

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



Anyone who knows me will tell you I can be a bit of a 'Tigger' - lots of energy and enthusiasm for life despite the challenges it can throw - but despite my 'Tigger' nature I do find winter a tougher time of year to maintain my bounce. Somehow everything feels a little bit harder. It's colder, the days are shorter, and the world outside can seem less vibrant and full of life. That early morning run or dog walk somehow isn't as attractive!

So since the clocks changed, I've had a bit of an internal battle with myself - feeling like I should still love going for a run at 6am in the morning - whilst knowing I'm hating every minute!! It's taken me a few weeks of adjustment but I'm finding some simple solutions. It has centred around change - adjust the routine, rather than beat myself up for not keeping to it. Doing things at different times of the day so that everything can still be done but at a time where it works best and is more pleasurable.

There's an old saying that there is no such thing as bad weather - just bad choice of clothing. I'm not sure I'd go that far - we certainly saw some bad weather in the winds and snow that we had over the weekend, but I would agree that it can be easy to talk ourselves out of

getting out-and-about when it is colder and darker. Yet if you wrap up warm, a walk out on a crisp, cold day can be a glorious and invigorating thing. It's all about the balance and arguably if you experience the cold and dark then you are all the more appreciative of the times when you can curl up in a cosy spot with a hot brew and a good book or your favourite TV show. For me it was about acknowledging I felt differently about things, being curious about why and then making some simple changes to help maintain my bounce. I've needed to look more internally to reflect on things that have been achieved and that I can draw energy from. I've also needed to keep in mind that everything is transient; the warm days and the bright mornings will be here again before we know it - but I don't want to wish my life away to get there - I want to find a way to get as much as I can out of these winter days and that means me making some changes to how I think and what I do.



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.

BOOST YOUR WINTER IMMUNITY

This year the NHS is advising you to add a Covid-19 booster to your normal plans for a flu vaccination.

You can book your Covid-19 booster as soon as you become eligible. Your GP may contact you, or if you are a frontline care worker you can book it yourself in one of two ways - visit the **Covid-19 Vaccine Update** intranet page for details, including what proof of eligibility you will need to take.



GOODBYE & GOOD LUCK

Joanne Longmuir - Support Worker
Rosalind Tyldesley - Support Worker
Lorraine Taylor - Support Worker
Jose Martin - Lead Support Worker
Shirley Coyne - Lead Support Worker
Kath Craig - Care Assistant
George Wells - Casual Admin
Catherine Webster - Casual Support Worker
Simon Grant - Casual Support Worker
June Brown - Casual Care Assistant
Jenny Urwin - Communications Officer

ANNOUNCEMENTS

HELLO & WELCOME

Cheryl Fecitt - Support Worker
George Dapaah - Casual Support Worker
Chelsea Stonier - Casual Support Worker
Patrick Payne - Kickstart Scheme
Nadia Malahi - Kickstart Scheme

REFER A FRIEND

Do you know someone who'd be perfect for Persona?

If you refer a friend to us, they are appointed and pass their probation, you could each get £50 in vouchers*.

All your friend needs to do is mention your name on their application form and the Workforce Team will take care of the rest!

So the next time you see a role with us advertised, why not refer a friend?

*People employed as casuals would need to fulfill slightly different criteria and there is no part payment option if your friend leaves.

Look on the intranet **Refer a Friend** page for more details.



CHAT WITH KAT

This is your monthly opportunity to ask about anything. At each chat there will be some specific topics covered, as well as a discussion or question and answer session. If you can't make it, you can send your question into info@personasupport.org and we'll pass it on. The answers will all be included in that month's summary and published on the intranet.

There will be no December chat; the next one will be on Tuesday 11th January 2022.

 To catch up on November's chat and for the meeting link, click <https://tinyurl.com/ChatwiKat>



MOVEMBER PARK RUN

Well done to Kat Sowden and John O'Connor, who represented Persona by taking part in the MoRunning Manchester, at Heaton Park in November.

The event is organised by the charity Movember, who spearhead the annual campaign to highlight men's mental health as well as prostate and testicular cancer.

