

# PERSONA NEWS

We support people  
to live their best life



Respectful



Enthusiastic



Adaptable



Caring



Honest

Balloon Tennis at Elmhurst



# Message from Kat



I always love to hear about the amazing things that customers are supported to do and the pictures in the newsletter bring that to life. When I read this edition of the newsletter what struck me was the level of creativity and resourcefulness on display. From scarecrow makers to musicians, we have some very talented artists in our midst and it is fabulous that not only is pleasure gained from using those talents, it is also given to those who share in the results. There are not many jobs where you truly can bring your whole self to work and enjoy sharing your passions and interests to the benefit of others. The pandemic has presented many challenges but as the saying goes, from adversity springs creativity, and that is certainly true at Persona.

The recent lockdown has been experienced in many different ways by people across the world. For some it has meant working, harder and longer, for others it has meant not working at all. Some people have struggled with the isolation that they have felt whilst others have found it a challenge to spend such a lot of time with immediate family in confined space. On the opposite end there are those that have also thrived and have found it an opportunity to do things differently and refocus their life. Whatever your experience has been, one thing has been consistent – we have all had to learn to do things differently. Our normal communication methods, sources of entertainment and goods and supplies were seriously disrupted for a time, and some of these are only just re-emerging. One of the key things that had to change at Persona was how we provided day support.

Telephone based and home visit options quickly emerged and these were followed by the realisation that we needed ways to connect people with activities and with each other that didn't depend on physical contact. Lots of work has ensued but I am delighted that in August we are launching our new Activity Hub. We've been enabled to do this with financial support from the Council's Innovation fund and the hard work of the day service and communications team, as well as our Skills for Care Graduate trainee. This is a resource intended to benefit all of our customers by providing them with access to in-home social connection and stimulation. This may have emerged from the challenges we faced in lockdown but the reality is that it is something which will be relevant to many people well in to the future and form a core feature of social care provision. It's a great piece of work and one which will be built on to develop it further. Another example of creativity from adversity.

*Kat*

## This month's highlights

2- Message from Kat  
3- Staff News  
7- Recognition  
10- Themed Quarter:  
Technology in Care

13- Service news  
18- Bake Off Announcement  
19- Puzzles  
21- Snapshot  
21- Spotlight  
22-Backpage

## WEEKLY UPDATES

As the need to update you of new information from the government has now eased a little more, it is now appropriate to move to one midweek update per week unless something exceptional occurs which requires an extra bulletin. It will be renamed as **Weekly Update** but you will still have the same access to all the Covid-19 resources from this page. The regular updates have received good feedback so Kat thinks it would be helpful to keep these in place going forward and to use them to update you more generally on the progress of our plans and developments in the organisation.



### Coronavirus - COVID-19 Updates

25 June 2020

Please check for daily updates on the Coronavirus

[READ MORE](#)



### Persona Weekly Update (formerly COVID-19 Updates)

25 June 2020

Please check for weekly updates and resource links.

[READ MORE](#)

## ANNOUNCEMENTS

### HELLO & WELCOME

Angela Duncan, ICT & Systems Support  
Martin Hamer, Casual Support Worker  
Dawn Mullen, Casual Support Worker  
Leanne Taylor, Deputy Manager Extra Care

### GOODBYE & GOOD LUCK

Eugene Bambrick, Casual Support Worker  
Cindy Dickinson, Deputy Manager  
Steve Hodgson, Coach Escort  
Marcia Hancock, Support Worker

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

## PENSION RE-ENROLMENT IS COMING

To help people save more for their retirement, the Government now requires all employers in the public and private sector to enrol eligible workers into a qualifying workplace pension scheme. This applies to those who aren't already in a pension scheme in respect of any of their employments. Therefore, every three years we have a legal duty, as your employer, to assess and re-enrol eligible staff into a workplace pension scheme.

Eligible staff are those who:-

- earn over £10,000 a year, £833 a month, £192 a week,
- or £768 every four weeks;
- are aged 22 or over; and
- are under state pension age.

Therefore, if you meet the above criteria on 1st October 2020, you will be enrolled into a workplace pension scheme. If however you have opted out of the pension scheme for a particular position in the last 12 months, you will not be automatically enrolled on this occasion but you can elect to become a member if you wish to.

If this affects you, you will receive a letter in September with more details.



# STAFF NEWS

## #TAKETIMETHURSDAY ON ZOOM

Join us each Thursday 1.30pm for #TakeTimeThursday - these sessions are open to all staff, in your own time.

For zoom log in details and quotes from people who've already attended, visit the Wellbeing Hub. Scroll down to "Opportunities to Connect, Be Active, Take Notice, Keep Learning, Give to Others" and click on Wellbeing Sessions.

You don't need any special clothing or equipment and the sessions are for all abilities. They focus on things like breathing and relaxation to refresh and relax you, and they aim to provide you with techniques you can use in everyday life. Please speak to your manager to discuss how you can attend if you are at work when the sessions take place.



## EMPLOYEE ASSISTANCE PROGRAMME

We recognise that all staff need support in different ways and our Employee Assistance Programme (EAP) is available for everyone. Any staff member can access the service and there is no need for a referral from your manager or from the Workforce Team. Access it on the intranet Wellbeing Hub.



### What is an EAP?

- It is a free, confidential service you can refer yourself to, online or freephone.
- It can help you deal with personal crises, family crises, illness or traumatic events, either at work or in your home life.
- You can get support from a qualified counsellor 24/7 and 365 days of the year.
- You can also access online resources immediately in all areas including: physical and mental health, money issues and legal advice.

