

# PERSONA NEWS

Staple Down Here To Make This Into

An Easy Read Style Booklet



We support people to live their best life

# Message from Kat



Last month I told you a story about how being told my lifespan was 4,000 weeks rather than the usual way of describing it, 76 years, made me think about things completely differently. Well that story has stuck with me in more ways than one. As well as wanting to try harder to make sure I make good use of my remaining weeks in this world, I've also been thinking about the power of language.

I knew about average lifespan but it wasn't until it was presented to me in a different way that I had a moment of realisation – or what you might call a lightbulb moment. What else do we already know and think nothing about that if someone presented it to us in a different way we'd see it completely differently?



It just shows how powerful what we say and how we say it is to the way that message is taken on board and understood. The same information presented in a different way can have a totally different impact. Our recent staff workshops were all about the power of language and this is another example of just how important that is.

So if ever you don't understand something, don't blame yourself or the other person, just ask for it to be presented in a slightly different way and you might find your lightbulb moment. It works the other way too. If you're communicating with someone and you're not being understood in the way you want to be, try a different approach. Don't blame them for not 'getting it', change how you present it and you might get a different response and create them a lightbulb moment too.



*Kat*

## This month's highlights

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

Thank you so much for everything you have done for Emma, me and the family. For all your support, kindness and your **care** and for looking after my gorgeous girl so well. I don't know what I would have done without you all. So from the bottom of my heart a big thank you to you all.

Lots of love Jayne, Emma and family

**Woodbury**  
Short Stay

To all the staff - thank you for taking such good care of Glenn during his stay.



**Elmhurst**  
Short Stay

Thank you so much for everything.  
We have had a brilliant week.  
Love Joan & Gary

Zen and Lorraine made me feel relaxed and welcome when I first started coming to Grundy.

They both provide great care and I feel I can talk to them about anything, I have got a lot of trust in them both. They are really **enthusiastic** to give me a hand and always make me feel **respected** when providing personal care. Their **caring** approach helps to make a relaxing, comfortable and fun environment.

I think they both excel in their roles and really appreciate what they do and have done for me. It has made my life less isolating after losing my husband last year after 56 years together.

I look forward to seeing them when I go and also they have contributed to me making new friends by assisting me to sit with Jean & Maria.

Thank you ladies keep up the good work, Val.

I would like to send this email to Karen and Anna at Grundy Hub.

Just to say a huge thank you to you all after my visit to you last week with Joan and Brian.

We work with a number of families who use your centre and have always heard great feedback but I had never visited the centre before.

I thought the way things were explained to the new people I was with and the whole feel of the place was really welcoming –

Karen was super, thank you so much.

Thanks again and I will of course now be able to give personal recommendations to other families I work with based on this lovely experience.

Debbie - Carers Information & Support Officer



**Grundy**  
Hub



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!



## Respectful

### Clair MacKinnon

Clair, thanks for continuing to pick up when you see its us teams-ing for CC help. We often call on you with frustrations, and you always manage to leave us with a smile on our face and positivity restored.

From a grateful Jo and Liz

## Enthusiastic

### Diane Davies

Well done Diane on passing your NVQ 3 I know how much hard work and time you have put into this qualification and it has paid off. Congratulations.

## Adaptable

### Katie Duke

Thank you so much for the support you have offered the customers who live at Queensberry this weekend, you have really shown your adaptable value. It's not been easy, especially when you don't really know a customer that well, but between you and another staff member you were able to support in an effective/safe way. Thank you, Norma

## Caring

### Stephen Hannaby-Williams and Emma McBride

Just want to say thank you and well done for the work you have been doing with DL. I heard as part of the reviewing process how you have supported him to improve his health and well-being through your support and encouragement.

## Honest

### David Pope

I just wanted to thank you for your honest and considered feedback regarding a fire safety concern in one of our properties and for quickly escalating it to the relevant people in a timely manner.

## Respectful

### Laura Wolstenholme

Thank you for your assistance with sorting the query I had with my wages. After feeling like I was banging my head against a brick wall, you picked my email up and dealt with my issue quickly and always kept me informed along the way - much appreciated.