CHRISTMAS IS COMING!

Is your service **Christmas Tree Competition** ready?

There will be two prizes this year; one decided by Facebook vote and the other chosen by our special judge. Get your entries in by Friday 10th December; voting and judging will be from Monday 13th to Friday 17th December. The winners will be announced at 2pm on Friday 17th December - good luck!

If you'd like to put your service in the spotlight on social media, get your **Christmas Jumper** photos in by 12pm on Friday 10th December and we'll share them on the day!

 Find all the dates, details, rules of entry and some tips on winning here: <https://tinyurl.com/PersonaXmas>



GREAT BRITISH CARE AWARDS

We were proud finalists in three categories; Julie and Mark Gornall, Bury Shared Lives carers, for the Social Care Covid Hero award and Susan Partington, for Workforce Development. Persona was also chosen, from over 100 nominations, to be one of four finalists in the Social Care Covid Hero Team.

This nomination, for 'selflessness, dedication and a commitment to maintaining the safety, physical and emotional wellbeing of service users and/or staff members', belongs to every member of staff in every service, who works hard to live our values, even in the toughest of times. Congratulations and thank you to you all!



MEN MATTERS

The next online support meeting for men is on Thursday 16th December, 6-7pm. But what's the group for?

We've asked the men who went in November:

"It's a pressure free environment where you can fully relax and just have a conversation with other men who work for Persona. The conversations don't have to be about work, it can be whatever you want it to be and it helps different people in different ways."

"For some time I lost myself, I don't know when or how, it just happened, I was there, then I wasn't. Then I knew I needed to talk - talking helps me to understand and relate, to not feel alone or isolated in the pressures that life creates."

 <https://tinyurl.com/MenMatters>

IN MEMORY OF VAL COLLINGE

Val, who died in September, joined the Learning Disability Day Service in 2019 and worked at Hoyles, The Elms and Sunnybank. Her colleagues said:

"She made an incredible impact on the customers and staff; her passion and enthusiasm for people to enjoy their day came naturally to her." The Elms

"Val had a very quiet calmness about her that seemed to be recognised by customers and they responded to her in the same calm manner." Hoyles

"Val was caring and kind to everyone, with a calm and gentle nature that had an impact on everyone lucky enough to work alongside her." Sunnybank



 Read everyone's memories in full on the intranet **Memorial Page**:
<https://tinyurl.com/PersonaMemorial>



PERSONA THEMED QUARTER Oral Health



Louisa Marshall & Andy Cairns



Mo Arthur

Welcome to Andy Cairns, our newest Oral Health Champion!

Andy says "oral health is such an important area to support people with; it's not just about teeth, but anything to do with our mouths." He already has some plans underway, including starting a group at Ramsbottom to support people with regular teeth cleaning.

All three Oral Health Champions have been working with Bury's Oral Health Practitioner to share care packs with our services.

Mo says "these packs are for us to look at and use if we feel they will benefit anyone. I particularly like the sunflower you can display, maybe in someone's bathroom to let staff know they use dentures."

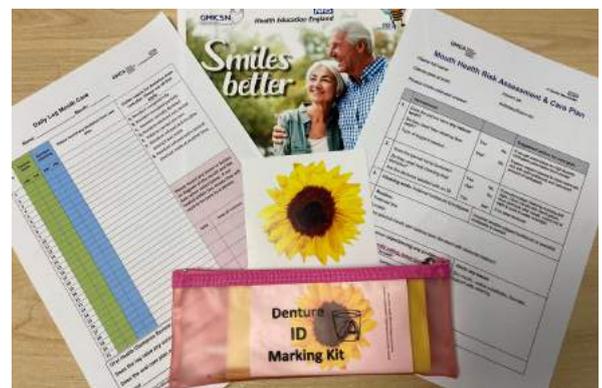
The oral healthcare packs include:

- Form & criteria for referral to the Bury Community Dental Service
- Smiles Better - GM' s mouth care toolkit
- Denture ID marking kit
- Daily mouth care log
- Mouth health risk assessment & care plan

If you'd like to use a pack, ask your manager.