## COVID-19 STAFF SURVEY

Thank you to everyone who completed the recent staff survey in relation to how things are for you during the Coronavirus pandemic. Based on your feedback we are currently:



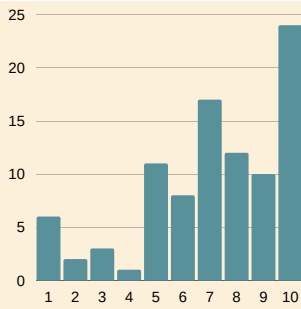
- Reviewing our decision in relation to managers visiting services and developing some guidance around situations where it is appropriate for this to take place. Our main priority has to be to take all the steps we can to protect the vulnerable customers that we support.
- Continuing with our regular updates from Kat - it has been great to see how valuable staff have found these.
- Continuing to update our Wellbeing Hub with a range of support in many different areas.
- Encouraging staff to take regular breaks from work to refresh and take time for yourselves.

Results of this survey can be found on the next page.

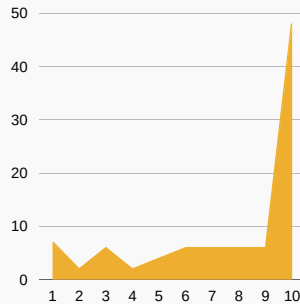


## COVID 19 STAFF SURVEY

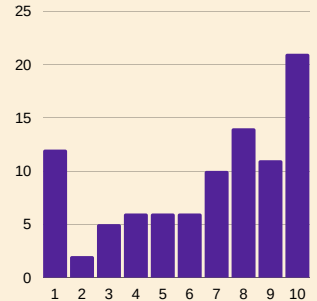
On a range of 1-10 I feel my role is secure.



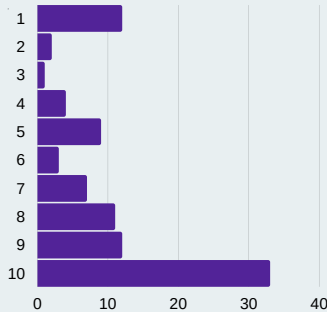
On a range of 1-10, my line manager is supporting me personally with regular check-ins through this time.



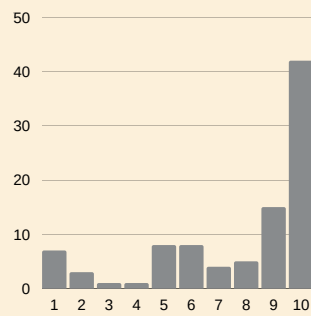
On a range of 1-10, I feel senior leaders understand our challenges and are providing support at this time.



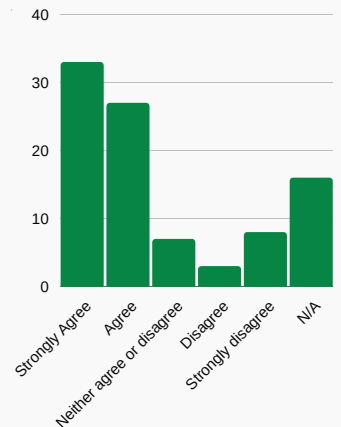
On a range of 1-10 I am confident that I can speak to someone at work about my mental health.



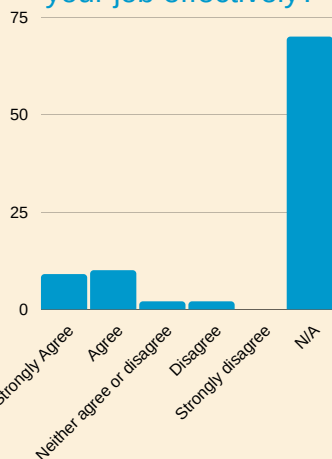
On a range of 1-10, I am receiving enough relevant information about Persona's approach at this time.



If you are working as usual in service, do you feel you have enough PPE and other equipment to make you feel safe working at this time?



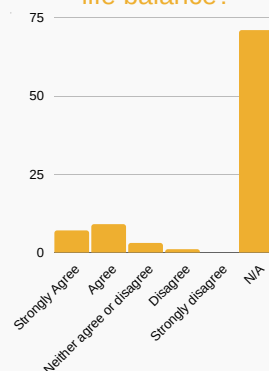
If you are working at home are you able to use technology and equipment to help you do your job effectively?



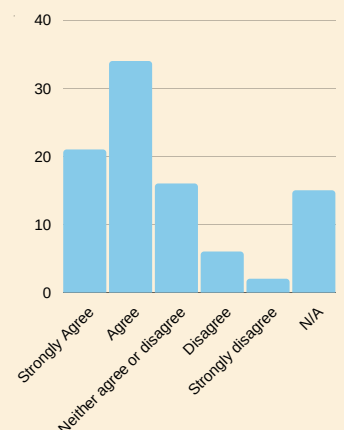
I have received meaningful recognition from my line manager during this time.

**Yes- 66**  
**No- 28**

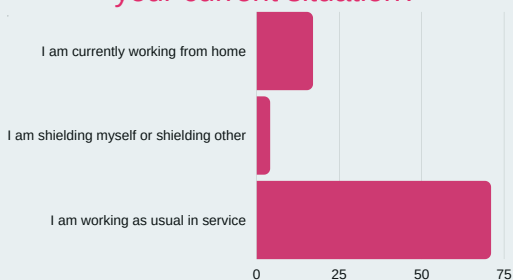
If you are working at home, do you feel you have adapted well to working from home, creating a structure to your day, and keeping a good work-life balance?



If you are working as usual in service, do you feel able to achieve a reasonable work-life balance with sufficient rest periods during this time?



Which of these describes your current situation?



# RECOGNITION

6

## HIVE FIVES

Hive Fives are an excellent way to show your gratitude and appreciation for all the hard work that everyone is doing during this time. Here is just a selection of some of the many staff being recognised for living the Persona values.

Congratulations to everyone!



Hive-Fives



**Sharon Keymer**

Thanks for you input today in relation to how we can improve sickness absence across the organisation. Really honest feedback on how this feels in practice and suggestions of the next steps.

**Honest**

**John Marsden**

Thank you for always being there to help and support staff and services at the drop of a hat, it is really appreciated :)

**Enthusiastic**

**Francine Millar**

Francine, thanks to you the garden at Spurr is looking fabulous. You are so enthusiastic and have given up so much of your own time to do this for our customers and it is appreciated by customers and staff too.