## Enthusiastic

### Noor Qureshi

Thank you, Noor, for assisting the team and completing the task of inputting all the responses from the Staff Workshops. This work is invaluable and has enabled the team to gather useful information which can be shared more widely. Thanks for being up for the challenge, completing the work so fast and just cracking on with it. Welcome to the team.

## Adaptable

### Joanne Hilton

Joanne has been working hard to cover the rotas at Fir Street which has been especially difficult at the moment with some cover staff gaining other employment. Joanne has been enthusiastic and has kept the needs of the people we support as a top priority ensuring continuity at all times. This has also meant adapting all ready covered rotas and is an ongoing process. This is not easy. Thank you Joanne.

## Caring

### Deborah Martin

Just wanted to say how lovely it was hearing some of the positive outcomes being achieved through the work you are doing with the reviews. Great to hear how well services are working with you to achieve these outcomes for people. Your passion for your role really shines through.

## Honest

### Catherine Nugent

Thanks for taking the time and attention to detail around Social Spaces and letting me know where it needed some changes. A better end product as a result.

## ANDREA TURNS 50

Andrea turned 50 years young and was able to celebrate her birthday with colleagues at Peachment this month.

She was treated to some wonderful presents and a card signed by all.

*Happy Birthday Andrea!*



## ANNOUNCEMENTS

### HELLO & WELCOME

Hannah Crompton - Casual Domestic  
Darcy Blamire - Trainee HR Officer

### GOODBYE & GOOD LUCK

George Dapaah - Casual Support Worker  
Adele Gardiner - Casual Support Worker  
David Hawkins - Casual Support Worker  
Pauline Laing - Casual Care Assistant  
Kira Osborne - Casual Care Assistant  
Hina Tanveer - Casual Support Worker  
Petra Cloherty - Senior Carer  
Emily Boal - Support Worker  
Shannon Rawat - Home Support Assistant

## BURY 10K WITH PERSONA!

Do you love running and want to challenge yourself? Or do you want to get involved and raise funds for charity even though you aren't a runner?

Signing up for the Bury 10k's a perfect way to get all five ways to wellbeing into your life over summer, whether you walk or run it:

**Connect** - with new people and colleagues outside of work

**Be Active** - training and running the race

**Take Notice** - of the experience and what you've achieved

**Keep Learning** - new skills/techniques or something new about yourself

**Give to Others** - join in raising funds for a worthy cause



Click here to sign up and, if you work for Persona, how to get 50% of your entry fee refunded: <https://tinyurl.com/BuryTenK>



Connect

Take  
Notice

Be Active

Keep  
Learning

Give to  
Others

## DIANE'S TRIUMPH

Diane Davies, a Shared Lives Development Worker, recently showed her **enthusiasm** and dedication to her job when she completed her Supervisor Apprenticeship Standard (Level 3) and passed with a Distinction!

Speaking about the qualification, Diane says she is proud of achieving it and enjoyed being able to scrutinise her performance to improve her leadership skills.

*Well done Diane!*



Click here to read more about Diane's success:  
<https://tinyurl.com/3xcu873e>



## VOLUNTEERING



We're looking for volunteers with an interest in knitting, gardening or playing the piano to share their skills at Grundy Hub.

If you or anyone you know would like to know more and are **respectful**, **enthusiastic**, **adaptable**, **caring** and **honest**, please contact Julie Hawkins, our volunteer coordinator, on **0161 253 6555**

Thanks also to Julie for spreading the word at volunteer fairs. There will be more volunteering opportunities coming soon!

Click here to find out how you can get involved:



<https://tinyurl.com/Pvolunteer> or turn to page 18 for more inspiration!

## CHAT WITH KAT

Once a month Kat hosts a Teams call where you can ask her any questions you may have.

**If you cannot attend but have some questions, please send them in to [info@personasupport.org](mailto:info@personasupport.org) so we can pass them on.**

Specific topics will be discussed and after each discussion the answers will be published in that month's summary on our intranet.