The Oral Health Champions plan to meet three times over the next year and will share updates, training and resources on the intranet.

Find out more about the work Alison, Bury's Oral Health Practitioner, does below. We'd like to thank Alison for her support with our oral health themed quarter. <https://tinyurl.com/3a3tk435>



Want to know more about the themed quarter?

<https://tinyurl.com/ThemedQuart>

PERSONA THEMED QUARTER

Our next Champions will be for continence & incontinence support.



Respectful

This group will champion:

getting the right support at the right time, to make sure our customers remain as independent as possible, whilst maintaining their dignity and comfort.



Some of the topics we will cover are:

- what help is out there?
- the referral process
- skin care
- catheters
- the importance of diet and exercise
- products and equipment
- prevention is better than treatment

So if you're passionate about making sure we keep our customers safe and free from discomfort, look out for further information in January's newsletter or contact Sarah Brown, our Continenence Champion, on:

0161 253 6833 or by email at sarah.brown@personasupport.org



Digital Champions

Adaptable

There are seven Digital Champions who are happy to help with any digital issues you might have. You can ask them questions about:

- Word
- Excel
- Outlook
- Teams
- The Internet
- Tablets

Each champion has their own specialist areas, which are listed under their profiles on the champions homepage.

 <https://tinyurl.com/YourPChampions>

If you'd like some support, let your manager know and we'll arrange for the champion with the knowledge you need to contact you.

Don't forget there are how to guides plus lots more information on the Technology Guidance page, in the Staff Information section of the intranet.



Last month we covered the getting to know Care Control sessions at Elton and Sunnybank Day Services, with both sites starting to use the system to record care notes and activities.

They've been up and running for a month or so now and Jane Unsworth (Support Co-Ordinator) and the team at Elton have had some time to reflect on how things have been going for them...

What were your initial thoughts starting out on Care Control?

"Nervous about what we would have to do and complete!"

"Am I too old to learn new technology?"

"Apprehensive, what would happen if all the information was lost because paper records can be kept and not lost?"

"Love technology and couldn't wait to start"

How has it been getting to grips with Care Control – what are your thoughts now?

"Now prefer electronic to paper!"

"Really good, and some good teamwork helping each other"

"New staff have been sat with staff and shown the system and talked through how to input information"

"It has been good starting slowly only concentrating on general notes and activities to start"

What are your views on the support that was available to get you up and running?

"We can ask our manager if we are stuck, which is great"

"The training we had with Clair ('Getting to Know Care Control' session) was excellent, she was very clear, made it easy to understand and was easy to talk to"

How has Care Control helped you in your role?

"Using the system has been quicker to write up activities"

"All information is in one place, like a one stop shop"

"Using it as you go along is great, so nothing gets missed"

Is there anything you particularly like about using Care Control?

"Adding photos individually or in a group (to a care note) is great, a picture says a thousand words!"

"Doing a group activity and being able to tick all the customers and it puts the info into all their files at once saves loads of time"

"Having the photos of every customer is great so you know who you are writing about"

Since Elton and Sunnybank went live, it has been full steam ahead implementing across the rest of LDDs. By week beginning the 6th of December, all of LDDs will be using Care Control to record their care notes and activities!

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

 <https://tinyurl.com/CCHuddle>

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

Nicola Williams

Thank you for taking the time to call me and respectfully put your views across and feeding back so eloquently to me about how you feel. I really appreciate it and will take it all on board going forward.

Desmond Moran, Kathleen Rostron and Agnes McIntosh

Thank you for your time this morning whilst Gareth and I visited the Victoria Avenue properties. Both properties were lovely and really personalised for the customers.

Enthusiastic

Rahool Patel

Just want to thank Rahool for such a positive attitude about work and his role, great to hear such positive feedback and enthusiasm about the tenants he supports and the colleagues he works with.

Rob Laing

I would like to thank Rob for having the patience to show me how to download wrkit.

