole Grundy and Pinfold team showed excellent teamwork and enthusiasm during our recent fire drill training exercise. The team really put thought into the training and came up with some fantastic questions. It really was a credit to your whole service! Well done!

## Margaret Grainge

## Adaptable

Just want to say thanks again for going on support this week with minimal notice- I appreciate the pressures around this. I've also checked QCS staff lists today for your team and they're so good- that's because of your management style and the work you have done with your team to complete these. Well done!

## Dawn Clegg

## Caring

Thank you for your kind and caring attitude towards a new member in your team. I am so happy that you are there to oversee and provide the support for that person.

## Robert Laing

## Honest

Just want to thank you for your honest feedback on the retention of documents work. It's really important that I understand how it might come across and affect services and to work with you to get it right. I'm sure there will be further tweaks required as services start to use the documents but at least we have a starting point. Thanks!

## Introducing a new method of Recognition

Front



Back

You can now send recognitions using this card! With some words of encouragement on the front, you can personalise the back of the card with whatever message you want!



These are available to all staff - ask your manager for one.


You can now send, receive and interact with High 5 wherever you are, with the Benekit app. Visit the **Benekit** intranet page in Staff Information for more details.

## STAFF BENEFITS

Have you had a look at our staff benefits page recently?  
If not, you're in for a treat!

A new benefit has been added:

Free mortgage advice with B Mortgage Services  
- usually costs £495 pound, but this price has  
been waived.

 Click here to be taken to our Staff Benefits page:  
<https://tinyurl.com/StaffBenefitsP>



## REFER A FRIEND

Do you know someone who'd be a match with Persona?

If you refer a friend to us and they are appointed then pass their probation, you could each get £50 in vouchers!\* They just need to mention your name on their application form.

**So next time you see a vacancy,  
why not refer a friend?**

\*Criteria are slightly different for casual staff members and there is no part payment option if your friend leaves.  
There are more details on the intranet Refer a Friend page.



## JANET'S 70TH BIRTHDAY

Janet, a building support worker at Elton, hit a milestone birthday this month - 70 years young!

Janet was surprised with banners, presents and cake as she celebrated the day with the people she supports, her colleagues and her friends who she's worked with over the years.

***We hope you had a great birthday Janet!***




## CHAT WITH KAT

This monthly Teams meeting is your opportunity to ask Kat any questions you have about anything.

**If you cannot attend, please send your question(s) in to [info@personasupport.org](mailto:info@personasupport.org) so we can pass them on.**

Each discussion will include specific topics and all the answers will be published on the intranet in that month's summary.

**Next meeting: Tuesday 26th April at 11:30AM**

 To catch up on previous chats and for the meeting link, click <https://tinyurl.com/ChatwiKat>



## ANNOUNCEMENTS

### HELLO & WELCOME

Samantha Todd - Casual Support Worker  
Carys Ainsworth - Care Assistant  
Susan Ainsworth - Support Worker  
Leanne Ainsworth - Support Worker  
Sarah Lee - Support Worker  
Ryan Carter - Support Worker

### GOODBYE & GOOD LUCK

Karen Watts - Casual Support Worker  
Mark Williams - Support Worker  
John Turner - Casual Support Worker

## JANE'S 40 YEARS OF SERVICE

On Tuesday 15th March, Jane, who's a domestic at Elmhurst, celebrated 40 years of service!

She hadn't realised and was pleasantly surprised and overwhelmed when her colleagues congratulated her and gave her some gifts. They had a trolley full of cakes and other sweet treats as well, for everyone to enjoy.

***Congratulations Jane!***





## PERSONA THEMED QUARTER

### Continence and incontinence support


Welcome to two new Continence and Incontinence Support Champions!



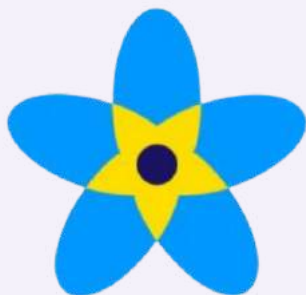
Clare Ford



Sue Stockman


 Click to read why they became Champions: <https://tinyurl.com/YourPChampions>

**If you'd like to be a Continence Champion, contact Sarah Brown on 0161 253 6833 or by email at [sarah.brown@personasupport.org](mailto:sarah.brown@personasupport.org)**



### Dementia Friends

Dementia can be isolating and often leaves the people who are living with it feeling alone. So why not have a look at our Learning Hub for useful resources, or complete the Alzheimer's Society's 'Dementia Friends' course in order to show your support and provide help?