**Next meeting: Chat with Kat will NOT take place in August, it will move to 11:30AM on 6th September as Kat is on leave**



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





## PERSONA THEMED QUARTER

### Staff from our services been involved in raising funds for different cancer charities this month

Naomi and Ann from Queensberry have challenged one another to complete a 10 mile swim to raise money for Breast Cancer Now and have been swimming weekly!

Naomi said "We have both had loved ones suffer with cancer, breast cancer included. We are trying to raise as much as we possibly can, and are both so grateful for anything that people can share to help us along our way". As of 27th July, Naomi and Ann have collectively raised £340!



A couple of members of staff from Escape took part in the Race for Life organised by Cancer Research UK on Sunday 17th July - so far they have raised an amazing £345!



Angela and Sarah from our Older People & Extra Care Services completed the Pretty Muddy race, which was also organised by Cancer Research UK.

They did a fantastic job of getting pretty muddy, as well as raising funds for the charity!



If you would like to show support to your colleagues, you can find the links to their donation pages on our Themed Quarter page! Just click the link below.

Want to know more about the themed quarter?

 <https://tinyurl.com/ThemedQuart>



## PERSONA THEMED QUARTER

**The July Answer Cancer session has been rearranged for 15th September, but the group still met and shared how cancer has affected them and their families.**

### **Lesson 1: Melanoma is not just sun related**

Rob Laing talked about losing his wife to melanoma cancer. She never went out in the sun and always covered up with factor 50. They noticed a small mole which, 18 months later, had grown so they went to the GP and were told it was cancerous. After tests, checks and operations they got the all clear but 2 months later, the illness started and she was told she had one month to live.

### **Lesson 2: Get checked by your GP as soon as you think something is wrong. Let them tell you it's nothing to worry about - they are the experts.**

Sue shared her story of how she had no external signs that anything was wrong and was enjoying life until she found some blood in her urine. She went to the doctor and weeks later had a cancerous tumour the size of her kidney removed. Thankfully Sue is back in work and is fit and healthy again.

### **Lesson 3: Not all cancers will show up to the naked eye.**

Anelen and Lisa both spoke about prostate cancer and how going to the toilet more, taking longer in bathroom and water infections are all signs we, as carers, can look out for.

### **Lesson 4: Cancer affects everyone - not just those with the diagnosis but the people around them.**

Anna spoke about the support we give to loved ones, family members and carers as cancer comes into their worlds. It's easy to just focus on the person with cancer, but as a care provider we also need to support the people and staff involved who will be affected by cancer, not just physically but emotionally. Altering duties and work practices, start and finish times and time off for appointments are all things we can do to help. Managers can find support on the intranet - click below.

### **Lesson 5: Sometimes we don't notice changes in our own behaviour, but others can and should raise awareness immediately.**

We made a quick list of the signs and symptoms that we can look out for when we are supporting people at home or in day, short stay or extra care services.

#### **What to look out for and things we can do to support people live their best lives:**

- Moles – dark pitted edges, any changes
- Increase or decrease in urine flow
- Urine Colour to light, to dark, pink or red
- Blood in bowel movements
- Checking for lumps and bumps
- Yearly health checks to be booked with GP
- Report and use body maps if you are concerned.
- In reviews, bring up the cancer topic, make sure people are attending scans and GP appointments.
- Cover up in the sun, use sun screen and enjoy the sun safely

Can you think of any more signs? If so, discuss them in your supervision or come and join us in September - speak to your manager if you're interested - more details below.

**Find out about Answer Cancer at 2PM on 15th September:**

 <https://tinyurl.com/ThemedQuart>

## The new PAM Assist Wellbeing App is available now!

Developed by behaviour change experts, the new app is easy to use, personalised, interactive and confidential. It features online CBT, mindfulness for mental health, a virtual gym, and sleep and nutrition advice for physical health. Use it online or download the free app.