**Enthusiastic**

**Tracey Hilton**

For always being positive when arriving for your night shift, even when we were in the throws of the Coronavirus your attitude always remained positive.

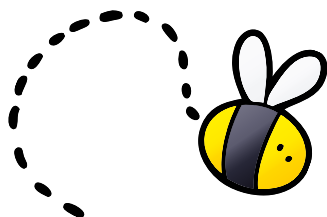
**Enthusiastic**



**Respectful**

Ros always provides fantastic quality care and devotion to all Customers she supports. Fantastic co worker. Always smiling and willing to help out as and when needed. Lovely gentle personality. Thanks Ros.

You're a Star. X



**Respectful**

What can I say, you are so caring and understanding you have given me so much support and listened to me, you are a credit to Persona. Thankyou.

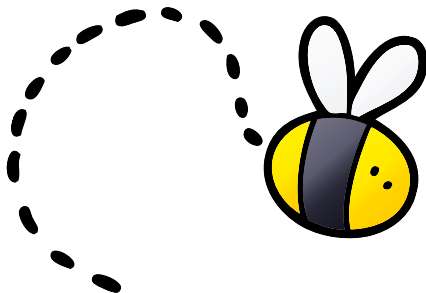
**Susan Partington**



## HIVE FIVES



Hive-Fives



### Dawn Clegg

Dawn has shown great adaptability through the shut down of day services. She has been working at Spurr House caring for the elderly which is a lot different from her day to day job. When Dawn was asked to go to Spurr House she didn't question why, she embraced the change and thoroughly enjoyed it. She worked alongside staff she had never worked with before and took every day as it came. She kept calm and had a great understanding of the situation that she was working under and never complained once. Thank you Dawn and well done.



### Elle Smith

Thank you Elle for the amazing work you did yesterday in supporting Elmhurst with the Covid 19 testing. Not only did you come in early to support this but you also took the lead on ensuring all the information was accurately logged and input enabling the tests to be sent off ahead of schedule. Thank you so much for all your hard work.

**Adaptable**

### Shirley Coyne

Shirley has shown how adaptable she is by helping one of our customers move back into his own home after circumstances meant he had to move out for a few months. Thank you Shirley.

**Adaptable**

**Adaptable**

### Ashley Crumbleholme

I would like to say a huge thank you to Ashley for all his hard work over the last few months whilst he has been working as part of the Supported Living Team. Ashley usually works within Day Services but moved over to our service soon after lockdown started. Ashley adapted to his new role incredibly well and ensured that the person he was supporting remained safe and well throughout a very difficult and challenging period.

**Caring**

### Harry Oakley

Harry recently helped in an emergency situation and I was really amazed at how adaptable, caring and calm he was. Harry is a credit to the team here. He is a brilliant support worker, who not only gives the customers his all but staff as well.

Well done Harry x

## HIVE FIVES



**Janet Freeman**

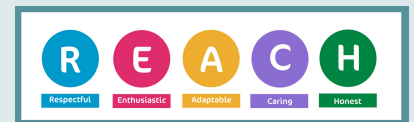
I want to say thank you to Janet for all the hard work that she does within the Floating Support Service, particularly during these difficult times. I especially want to thank her for the practical and emotional support she recently provided to a vulnerable lady which ensured she was able to remain living in her own home, and also for supporting two other gentleman to attend their church group via a virtual Zoom meeting- thank you for being so adaptable, enthusiastic and caring in order to ensure that the people you support get fantastic outcomes!



Hive-Fives

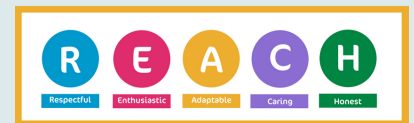
**Helen Yates**

Thank you so much Helen for being so positive and supportive during this difficult year, not only at work but also with my personal life. I know every one has difficult times, but you always take the time to support me, the customers and the team. So in case I never tell you, thanks, you are wonderful.



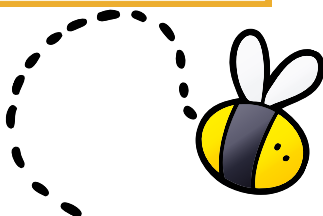
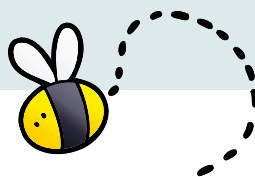
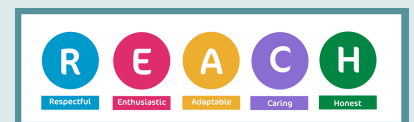
**Kathleen Rostron**

Thank you for all your hard work throughout this difficult time so far. You are demonstrating the values in your approach to managing customers and supporting your colleagues. Well done!



**Kym Oakley**

Kym continues to use her experience to guide the younger staff to maintain high quality care and support. Thanks Kym!



**Kirsty Goldrick**

It hasn't gone unnoticed regarding your excellent recording skills and the detail you provide. Promoting oral hygiene, activities provision and personal care in general just to name a few, well done Kirsty and thank you for being one of our fantastic carers.



**Alison Chappell**

Thank you for being an excellent manager, someone who is always there to listen and to help us to problem solve. Thank you for your pearls of wisdom and insightfulness which enables us, as a team, to deliver the best support to all of the people that we work with.