 Click to find out how to become a Dementia Friend: <https://tinyurl.com/49wcb5uc> or to be taken to our Learning Hub: <https://tinyurl.com/LearningHubP>

### Glow Memory Walk

Staff from Grundy Hub and Extra Care completed the Glow Memory Walk for the Alzheimer's society.




We hear they had a great night and were able to raise around £150!



### Pinfold Redesign

Grundy Hub and Pinfold merged together at the end of 2021 and provided a great opportunity for us to create something specifically designed to support people living with Dementia; a building that puts people who use our service at the heart of the design. Click here to read more:

 <https://tinyurl.com/PinfoldSuiteBlog>

**Want to know more about the themed quarter?**

 <https://tinyurl.com/ThemedQuart>

## PERSONA THEMED QUARTER

### Oral Health Update

Ramsbottom Centre are doing a great activity within their drama group and are planning a lovely event for Easter.

They have been very creative and have also included the theme topic of oral health care, which Andy is one of the champions for.



I was invited to a special session about cleaning teeth and eating healthily.

Andy and Mel ran this group which included Katie, Sarisa, Roo, Karen, Catherine, and Lynette.



Everyone had the chance to give their teeth a clean and you can see what a great job they are doing at looking after their teeth.

Well done, Ramsbottom Centre and keep smiling!

Mo Arthur  
Oral Health Champion



Want to know more about the themed quarter?

 <https://tinyurl.com/ThemedQuart>

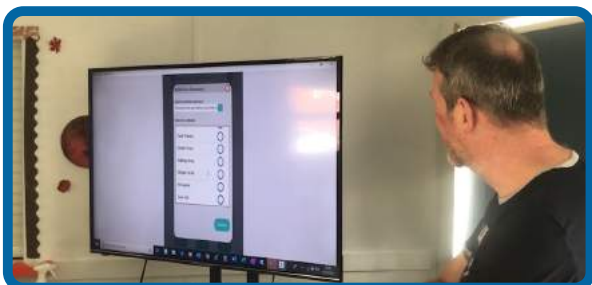
In March we were visited by James Charlesworth, Director Commercial Operations of Care Control and Jenna Whitehead, Key Account Manager. James has been working with us for some time and Jenna joined recently and is based in Stockport, so we will have a more localised support contact going forward and her role will ensure that Persona gets everything we need from the software, and from the Care Control support team.

James and Jenna visited Peachment Place where they met Lizzie Coltman, Anna Craig and Leanne Taylor. We suggested some software tweaks for future improvements and Jenna has arranged some management information training for the services using the care monitoring software – Extra Care and Learning Disability Day Services.



Visiting The Elms, James and Jenna were given a tour of the building by Lisa McLaughlin and met Rob Laing, Lisa and groups of staff, who gave them feedback.

Staff said that Care Control is saving them time using the voice recording-to-text function for notes, being able to make notes on multiple people doing the same activity and taking photos of the people we support whilst doing activities. Sometimes with the paper based notes it was hard to remember the full details of everything that they had done with the people they support at the end of each day. Now staff make notes on the system as they are going along during the day, which they are finding much better.



We also had some feedback on how long it was taking for the handsets to synchronise for offline working when staff log in. Clair was advised to change some system settings, and this has speeded up the process. Thank you for using your honest value when giving this feedback. Knowing what isn't working as well as you like means we can do something to improve it.

Jenna is keen to visit more bases and meet with staff soon, so **let Clair know if you would like a visit by emailing her at [Clair.MacKinnon@personasupport.org](mailto:Clair.MacKinnon@personasupport.org)**

To read this article in full, click below to visit the Care Control intranet pages.



**Any questions? Join us at the daily Care Control Huddles:**

 <https://tinyurl.com/CCHuddle>



a papier  
maché egg

a  
real  
egg

# Easter Egg Competition


Decorate an Easter Egg &  
win £25 for your service's amenity fund!

There will be 2 prizes of £25 each for:

- Facebook popular vote winner
- Special Guest Judge's favourite

Your egg can be any size you like,  
made of anything you like & decorated  
however you like!

We've decorated these eggs with some  
ideas to get you started and there's  
more information here:

 <https://tinyurl.com/EasterCompP>

anything  
egg shaped  
you can  
think of!

a  
chocolate  
egg

**Send your entries to [info@personasupport.org](mailto:info@personasupport.org)  
by 6pm on Easter Monday - 18th April**

**Facebook voting will be from  
12pm 19th April - 12pm 25th April**

**Winners will be announced on  
25th April at 2pm**

an egg  
design in  
your garden

## Try Kindness on Thank You Thursday - 21st April

Last month we talked about the benefits of being kind and here's a great opportunity to try it out! Why not say thank you to someone you know and enjoy the buzz? Showing kindness has a ripple effect and can inspire others to be kinder too.