Adaptable

Angela Duncan

Angela I just wanted to say how grateful I am for you responding immediately for my request for help with an ICT issue yesterday. You not only broke off from the task of the decommissioning of Spurr House, but you drove to Grundy and then to meet me at Sunnybank to resolve my issue. This enabled Sunnybank to go live with Care Control recording yesterday, which was fantastic. You have made such a huge impact since joining Persona and we could not do without you. Thanks for always having my back.

Caring

Julia Guest

I just want to thank you for supporting me to fulfill my life goals and sticking by me.

Mark Williams

Great effort for organising a day out to Blackpool. So proud of Barry his 1st proper day out for a few years!! Well done my amazing colleagues.

Keep the Festive Feel-Good Factor

Top Tips to Keep Your Cool This Christmas:

- **eat well** - balance the treats with fruit, veg, protein and fibre
- get enough **sleep**
- **limit alcohol** or have a glass of water between alcoholic drinks
- **get outside** during the daylight
- keep up your normal **exercise** habits
- get some **time for yourself** to do what makes you feel good
- **don't say yes to everything** - not only will you be exhausted but you may also end up feeling resentful
- **talk about it!** If you're stressed or sad and don't know who to talk to, there are several free options on the Wellbeing Hub; some are specifically for frontline care workers - see the box below

Our Employee Assistance Programme (EAP), PAM Assist, is a quick way to get one-off advice or support, plus counselling and even marriage guidance sessions. There are also articles to help you tackle the Christmas top tips we've listed here and a Christmas Survival Guide under the Stress & Anxiety section. You can log in confidentially from the EAP page:

EAP - PAM Assist Employee Assistance Programme. <https://tinyurl.com/EAP-PAM-P>

Talk to someone now

or text,



or message



or email



EAP

Speak to qualified counsellors with PAM Assist, our Employee Assistance Programme.



Able Futures

Confidential support from a health professional.



Samaritans

Dedicated support line for social care workers.

All free to use.

All confidential.

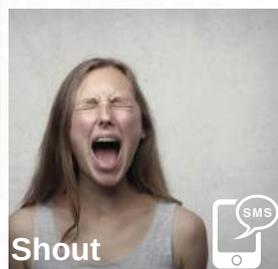
Details are in the

'Access

Confidential

Support Now'

section of the hub.



Shout

Trained crisis volunteers. Doesn't show up on your phone bill.



Side by Side

Mind's online community

'Facebook for good mental health'. Get support from others who understand.

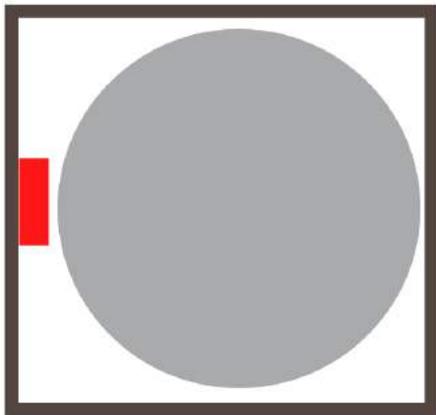


Mental Health First Aider

MHFA England

Trained First Aiders work across Persona, with other Wellbeing Champions.

Grief Awareness Week: 2nd - 8th December



Grief: The Ball in the Box

Losing anyone you care about can be a lonely time. When you lose someone you care about at work, it can be devastating, but we can feel we don't have the right to feel grief for a customer or colleague. That's not the case. Everyone's feelings of grief are valid and people around you will want to support you too, but sometimes it's hard to talk about how you're feeling.

The 'ball in the box' is a really simple way to understand how grief works. It's helpful if you're grieving yourself because it can give you a helpful shorthand to share with the people around you and it also helps you to accept your feelings. If someone

you are close to at work or at home is grieving, it's also a simple way to check on how they are.