## Congratulations Liz!

Liz always offers so much support to the staff she works with as well as the customers. She always gives her best, honest advice & answers my endless questions. She's been a brilliant mentor & a lovely friend with a big heart & I love working alongside her. Love Missy Mel xxxx

Thank you for being so welcoming and supportive & I look forward to working with you for the foreseeable, love Laura xx

Liz is amazing! She has a buzz about her, immense enthusiasm, commitment to customers & a love for her job & the people she supports, after 30 years on the job! Keep up the good work Liz! Jo x

I would like to say, thanks for being a great mentor for me. Love Vicky xx

I love & admire the relationship you have with the customers, you always have such energy & their best interests at heart. You have an amazing bond with many in our service & the support you've shown through these hard times is admirable. Love Mell T xx



30 years' service

I have worked with Liz since the 1990's, she has always been a pleasure to work with & goes the extra mile not only for the customers but also their families. Lots of love Ali x

Liz goes above & beyond to bring out the best in you & never asks for any acknowledgement. She's always interested in the customers she supports & the staff she works alongside, making time to listen & always looking to help out. She is a very no nonsense person and will say what she believes without hesitation. Love Mike x

The Ramsbottom Centre

## THANK YOU PHIL

Phil Hodgson retired from his escorting job this month and Elton gave him a lovely send off with drinks and cakes, although we were sorry we couldn't invite other customers and staff. Phil was presented with a plant, hamper full of goodies and vouchers and will be missed by all his friends. After 28 years' service, we wish him well and hope he enjoys his retirement. Many Thanks Ali and Kath



## THANK YOU PHILIPS HIGH

During lockdown Philips High have been making PPE plastic visors for keyworkers, as well as Park Cakes in Oldham. As a thank you to the school, they donated cakes. These cakes in turn have been distributed to local care providers in hampers for their 'committed and continued work to the community during the difficult lockdown.'

Pinfold Lane would like to thank the generosity of Philips High School and the management of Park Cakes in Oldham for their hamper.

# Technology in Care

Welcome to the second month of our themed quarter

## Technology in Care!

In this month's newsletter you will be introduced to your new ICT & System Support Officer, Angela (see page 23). You can also explore our new Persona Activity Hub, new training opportunities and how to keep safe with what you take away from the internet. Also at the back of the newsletter you will find a 'how to guide' to using Zoom, so you can stay connected.

Don't forget to keep an eye on the Technology in Care intranet page as it constantly gets updated.

## SHARE Checklist [sharechecklist.gov.uk](https://sharechecklist.gov.uk)

Don't become a victim of fake news online. It can have damaging effects to yourself and your community. Think about SHARE before you share.

S

### Source

Rely on official sources to check medical & safety information. Use the NHS and GOV.UK websites.

H

### Headline

Headlines aren't the full story. Read to the end before you share.

A

### Analyse

Analyse the facts - if it sounds unbelievable it well might be. Independent fact-checking services like Full Fact are correcting false information every day.

R

### Retouched

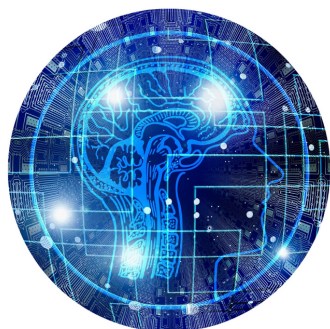
Beware of misleading pictures or videos in stories. They could be edited, or show a different event. Check to see if you can see a reliable source using the images.

E

### Error

Look for typos and other errors. Official information will always be carefully checked for these.

Let's get digital



Technology in Care

# ALTURA

## learning

Check out the all new beginner's course '**Let's get digital**' on Altura. This course has been designed to take the mystery out of the common functions and lingo that is associated with the digital world. Take a deep breath and plunge into the great wide world of digital. We are confident that you won't look back!



**Persona**  
We're all about you



# Technology in Care



## Tips for Healthy Social Media Use

**Live in the moment.**

Experience it without focussing on capturing it on your phone just to share it.



**Make social media your happy place.**

Limit the number of people and things you follow to those that bring you joy. This could mean people who are close to you, who make you feel good or are there when you need them.

**If you find yourself comparing, find a way to connect instead.**

Comparing yourself to others can make you unhappy, whereas really connecting with someone - ringing a friend, chatting to your neighbour - improves your wellbeing.

**Keep it real.**

If social media causes you stress, limit your time on it, turn off notifications, move the apps from your home screen or even consider deleting them. Prioritise time with friends and family. Don't send invitations for events only on social media.

**Think about when you use it.**

Don't be tempted to start scrolling as soon as you wake up, or last thing at night. You have no control over what you might see & something negative could have an impact on your subconscious. Scrolling at bedtime can affect your sleep hormones as well.

**Before you comment, ask yourself three things:**

Is it true? Is it necessary? Is it kind?

**Take a break & support others who want to.**

If a friend needs to take a break, don't tease them - in fact, why not join them & try it too?

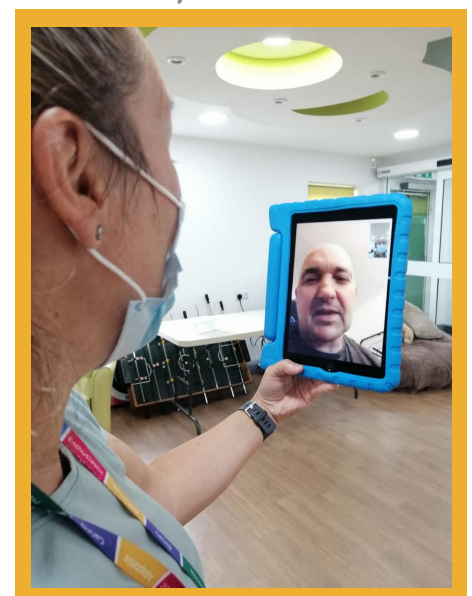
**Ask for help.**

If you're struggling, talk to a friend, family member or your Mental Health First Aider.

## Welcome to the new Persona Activity HUB

During the Covid-19 pandemic, our day services have been limited and customers are not getting as much contact as usual, especially if they're shielding. Even though these services are now making a slow return to normality, we cannot cater for the same number of customers as we did before- for the time being at least.

So we've created the Persona Activity Hub as a way to keep us all active and socially connected virtually, while we can't always be together in person. On the next page you will find the welcome poster to hub where there is a wealth of different types of virtual activities which we hope will help you to use technology confidently and help you fill your days with positivity.



**What do you use technology for? Let us know**

**info@personasupport.org**

# Welcome to the new

## Persona Activity HUB

Getting to know the new Persona Activity Hub couldn't be easier.