### *At Work*

Say thank you to someone in person; to a colleague who's helping you out or to someone you support.

Send a colleague a High 5.

Send one of our new thank you postcards to a colleague - see page 3.

### *Out and About*

Out for a cup of coffee or a meal?

Thank the person who serves you, or compliment them on what you've had to eat or drink.

Leave a positive online review for a business you've used or a product you've bought.

### *At home*

Send a text or message to a friend, or leave a handwritten note for a loved one to find, telling them why you're grateful to them.



## Walk to Work Day - Or How to Get Outside This Spring


This takes place every April and is a great way to change things up and get a bit of extra exercise out in that glorious spring air.

Everyone benefits from time in nature and a bit of movement - it can be a chance to connect as well.



Of course it isn't possible for everyone to walk to work but instead you could:

- plan a walk outside after work either alone or with family or friends, or on your lunch break with colleagues
- go spring flower spotting with people you support (take March's newsletter with you for easy identification!)
- arrange a walking meeting if you have a desk-based job

If none of these do it for you, why not do some stretching, play a game outside, or visit your nearest outdoor fitness areas? Take a look at the **Stay in Work Out** hub page or find all of Bury Council's outdoor facilities here  <https://tinyurl.com/BuryOutdoors>

And if it's raining? You can always go back to the indoors gym or find some indoor workouts either just for you or to share with others on the **Gym Free Workouts & Stretches** hub page.





## Stress Awareness Month - What Is Stress Anyway?

If you asked ten different people this question, you'd probably get ten different answers!

It's not always a bad thing; it's a physical response that keeps us alive by helping us to focus and to avoid danger - it isn't necessarily an issue on its own.

Stress only becomes a problem when our body goes into a stress state - called 'fight or flight' - when it doesn't really need to. This makes it harder to think straight and can even start to affect your health if it goes on for too long.

Our **Manage Stress Topic Page** explains more and has resources to help you manage your stress - whatever that means for you.



Here are some of The Stress Management Society's ideas that you'll also find links to from the hub:

### CHALLENGE



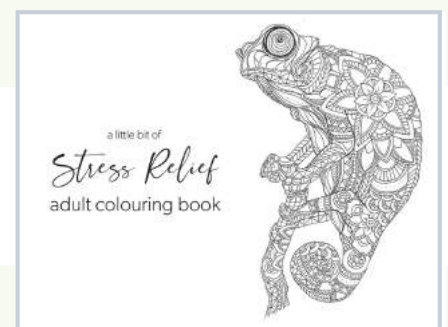
Join the **free 30 day challenge** for April - use the downloadable calendar and 'tips and tricks' documents to pick a physical, mental or emotional wellbeing action to carry out every day.

Find out how to **unlock your happy** and get your 4 happy hormones flowing!



How long do you spend on your phone every day? Take a look at the **Digital Detox Checklist** and see if cutting back might help your mood and stress levels.

Download Sam Antolik's **Stress Relief Adult Colouring Book** to relax your brain's fear centre and calm your stress. Colouring creates the same physical effects in your brain as meditation, calming racing thoughts.



If work is causing you stress, try the **daily destressing planner** to help you 'focus on today's tasks and dump the rest for later!'.

Visit the **Stress Management** hub page here for links to these resources:



<https://tinyurl.com/PWBStressTP>





*Respite*

*Long Term*

*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

 <https://personasupport.org/bury-shared-lives>  
or call 0161 253 7211

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

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## Red Nose Day at Grundy Hub

Everyone at Grundy Hub enjoyed making their own red noses out of pieces of red tissue paper.

Sizes varied as some made small and others made ones larger than their heads!



## Ian's Birthday!

Ian is supported at Ramsbottom Centre and celebrated his birthday there this March! He loved every minute of it!

He got a cake and was surprised when everyone started to sing Happy Birthday to him - even doing a celebratory dance afterwards followed by a round of applause.

## Hoyles wave off Millers Vanguard

On the 14th March, Millers Vanguard drove five vans to Poland which were filled with donations to help those in need during the Ukrainian crisis. Everyone at Hoyles showed their support by lining the streets and waving them off.