**Anyone who works for Persona can access PAM Assist free of charge.**

You can use it for preventative wellbeing support as well as in crisis situations (either for yourself or in your role as a manager, wellbeing champion or as an MHFA'er) across six key areas:

## What can you get support with?

### Work Life



- marriage/relationship counselling
- debt, legal & fraud advice
- work-life balance

### Social



- online assessment with personalised advice
- articles, podcasts

### Nutrition



- goal & habit tracker
- articles & podcasts
- online courses
- recipes

### Health



- online assessment with personalised advice
- articles, podcasts
- goal & habit tracker

### Mind



- dealing with stress, anxiety & depression
- weekly meditation & daily motivational quote
- online CBT programme

### Fitness



- Move Medicine virtual gym
- goal & habit tracker
- articles, podcasts
- online courses

**This is just a small selection of the support available to you.**

**The page opposite shows you how the app can support with all these areas.**



## How can you get support?

- by **telephone\*** for advice, support, counselling & CBT from trained counsellors
- **online chat** for advice, support & e-counselling
- **video calls** for counselling & CBT
- **tools, courses, worksheets & articles** in the app

*\*click below to get the number and the password you will need to give when you call*

**Click here to find out more about PAM Assist,  
your free EAP (Employee Assistant Programme)**



<https://tinyurl.com/EAP-PAM-P>

**It's available 24/7/365; it's free, confidential and personal to you.**

Visit our **PAM Assist** page to find out how to register on the new PAM Assist Wellbeing App. Once you have an account you can access it either online or via the free downloadable app.

Your personal account will be with PAM, not with Persona or with Bury Council. The only information they will share with us is the total number of accounts created by people in Bury.

Find out more about your privacy on the PAM Assist page.

## What's on the app?

There are 6 tabs on the wellbeing app:



Where you can find support with these areas of the Five Ways to Wellbeing:

### Connect

- talk on the phone
- online messaging

*(CBT sessions & counselling sessions can be arranged by phone or by online message)*

### Be Active

- Assessment
- Stepping Stones goal & habit tracker
- Inspiring Ideas
- Expert Exchange - podcasts
- Move Medicine
- virtual gym

### Take Notice

- weekly meditation
- Mood Monitor
- daily quote
- Assessment
- Thoughtful Thinking online CBT programme
- Mind Matters
- Stepping Stones goal & habit tracker

### Keep Learning

- Monthly Wellness Guide
- Quarterly Compass magazine
- Assessment
- Media articles
- Expert Exchange - podcasts
- Curated Courses

## NEWSFLASH

## Your Free, Weekly Wellbeing Sessions

These are changing from Wednesday 7th September. The half hour virtual sessions will start at the new time of 1.30pm and will now have a themed timetable so you can see what's on before you join.

Join the Wellbeing Sessions or find on demand sessions here:



<https://tinyurl.com/WBSessionsP>




Many of you using the Care Planning functions are starting to review care plans, and update Risk Assessment forms. We have received a few calls into the Daily Huddles asking how you can update the Linked Documents, and also put a reference to these documents in the relevant Care Plan section, so Rose has provided some information below:

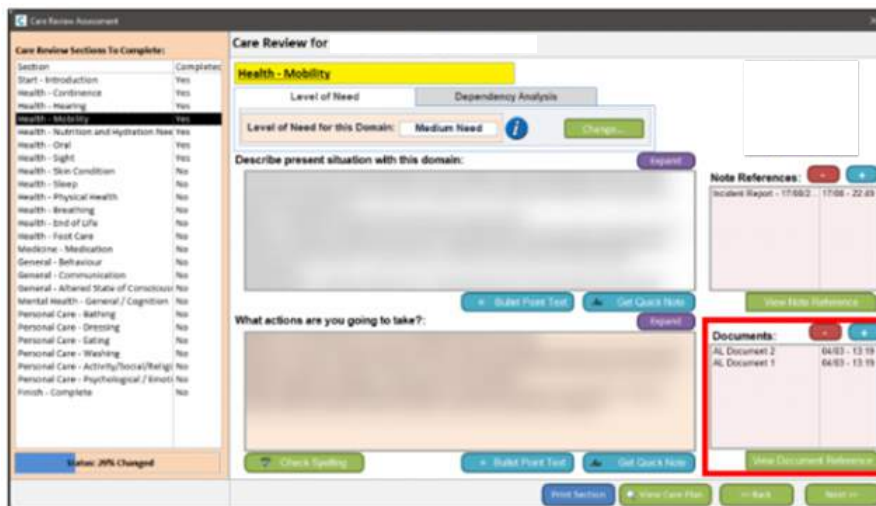
## Attaching Documents to Care Plans

Services using the Care Plan element of Care Control can add relevant documents to people's care plans such as PEEPs, Risk Assessments and documents showing wheelchair positions.