Our Wellbeing Stories - Joanne*: Grief and the 'ball in the box'

When my dad died five months ago, finding out about the 'ball in the box' made a lot of sense to me. On occasions, when you have no warning, the ball hits the pain button on the side of the box and it reminds me of my loss and at times like the run up to Christmas, the ball seems bigger and hits the pain button more regularly. Generally the ball is getting smaller now and hits the pain button less often but when it does hit, I give myself time and patience, reminding myself that grief takes time and that's ok. The 'ball in the box' has helped me to let people around me know how I was doing. I am quite a private person when it comes to my feelings, but I never need to go into detail, as the people I have around me understand and support me when it's needed.

**not her real name*



The 'ball in the box' is on the **Grief & Bereavement** page, along with Joanne's full story and articles on bereavement, end of life and stillbirth. There are also specialist grief support contacts for everyone, as well as specifically for frontline care workers, from Cruse, Just B and Samaritans.

<https://tinyurl.com/PHubGrief>

Answer Cancer GM Campaign



Answer Cancer is a Greater Manchester-wide campaign to encourage us to take up cancer screening appointments when they are offered.

The website has information on reducing your risk of developing cancer, as well as which types of screening you will be invited for, when and how often.

<https://www.answercancergm.org.uk/cancer-screening/>



Karen brings out the very best in the people she gets to create beautiful pieces (of art) such as this one.

Margaret Tordoff

Elmhurst
Short Stay

Peachment
Place

There's been a big difference in Dorothy since Persona staff have taken over her care, I've noticed she is a lot happier.

Julie - Family Member

Thank you for lunch on Wednesday. Seeing how well Nigel is keeping is a credit to you all. He was Joan's reason for living and completed her life. Sorry if I seemed to rush away, but felt a bit emotional when you were leaving. Once again thanks for bringing Nigel and hope to see him again in the future, maybe his 50th.

Viv White

Supported
Living

Thanks Joanne, what a lovey service at Fir Street. It was my first visit, lovely staff and very homely. I understand it's been a difficult transition with time, and not a lot of info etc, but the team have got to know him really well in a short time.

Thanks, kind regards,

Rachel - Learning Disability Nurse Assessor

Bolton Road
Community Centre

110% happy, the team supports Sean and all the family. An amazing group of professional, caring people. Treated with Respect and Dignity: Absolutely! All Sean's needs are met with care, respect and communicated to him appropriately. A person centred approach is used at all times, Sean chooses what he likes to do and loves that he can discuss this with staff. Keep doing what you are already do! You are a fantastic team with an amazing leader. I would like to know how to give feedback to the company to tell them how amazing you are.

Family Member



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.

Lucy's New Direction at Bleakholt



As we already know, Lucy (who uses Bury Shared Lives) loves animals and has great drive to find her perfect job.

She was already enjoying volunteering at Bleakholt Animal Sanctuary, then saw the advertisement for a gardening Kickstart role, which Lucy applied for - and got!

"My job is gardening and cleaning, mowing, strimming, weeding, hedge cutting and painting inside when it's raining." Lucy says.

"My favourite part of working at Bleakholt is mowing the grass but I enjoy every part of the job I do. All the staff are very friendly. I would like to stay at Bleakholt if

possible because I really enjoy my job." Dan, Lucy's supervisor, told us "She is such a hard worker and has made such a difference ."

Escape Get Back to the Gym



Cian and David have been working out at the gym and trying out lots of different equipment!