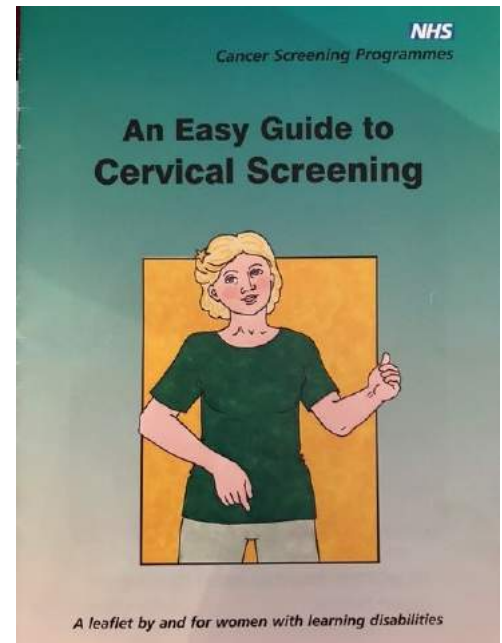


## Sarisa's First Smear Test

When Sarisa got her first invitation for cervical screening (a smear test), she talked about it with her Shared Lives Carer, Jo, but felt upset and said she didn't want to do it. As each reminder letter came, they talked about it again.

Sarisa also read a helpful Easy Read guide\* and she talked to staff at her day service, to her learning disability nurse and to her GP practice nurse.

A year after her first invitation, Sarisa decided to have her smear test. The nurse booked a double appointment so she wouldn't feel rushed and Jo went with her.



Sarisa says ' I felt scared and nervous about having the test done, but I wanted it out of the way. It's about cancer and I didn't want to get that. I was happy Jo was there with me and when it was over I was glad.

I just felt a bit uncomfortable afterwards. I think it is good for other people my age to get it done. I don't think people should go on their own but have their parent or carer there as well.

Having it done can show if you might have cancer below. I showed my foster sister the leaflet so she will know what will happen when she has her test.'

We'd like to thank Sarisa for sharing her experiences and her feelings with us. Thank you to Jo too, for her help writing this article.

If you'd like to find out more about having a smear test for cervical screening, there's an NHS Easy Read guide and a poster here <https://tinyurl.com/ERCervicalScreening>





## Ian Boards the Van!

He had faced some overwhelming changes in a very short period, dealing with the loss of his parents and moving out of his family home into a new one. So Ian found using Bury Council's transport to Ramsbottom very hard. He was supported there and back in his support workers' cars instead, saying: "No, car".

The team at Ramsbottom began to work with Ian to help him feel comfortable with the van, spending time showing, touching, and talking to him about it. They would pull the steps down, in hopes Ian would step on to the van. The day came when he did – he stepped up the step and sat in the van! The Ramsbottom team sat with him congratulating and cheering his success.

It was apparent Ian was nervous about the van as he would grip the seat in front when seated, but he appeared to be happier and more comfortable, so Joanne and Liz planned to take him to Park Farm, which Ian seemed up for "As long as I get a coke" of course. With a lot of singing, dancing and reassurance, the trip was a success!



The team continued to build his confidence by inviting him onto the van with some of his friends for a walk around the Lido in Clarence Park, with the promise of another coke of course!

Ian was thrilled – and so were the team! Such a special achievement which has opened Ian up to new opportunities, visiting different places within the community and building friendships with people from the centre.

As Ian's confidence was growing, the team wanted to support Ian to travel home on the van, so they started planning this with transport.

Staff were asked to stay out of sight and moved their cars off the car park, whilst the driver of the van stood back to keep Ian focused whilst the staff communicated with him.

One staff member spent time showing Ian his photos and communicating with him, while, another got on the van to encourage Ian if he was feeling nervous and wrapped a photograph up like a present to tempt Ian on.

Ian boarded the van and did amazingly! He cheered and did a thumbs up! The team said it was like a proud parent moment and celebrated with him cheering and clapping, and Ian got to pick his favourite drink.

At the end of the following day, the team were looking for Ian to encourage him to get on the van but couldn't find him anywhere. They were delighted to hear Ian was already on the van, happily watching his friends get on.

Ian is now travelling to and from home on the council transport, going from strength to strength.

Ian has been supported by our Supported Living team since his parents died and in 2021 he joined Ramsbottom Centre day service.



*Well done Ian!*

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## Ramadan

Between 2nd April and 1st May, Muslim people will be observing Ramadan. This is an integral part of the Islamic faith and every Muslim person around the world fasts during daylight hours for 29 or 30 days. The beginning and end of Ramadan are determined by the sighting of the moon, since Muslim people follow the Islamic lunar calendar. Ramadan occurs on the ninth month of the Islamic lunar calendar, which means the exact dates change every year. By the Gregorian solar calendar (which is the one commonly used to set dates), the beginning of Ramadan moves between 10 and 12 days earlier each year. Muslim people rely on Muslim-majority countries or local moon sighters to declare the beginning of Ramadan so there can be a variation by a day. During Ramadan, Muslim people fast from dawn to sunset - this means no food or water. They begin their day with a pre-dawn meal (Suhoor) and end it with another meal (Iftaar), directly after sunset. Muslim people use this month to purify their mind and body, as they believe the fasting allows for increased spirituality and personal growth.