Just click the link in the top menu bar (or by the burger menu ☰ via a mobile).



### Interactive Activities

Put the date in your diary & meet up for live events on the internet.

[FIND OUT MORE](#)

This is where interactive events will be posted (coffee mornings via zoom, for example).

On the last two pages of the newsletter there is a 'how to guide' to get on a zoom call.



### Activities & Resources We Like

Read, watch, listen, think - at your own pace, whenever it suits you. Resources from trusted partners and sources.

[FIND OUT MORE](#)

In this section we have curated a treasure trove of external links to activities from trusted parties.



### On Demand Activities

Wherever, whenever you're ready; pick your activity and get started!

[FIND OUT MORE](#)

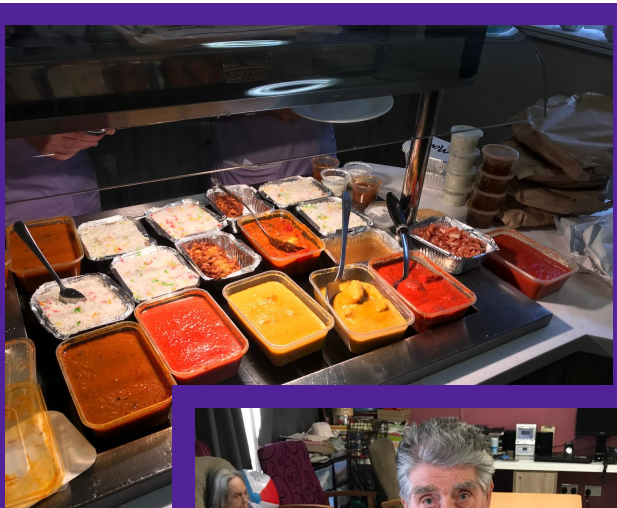
This is content produced by Persona. A growing catalogue of videos, with handouts, for you to enjoy at home.

If you have any ideas that you think would make a great addition to the Activity Hub, please let us know by emailing [info@personasupport.org](mailto:info@personasupport.org)



This month Elmhurst enjoyed a curry night feast. Food was ordered in from The Prachee Indian Restaurant, in Prestwich, where Tim was very kind and donated three bags of free food for the customers to enjoy. Judging from the empty plates, thumbs up and smiles, they recommend them.

## Fun at Elmhurst



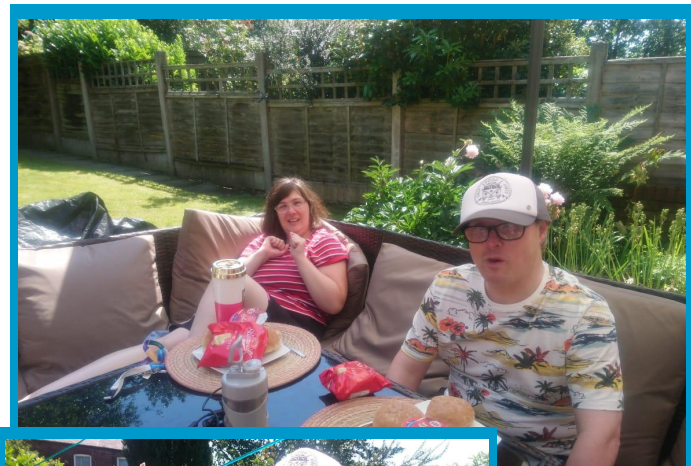
Anne Marie has got the competitive spirit going amongst the Elmhurst residents with a good game of balloon tennis!





## Home Visit during Camera Day

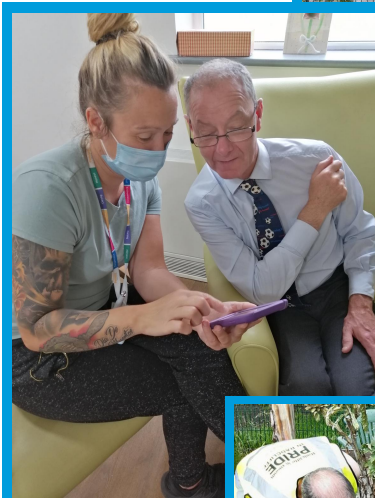
Natasha Maciver who is Lead Support Worker at Re-Start is supporting Mark and Emma in their home due to day services being closed. Natasha took these pictures as part of Camera Day. Mark and Emma certainly know how to spend a day in the sun!



## Gary and the Allotment

Many people are 'do-ers' and lockdown has presented them with a great challenge. As freedoms started being reduced, what were they to do? Gary, who attends Bolton Road, is a do-er. For him, his saving grace during this time has been working on the allotment. Mending, painting, tidying and gardening, he has thrived with the task, and even taught carer Dawn how to use a mower!

Gary certainly has the green fingered touch, just check out that crop of strawberries! Well done Gary. When he was shown the Facebook comments about his crop and efforts online, he said 'Thank you'.





## Peachment's Marrows



It's not just Gary that has been enjoying getting out in the garden. Fred who is a tenant at Peachment Place has had some wonderful success with his marrows.

We think they are Country Show worthy of first prize! Well done Fred!

## Sensory Jars at Pinfold

Customers at Pinfold Lane have had fun painting and filling sensory jars. There was one filled with a candle, the others were filled with things like curry powder, cloves, toothpaste and mint leaves from the garden.





# Scarecrow Competition

Thank you to everyone that sent in entries.

The competition was tough and two winners were announced!



Elms  
Community  
Centre



Bolton Road  
& Outreach

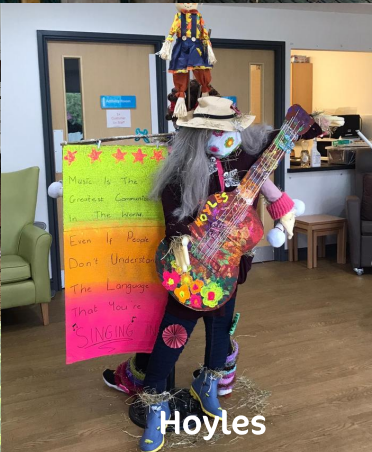
Well Done to  
winners: Elms  
Community Centre  
and Bolton Road!