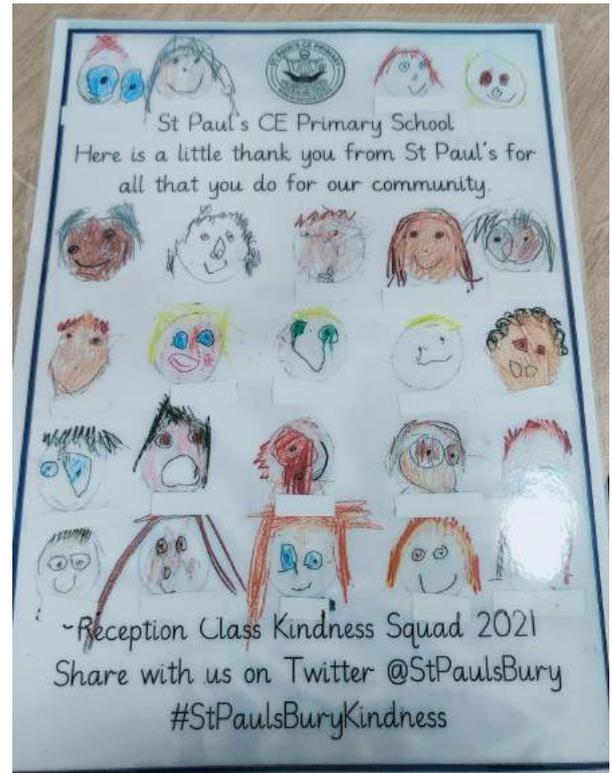


Hoyles Has a Visit from the Kindness Squad

Four children from the Reception Class Kindness Squad at St Paul's CE Primary School visited Hoyles with their teacher to deliver this lovely artwork and a box of chocolates.

The Kindness Squad came to thank staff at Hoyles Community Centre for everything they do in the community.

We'd also like to say a big thank you, to the St Paul's Kindness Squad. Your thoughtfulness was really appreciated.



What better way to celebrate, than singing and dancing to Lancashire songs - and eating Chorley cakes, of course!

Grundy Hub was definitely the place to be on Lancashire Day!

Celebrating Lancashire Day



Settling into The Pinfold Suite

Activities are carrying on as normal for people who used to go to Pinfold Lane Day Service, although they are now at the Pinfold Suite in

Grundy Hub, accompanied by familiar staff and by Norman the goldfish.

The suite, which had been Persona's head office since 2015, has had a full revamp with every feature carefully considered. You can read more about the refurbishment on page 21.



Grundy Hub Reflects on Our Values

People at Grundy Hub spent some time reflecting on the Persona REACH values that are most important to them. They produced these fantastic posters too.



Mary's long-awaited reunion

Mary had a visit from her son and two daughters in the last week of November at Elmhurst. It was the first time in two years that they had been able to get together from their homes in Cyprus, France, and Germany, to visit their mum.

A bottle of prosecco was on hand to toast the occasion and the siblings were extremely grateful for their visit.



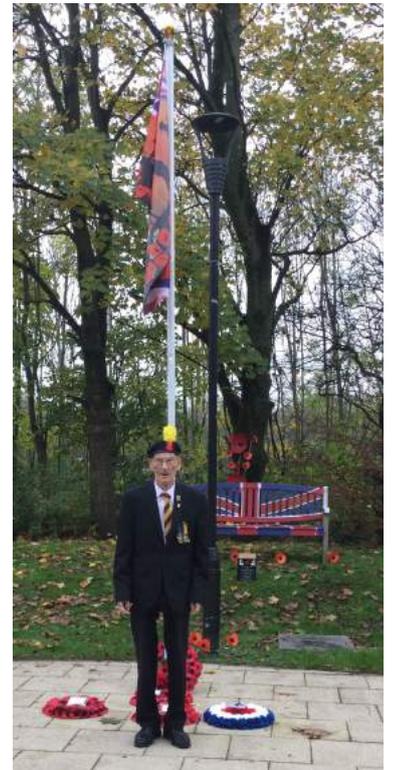
Fred's Surprising Stay at Elmhurst

Ruth Holder, Registered Manager, says:

"Fred came into our care from a service that he had lived in for over 20 years and the staff who brought him said he would never settle. Within a few days, however, he had 24 posters in his room all laminated by Vicki, and each night he would point to one and tell the night staff which film he wanted to watch, be it Bruce Lee or Arnie.

Fred is a mad United supporter and as his birthday was drawing near, we started a staff collection to buy him his one and only United top. On his last day with us we threw an early birthday party and all Fred could say was "That's what I wanted!". He was made up to say the least!"







**Thank you to everyone
who donated items for
Elmhurst's
Shoebox Appeal.**





Each December 3rd, **International Day of Persons with Disabilities** promotes the rights and well-being of people with disabilities; raising awareness of the political, economic, social and cultural aspects of disability that affect people around the world.