The festival of Eid-UI-Fitr (also known as the 'Festival of Breaking the Fast') marks the end of Ramadan which is also determined by moon sighting.

If you support or know anyone observing Ramadan, please be conscious that they may need flexibility or support during this time. Ask them what you can do to help, or click below to visit the Cultural Calendar for suggestions.

## Bury Pride

Bury Pride focuses on inclusion, diversity and equality for everyone, no matter their sexuality or gender identity. Each year it aims to be bigger and better than the last and celebrates the unique Bury LGBTQIA+ community.



This year Bury Pride will be taking place on Saturday 30 April and starts at 10am, with the main stage in the Drill Hall at Castle Armoury. There will be a variety of events and displays, as well as stalls and tribute acts including Dua Lipa and Bruno Mars alongside headliners Liberty X. There will also be a Walking Rainbow parade through Bury. This promises to be a really vibrant event and there'll be something for everyone, so please share with your friends, family and the people you support.



Click here to donate to Bury Pride or to buy your tickets: <https://tinyurl.com/2wvmuh5h>

Visit the intranet page for further reading



<https://www.personasupport.org/cultural-calendar>

## Introducing Your Voice



Your Voice is Persona's approach to engage and involve the people who use our services more effectively in providing feedback and informing decisions about the future of the organisation.



Each service now has some form of service level customer committee in place.

These are a way to engage people who use our services to discuss what's working and what could be better. There is also an overarching Persona-wide committee which will meet quarterly. The service committees will feed into the overarching committee meeting, with representatives attending it to contribute thoughts and ideas on behalf of their service area.

During the first meeting of the overarching committee, a discussion took place about what the name of these meetings should be, so that the essence of them is captured in the name. We wanted to find a name which would ideally work for both customer engagement and staff engagement forums. Following some discussion, service committees and the employee forum voted on a shortlist of 3 options and the most popular one was **Your Voice**.

Although we are in the early stages of taking our engagement to the next level, we are confident that we make better decisions when we put people, both staff and the people we support, at the heart of our thinking.

## Have you booked onto this year's Staff Workshops?


This year our staff workshops are back and they are taking place face to face!

There are 6 sessions over 3 days on 12th May and 9th and 10th June - this hopefully gives you a few options for attendance. All events will take place at the Bolholt Hotel and will take the usual format of marketplace updates followed by a main event.

This year we'll be looking at the power of language with a fantastic session designed to really make you think about the impact of some of the things we say.

The staff workshops are about investing in you. Some time away from the workplace to meet with others, reflect, and get up to date on key information within the business. It's not your standard skills development – the focus is more on the soft skills of self-development.

To book onto one of the sessions, talk to your manager.

 Click here to read more on Staff Workshops <https://tinyurl.com/StaffWkshp>

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# BACK PAGE NEWS



## Ingredients

- 500g strong white bread flour
- 1/2 tsp salt
- 2 heaped tsp mixed spice
- 50g caster sugar
- 50g butter, chopped into cubes
- 200g mixed dried fruit
- 7g sachet easy-blend dried yeast
- 200ml milk
- 2 eggs

## To decorate:

- 3 tbsp plain flour
- 2 tbsp water
- honey or golden syrup

How to make *homemade hot cross buns!*

## Method

1. Mix the flour in a bowl with salt, spice & sugar, rub the butter in with your fingers.
2. Stir in the dried fruit, sprinkle the yeast over & stir in. Heat the milk so it's still cool enough to put your finger in. Beat the eggs into it & pour over your flour mixture.
3. Use a blunt knife to mix everything to a moist dough and leave it for 5 mins. Take out of the bowl & cut the dough into 8 equal pieces.
4. On a floured surface, shape the dough into buns. Space them out on a baking sheet & cover with cling film. Leave in a warm place for 45 mins to 75 mins, until they are half as big again.
5. Heat the oven to 220C/fan 200C/Gas Mark 7. Mix the flour & water to make a paste & pour into a plastic food bag. Cut a small hole in one corner & pipe crosses onto the buns.
6. Bake for 12-15 mins until risen & golden. Brush all over with the honey or syrup and serve.

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These are the #FiveWaysToWellbeing, approved by the NHS, that remind us how to keep well. You'll see them throughout each newsletter, to celebrate how people are living their best life.

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

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