Documents need to be added from your saved computer files to the relevant person using the 'Linked Documents' tab.

As these documents are reviewed, documents can be deleted and updated copies can be added. You cannot amend the document in Care Control as they are Word documents or read only PDFs.


 Click here for a "How To" guide for attaching documents to care plans: <https://tinyurl.com/bdt2vfxp>



## DID YOU KNOW?

Documents can also be added to the care plan for easy access:

1. Access the person's care plan
2. Click to edit care plan
3. Start care review assessment
4. Complete the start – introduction section and click next to save
5. Then click to the section you wish to add document to – i.e. moving and handling
6. Click the plus button next to documents on the right-hand side
7. This will open the Linked Documents for you to select the file
8. Click the file you require and press open, press next to save
9. Ensure you complete the finish – complete section to save the updated care plan.

 Click here for a "How To" guide on adding and deleting linked documents: <https://tinyurl.com/2p9xwxuc>

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

 <https://tinyurl.com/CCHuddle>

# Persona Bake Off 13 is Back!

## Show us your Showstopper!

Judging will be at  
The Green Cafe  
on Wednesday 21st September  
arrive at 11am for 11.30am

## Would you like to be a judge?

We're inviting people we support to come and judge the Bake Off and we're looking for one judge from each service.

If you're interested, please ask a member of staff to email [info@personasupport.org](mailto:info@personasupport.org) with your name and the service you use before 1st September 2022.

(If we get more than one person, we'll draw the winner from a hat.)

To enter the Bake Off,  
email your name (or team name!) and your service  
to [info@personasupport.org](mailto:info@personasupport.org) before 1st September 2022.

Entry is open to staff and to people we support,  
either as individuals or as a team.



## Person Awards

Celebrating excellence



### Thank you for all your nominations!

Shortlisting took place on Friday 29th July for the categories that had received over 10 nominations.

These categories were: **REACH**, **Enthusiastic** and **Adaptable**.

All nominations for **Respectful**, **Caring** and **Honest** have gone straight through for you to vote on.

Working alongside Barry Topham, Non-Executive Director, were last year's winners, who shortlisted the award they won last year:

Shortlisting for each category along with Barry were:

Jackie Jackson - **REACH** Award

Sue Partington - **Enthusiastic** Award

Jill Rhoden - **Adaptable** Award

**Respectful**

**Enthusiastic**

**Adaptable**

**Honest**

**Caring**

### Voting will be opening soon...

Voting is open from

**15th August until 15th September**

All staff members will be given the opportunity to vote for 3 finalists per award category through Survey Monkey. The winners of each category will be based on the finalist that receives the most votes.





*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.**

Connect

Take  
Notice

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Give to  
Others



## A Surprise from Australia

Margaret hadn't seen her daughter and son-in-law for over 3 years due to the pandemic and the fact they live in Australia.

The only contact they have had with each other is weekly over FaceTime with the support of staff at Grundy Hub.

But Margaret was recently surprised when her daughter and son-in-law showed up to see her and they even stayed for Sports Day!



## Sports Day at Grundy Hub

Grundy Hub had their annual Sports Day with races such as the Egg and Spoon race!

A great time and lots of fun was had by all.



## Edwina celebrates 100 years of Exploration

When we asked Edwina what her greatest achievement was, she replied “I don’t think I’ve achieved a lot, except managing to reach this fantastic age as people keep saying.” But we soon found out that in fact Edwina has lived an adventure-packed life full of amazing achievements.