Pinfold Lane



Peachment Place



Hoyles



Hoyles

Persona Roots



Caring for you and  
the community

ppaccino  
BISTRO





Fir Street No.67



Elton, Escape & Re-Start



Fir Street No.69



Fir Street No.71



Grundy



# Virtual Bake Off



To celebrate Persona's 5th Birthday, the show stopper theme for this years Bake off is: Birthday Cake!

Unfortunately due to Covid-19, this year's competition will be virtual & solely based on looks. But we do hope you let us know what they were like to eat!

Get your cake entries in by 9th September to [info@personasupport.org](mailto:info@personasupport.org)

This year the judges are YOU!



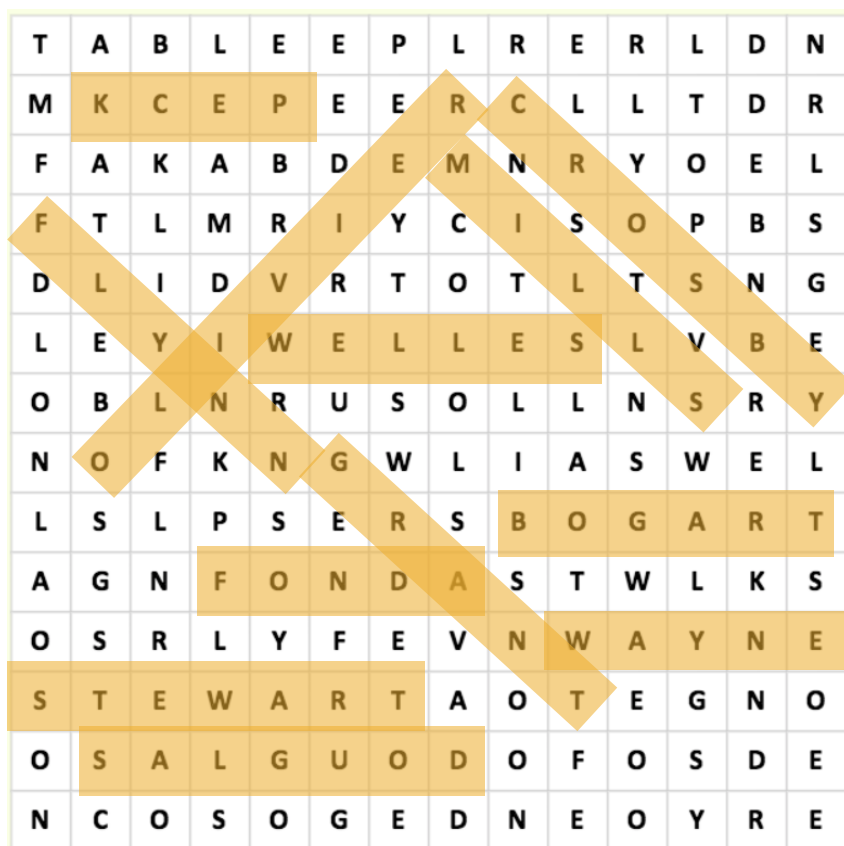
Most LIKED cake picture on Persona's facebook page WINS!



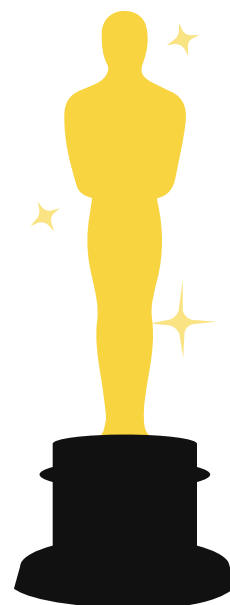
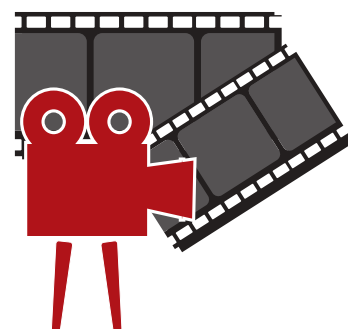
Voting is from 10th- 16th (12 noon)

Winner of the Bake Off Spoon will be announced at 2 pm September 16th

# 1940s Actors



BOGART  
WELLES  
STEWART  
GRANT  
FONDA  
OLIVIER  
DOUGLAS  
PECK  
FLYNN  
MILLS  
CROSBY  
WAYNE



# 1940s Film Trivia

1. What 1942 Best Picture winner famously contained the lines "Here's looking at you, kid." and "Play it again, Sam. Play 'As Time Goes By'."? **Casablanca**
2. The 1940 classic "The Grapes of Wrath" featured a character by the name of Tom Joad. Who played the role of Tom Joad? **Henry Fonda**
3. In the 1940 romantic comedy film "The Philadelphia Story", who does Tracy Lord (Katharine Hepburn) eventually marry? **C. K. Dexter Haven**
4. In "The Great Dictator" (1940) Charlie Chaplain plays the role of a Jewish barber and also the role of the dictator of Tomania. What is the name of the dictator? **Adenoid Hynkel**
5. "Great Expectations" (1946) is based on the novel by Charles Dickens, and follows the adventures of a young man from boyhood to adulthood. What is the name of the main character who, as a young man, is played by John Mills? **Pip**
6. Who played the lead role in the 1948 release "Hamlet", based on the William Shakespeare play of the same name? **Laurence Olivier**
7. "Every time a bell rings, an angel gets its wings!" I can't bring myself to watch Jimmy Stewart in this 1946 Christmas film. What's its name? **It's a Wonderful Life**
8. "Henry V" (1944) stars Laurence Olivier in the title role. Based on the Shakespeare play, it features which famous battle of 1415 between the English and the French? **Agincourt**