More than 1 billion people in the world have a disability. At 15% of the world's population, people with disabilities account for the world's largest minority, with 1 in 7 people affected.

The theme for 2021 is '**Fighting for Rights in the Post-Covid Era**'.

Whilst the organisers recognise that the pandemic has affected everyone, it aims to highlight:

'that people who live with disabilities are among the most affected populations amid the COVID pandemic. Where marginalisation, discrimination, vulnerability and exploitation are everyday factors for many people, the increased risk of poor outcomes have been magnified with the reduced access to routine health care and rehabilitation services, more pronounced social isolation, poorly tailored public health messaging, inadequately constructed mental health services, and a lack of emergency preparedness for people with special needs.'

Snapshot: A History of Disability Rights



The **1950's** - International movement from institutionalising people with disabilities to providing community care instead

The **1960's** - The very first Paralympics Games is held, celebrating the sporting achievements of people with disabilities



The **1980's-90's** - Many countries make it illegal to discriminate against people with disabilities

The **2000's** - The UN holds the Conventions on the Rights of People with Disabilities



The **2010's** - Steps were taken to increase the number of disabled people working and to decrease the disability employment gap



Visit the intranet page for further reading

 <https://tinyurl.com/CulturCalendar>

Developing the Pinfold Suite at Grundy Hub



This development was a great opportunity for us to create something that had our present and future customers at the heart of its design. With the existing knowledge of the team and new research, we have created a safe and suitable environment for people living with dementia.

The first step was to decide **themes**, **colours** and bring the **design** together. **Flooring** came with challenges, as the material we initially fitted looked very clinical and not what we had intended. We eventually chose a light wood, grain effect vinyl similar to the flooring at Pinfold Lane, which provides a homely feel without causing confusion.

Familiar **furniture** was moved into the new suite, with **paint** colours chosen to complement it while offering a pop of colour in each room to help people identify where they have been if they want to return there.

Dimmable **lighting** enables us to support anyone who may be experiencing sundowning, or is struggling with their vision. Each **window** pane has its own, perfect fit venetian blind, so there is no free fabric or trailing cords and we have extensive flexibility to let in or block sunshine.

Contrasting toilet seats, skirting boards and grab rails were fitted in bathrooms and corridors to make their use and navigation easier and safe. An **interactive wall** in the corridor gives the illusion of a window box and vases, so people can rearrange the flowers, keep busy and find a meaningful activity when walking with purpose.

Entrances and exits have been disguised using frosting or adjustable blinds to distract people from wanting to go outside in bad weather, and door handles are at head height.

The **garden** is level, secure and tarmacked. By spring it will have a traditional English garden area, an 'in the park' feel tree with its trunk surrounded by benches, a beach area, planters at different levels and more. These features will create a range of experiences and sensory stimulation, giving as many people as possible the opportunity to join in with outdoor activities.



Click for the full article & more photos of Pinfold Suite



<https://tinyurl.com/PinfoldSuiteBlog>

BACK PAGE NEWS



It can be tough to resist all the lovely food on offer at this time of year, but thanks to Jacqui Roberts at Sunnybank, you can have your cake and eat it this Christmas! This no fat fruit cake keeps for a week in an airtight tin, but it's so delicious, it may not last that long...

No Fat Fruit Cake

Ingredients:

500g dried fruit (Jacqui uses sultanas)
1 ¼ mugs of strong tea (2 tea bags)
25g demerara sugar
1 egg
1 ¾ mugs of Self Raising Flour

Method:

1. Soak fruit overnight in the tea
2. Preheat oven to 160°C
3. Grease a 2lb loaf tin
4. Sprinkle sugar over soaked fruit and stir
5. Add egg and flour and stir until flour is absorbed
6. Tip mixture into tin, cover with foil
7. Bake for 2 hours in the middle of the oven



Connect

Be Active

Take Notice

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

We support people to #LiveTheirBestLife

Follow us on social media:



@PersonaBury



Persona Care and Support



@personabury



@personacareandsupport



Persona Care and Support

Visit our website www.personasupport.org