Edwina has done a lot of travelling! She’s visited her son who lived in Zambia and even met President Kaunda of Zambia. In Africa, Edwina also got to go on a safari with the conservationist Norman Carr: “who was supposed to be THE best person to go on a safari with and it was wonderful – I wasn’t afraid at all”. Whilst in Canada, she also got the unexpected opportunity to hold a bear! The bear had been sedated for dental checks and she was even able to watch it run away after the sedation had worn off. In 1983, Edwina went to Mirano where she got to watch her youngest son, Paul, who was an international canoeist, win the gold medal: “He was the only one to do a complete run without touching any of the gates – I couldn’t believe it!”.

While Edwina has been to all these beautiful places, there is one more place she would love to visit – Turkey. She is determined to go and being 100 doesn’t seem to be stopping her! She said “I don’t feel any different now I’m 100 and the next time I see you when I’m 110, I’ll say I’ve been to Turkey!”.



To celebrate her 100th birthday, her family members flew over from France and enjoyed spending time together over lunches and dinners and her daughter-in-law got her card from the Queen specially framed. Edwina told us of her upcoming plans to go to France so she could visit her family there and said how excited she was to go out in her son’s new motorboat on Lake Annecy.



Her friends at Grundy Hub threw a party for her and Madam Mayor Shaheena Haroon was among the many who helped her celebrate. Lots of fun was had with games such as pass the parcel and ‘what happened on this day’ along with singing, dancing and, of course, cake. When speaking about Grundy Hub, Edwina said she’s been coming each Monday for 11 years and hasn’t missed many Mondays in the time she’s been attending. She says she has made good friends here, who help to keep her young and praised all of the staff saying “I’d give a medal to all of them – they’re excellent!”



To see more pictures turn to page 21 or to read more about Edwina’s life click: <https://tinyurl.com/2h2p3hrp>



## Paul Aims for Independence


Paul hadn't used Ring & Ride in almost 10 years and was using staff cars or taxis to get to and from Queensberry Day Service. It was getting expensive though, so despite finding it difficult to begin with, Paul decided it was time for a change, and has got back on the bus! With the encouragement of his sister, Val, the staff at Queensberry and a promise to feature in our newsletter (Paul is a newsletter fanatic) he took the first small steps to getting comfortable with the service again.

The driver began to go to Paul's home so he could look at the outside of the bus, until he eventually felt comfortable enough to get in the bus, look around and have a feel of the seats.

After a few visits, Paul began to sit on the bus while it did small journeys to gradually build up his confidence and he even saw his friend Russell there, which helped him feel more at ease.

Paul now travels to Queensberry every day on the bus, enjoying the extra 15 minutes with his friends: "I'm excited to use it again", he says. Though he is still using taxis to go home, his next goal is to start using the service at the end of his day, so he can save even more money and spend even longer with his friends!

Everyone is incredibly proud of Paul's progress and he is very grateful for the support he's received, especially from Naomi who has given him a lot of encouragement.

 If you'd like to read more about Paul's success, click here: <https://tinyurl.com/4awza5az>




## Escape's Volunteers

Sarah and Suzanne have recently been volunteering at the art class which takes place at Escape.

Through this they have become the best of friends with one another and enjoy helping others, while also gaining some work experience.

They wanted to share their positive experience with the hope of encouraging others to volunteer too.



 If you'd like to volunteer, click here: <https://tinyurl.com/Pvolunteer>

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## Macc's Royal Achievement

Shared Lives are proud to celebrate Mccauley earning his Gold Duke of Edinburgh award, which is the third and most challenging of the 'DofE' awards!

His final expedition was five days long and took place in the Peak District, where he walked every day and camped in a tent.

When we asked him what special equipment he took with him for his award expedition, he said "two first aid kits and lots of socks!"

Through DofE, Macc has met lots of new friends and learnt new skills like map reading and how to use a compass.

The adventures don't stop there though! Macc is now volunteering for DofE, assessing people for their Bronze and Silver awards. Congratulations Macc!



## Sarisa's New Job for Cancer Research

Congratulations to Sarisa on her new job in the Cancer Research shop!



She told us:

"I enjoy my job! Normally I steam the clothes, put tickets on them and put the size of the clothes on the ticket, then the staff put the price on.

I think working in the shop will help me to reach my life goals because I'd like to live in Wales and work in a shop there in the future. Being a volunteer helps me know what happens in shops.