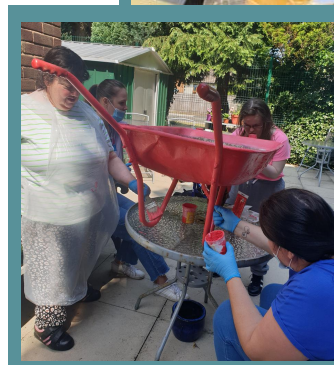
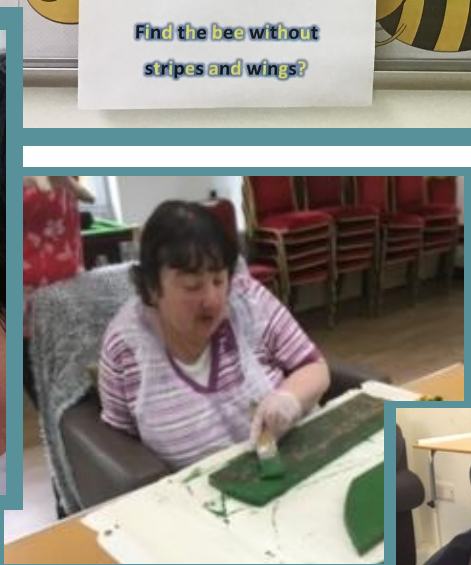
# Wild flowers of Britain

E	O	T	R	N	F	E	C	E	G	S	G	K	L
I	C	I	V	Y	T	B	P	B	C	H	E	T	O
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E	R	D	R	S	G	G	E	P	N	L	E	L	N
A	N	W	W	I	O	E	W	K	K	G	E	F	I
D	F	I	B	I	M	P	W	C	H	K	C	O	B
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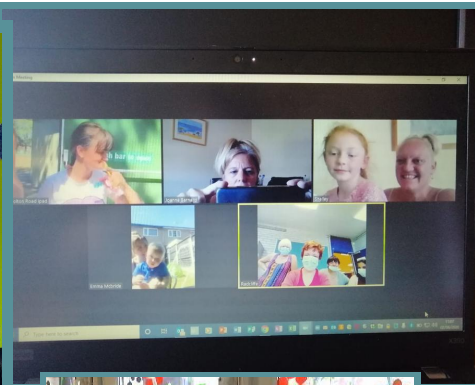


1. I am the flower emblem for Lancashire. I am a household favourite and the universal symbol of love, affection and romance. What is my name?
2. I am the flower emblem for Surrey, Worcestershire and Northamptonshire. I am a member of the primrose family and I grow in pretty clusters of small yellow flowers on stalks. What am I called?
3. I am the flower emblem for Oxfordshire. I am a bulbous plant and my tiny purple checkered flowers resemble bells nodding on a snaky stalk in springtime. What is my name?
4. I am the flower emblem for Essex and Norfolk. I normally thrive well in cornfields as well as on chalk ground. My brightly coloured flowers have papery thin petals and tall stems. I am a constant reminder for us not to forget all those brave people who served in the wars. What am I called?
5. I am the flower emblem for Kent. My flower has been known to send many people into a drunken stupor. I am usually grown up strings in a field and then harvested in July/August. What is my name?
6. I am the flower emblem for Staffordshire. My foliage can be many shades of green with autumnal hues of yellow and russet, or even grey. My tiny spike like flowers can run from white, through pink and mauve to ruby and deep purple. I can be found growing abundantly on heathland and moors. What am I called?
7. I am the flower emblem for Warwickshire. I have a heady scent and suggestive twining growth. My pale pink, yellow or creamy white bell-shaped flowers produce a sweet, edible nectar attractive to moths, butterflies, bees and other pollinating insects. What is my name?











# IN THE SPOTLIGHT

Our new ICT and Systems Support Officer, Angela arrived at Persona HQ at the start of July. She is your port of call for ICT planning & setup for staff changes and managing ICT inventory, she is also your primary contact with Bury ICT, and she'll be supporting staff with new equipment & systems. Let's get to know her....

**How long have you been interested/ working in IT? Tell us a bit about the IT roles you've had so far & what you enjoyed about them.**

My life in IT started with me teaching it to adult learners out in the community. I taught courses ranging from basic IT to more advanced exam courses. My most satisfying group has to be teaching women who were returning to work after bringing up children or recovered from illness etc. Some came to the group low in self esteem and confidence, with very little or no IT skills. I took great satisfaction in coaxing even the most fearful learner to be at ease with technology and how it was the way forward in any work environment. The sense of pride and achievement I got when they left different women, confident in IT and eager to find employment again, was massive. I then moved to teaching within the 16-19 further education sector and came across a different set of challenges due to the age range; students either

knew it all or were very reticent to ask for help. I became proficient in spotting the ones that were quietly struggling. Next was teaching in a secondary school and it was there that I decided to broaden my teaching subject to Business Studies. I took a break from teaching to study a combined ICT/Business Studies degree whilst working at a college in IT support. Fourteen years later I was still there in the same role, being first point of contact to students and staff alike for any IT-related matters. After almost 30 years in the education sector I felt it was time I looked for a new challenge so I took up the post of ICT and Systems support Officer at Persona. I have only been in the post just over a week and already I love my job, it uses every skill I have.



**How will you help people to gain confidence with IT at Persona?**

By looking at their job role, seeing what systems they have to use or looking at their paper systems to see if they can be replaced with IT systems, all to make their job easier and more efficient and accurate. I will try and achieve this by communicating with staff either through email, telephone or visiting them in their workplace. I will help people who are fearful of IT to see that it has many positives in their roles and how relevant IT is to them.

**Why is IT important?**

IT is everywhere we look, in our daily lives constantly and changing rapidly. Technology has and will continue to evolve, and to be a part of society, you have to embrace technology.

**What are you most looking forward to working at Persona?**

I am looking forward to finding out about the services that Persona offer the community, working with all the people that make this happen and being an integral part of its development and future.