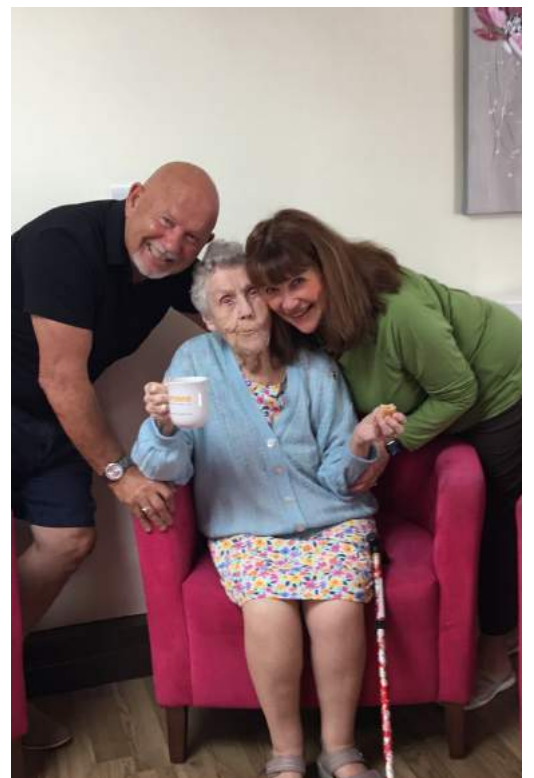
The best thing about my job is that I've made new friends - and I get a staff discount!"











## Unconscious Bias – What is it?

When you meet someone for the first time, you can make assumptions about them based on the way they look, dress or act. This is because we are influenced by our background, experiences and beliefs which impact how we see things, the choices that we make, how we interact with others and how we react to things, without us even realising it – unconsciously!

These reactions are indicators of unconscious bias and they affect all of us every day. It's nothing to feel bad about; it's completely natural, and for the most part it doesn't impact on the things we do, but it's not always the best way to make decisions. The most important thing you can do is remember that if you have a bias, question your feelings, thoughts and decisions. Particularly if, because of the bias, you might be treating an individual or group more or less favourably.

**Unconscious bias is defined as:**  
**Stereotypes, prejudices, or preferences that cause us to favour a person, thing or group in a way that is deemed unfair**

Examples include:

- Favouring people who share similar, interests, backgrounds and experiences
- Favouring individuals who are considered to be more attractive
- Making assumptions about people because of the origin of their name
- Treating people less favourably because of their age
- Treating people less favourably because of their gender



Our unconscious bias can affect decisions that we make both inside and outside of work, such as deciding who to make job offers to and who to get involved in particular events or tasks.