**Tell us a bit about you. What are your hobbies and interests?**

I spend time at the weekend making my elderly relatives' gardens beautiful which I count as a hobby. On my 'me' day of the week I enjoy doing anything 'crafty'. I like upcycling - transforming old shabby items of furniture or accessories into something 'new' by way of painting, adorning etc. I don't profess to be an expert at anything but will have a go at anything.

# BACK PAGE NEWS



Sydmor Lodge Care Home, in Edware has set the bar very high with the Album Cover Challenge.

Can Persona do any better?

Send in your photos to [info@personasupport.org](mailto:info@personasupport.org)

## Wellbeing Hub Update

You may have noticed the hub's had a facelift. It's now divided into 5 areas which you can scroll through for help, advice, information & contacts. Each month we'll be highlighting what's been added, so you know exactly what's available.

**The five areas of the Wellbeing Hub are:**

- Access Confidential Support Now
- Physical Wellbeing
- Mental Wellbeing
- Inspiration for Wellbeing
- Opportunities to **Connect**, **Be Active**, **Take Notice**, **Keep Learning**, **Give to Others**



**Resources we've added are:**

*For dealing with stress & anxiety -*

- Breathing exercises
- Grounding exercises
- Finding or creating your safe space

*Dealing with Coronavirus -*

- FACE COVID poster

*For general wellbeing & connecting with colleagues -*

- #TakeTimeThursdays

### Persona Roots



We would like to inform our customers and staff that the Persona Roots service will be continuing despite the easing of lockdown. Order forms will be circulated via email, on the intranet and via staff who are supporting or visiting customers at home.



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

**Follow us on social media:**



@personacareandsupport



@PersonaBury



@personabury



Persona Care and Support



Persona Care and Support

Visit our website [www.personasupport.org](http://www.personasupport.org)

**We support people to #livetheirbestlife**



## How to...Zoom



**Either on your computer or your smart phone, you will have to download the Zoom App.**

**Website:** <https://zoom.us/>

- 1. Your manager will send you an email Like the one below, with a link, meeting ID and Password**

Join Zoom Meeting

<https://zoom.us/j/476398014?pwd=VllVMGw1OTdKSTNtWFJlYitOdKJkQT09>

Meeting ID: 476 398 014

Password: 065820

- 2. Click the link which should activate your app. 'Join Meeting' box will appear. Enter the Meeting ID number you received.**

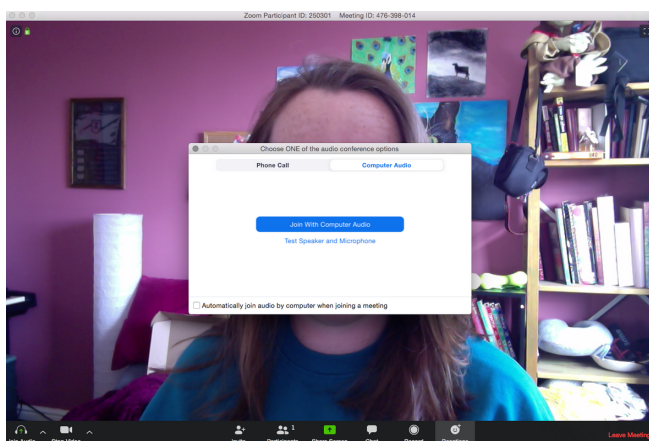
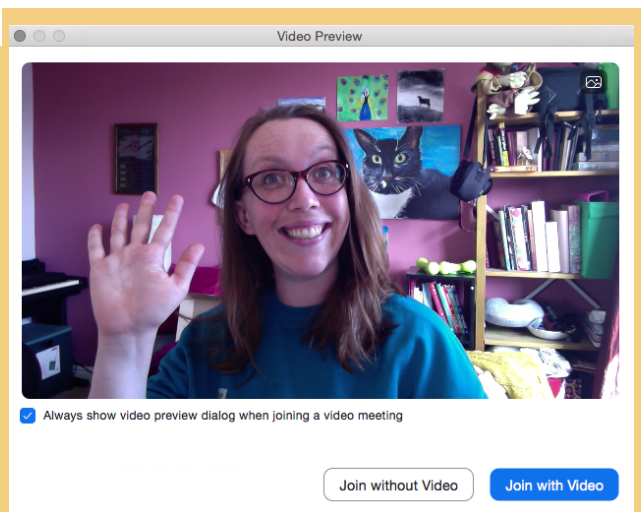
**Alternatively go to [www.zoom.us](http://www.zoom.us) and click 'Join a meeting' in the top left tab.**

- 3. It will then ask for the password that was sent.**

# Persona handy handouts

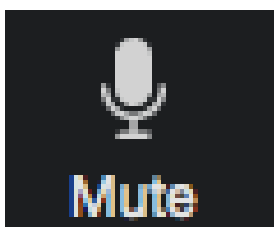
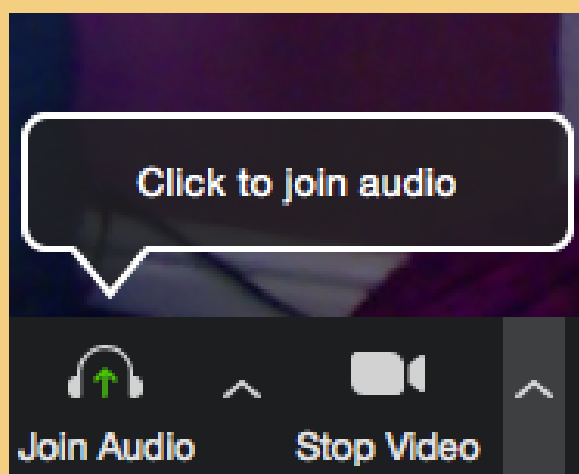
4. Press 'Join' and a preview of what others will see should appear.

Click Join with video



5. Then click join with audio

6. If you can't hear anything, look at the bottom left icon. Click it and you should be able to hear.



7. The icon will now look like this, when you can hear and be heard.

8. When you want to leave the meeting you click 'Leave Meeting' which is in the bottom right of the screen in red.