### So, what can we do about it?

**Being aware that we all can have unconscious biases**

**When making a decision involve others in a collaborative way**

**Reflect on your behaviour and decisions you make**

**Avoid making assumptions and don't rely on gut instinct**

**Challenge any biases that you may observe**

**Visit the intranet page for further reading**



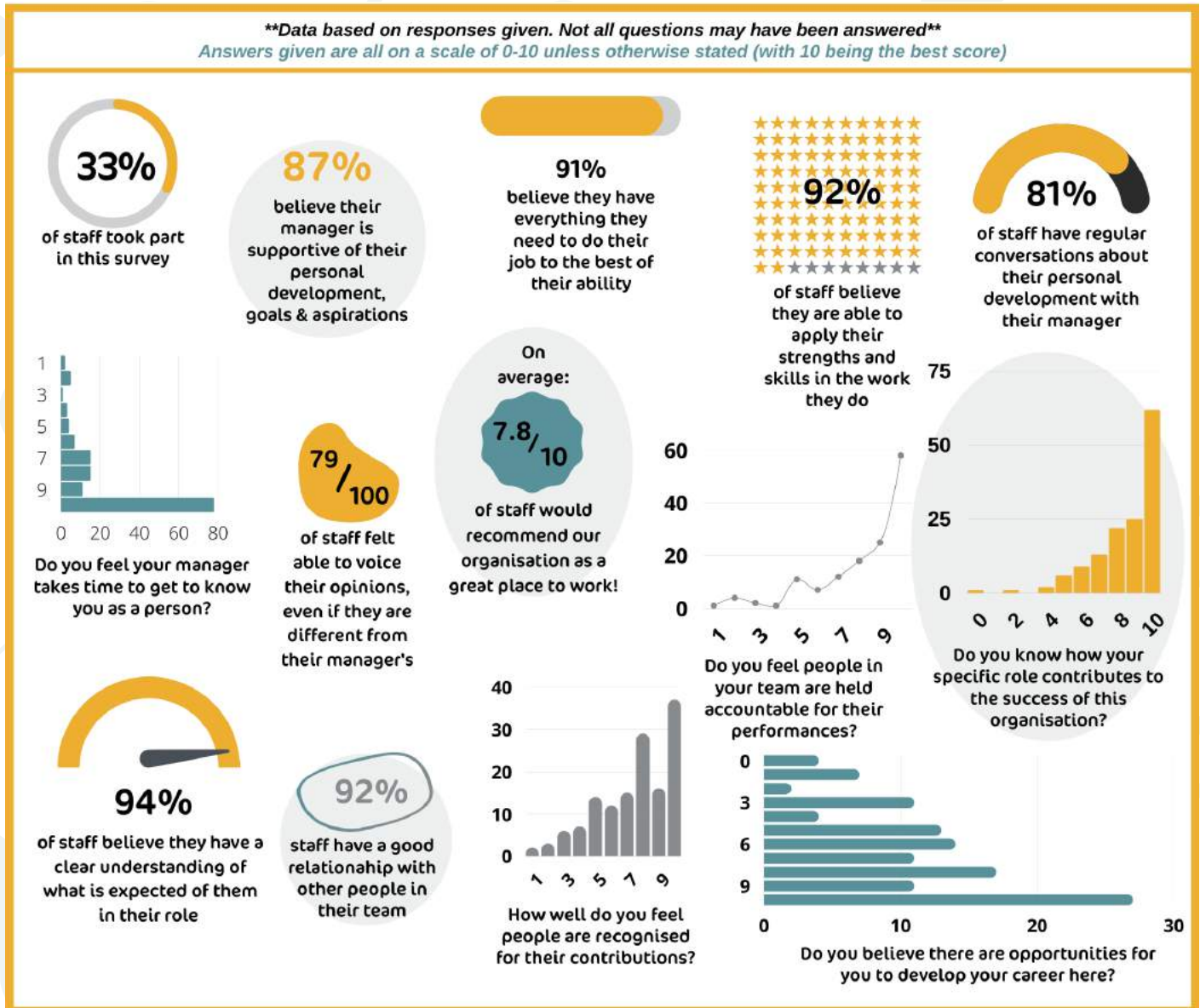
<https://tinyurl.com/CulturCalendar>



## Staff Survey Feedback

Thank you to everyone who took the time to complete the recent survey at the staff workshops. Feedback received from our staff enables us to look at any changes or improvements we need to make our organisation continue to be a great place to be. Of all the 13 questions asked the average score across all questions either stayed the same (3 questions) or improved (10 questions).

Below is a summary of the feedback we received:



### What next?

There were 2 areas of feedback that we want to explore more over the next 12 months, these were the areas that scored the lowest out of all the questions. They are recognition and career progression, so look out for more details of how we are progressing these areas.

If you would like to get involved, please email Laura Wolstenholme at [laura.wolstenholme@personasupport.org](mailto:laura.wolstenholme@personasupport.org)

To read more, click:

<https://tinyurl.com/bddenmsv>



# BACK PAGE NEWS

## Staying safe in the heat

As we're expecting more heat in the summer months, we want to provide some top tips for keeping cool and staying safe:



- drink lots of water
- apply sun cream regularly
- avoid going out between 11am and 3pm if possible
- close curtains in rooms that face the sun to keep indoor spaces cooler
- if your house is cooler inside than outside, keep your windows closed



Click here for more tips on keeping safe in the heat: <https://tinyurl.com/UrgentUpdateKS>

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Keep Learning

Give to Others

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)

## We support people to #LiveTheirBestLife

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