

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

Autumn seems such a busy time of year in the Persona calendar. No sooner have we enjoyed our celebration day and PersonAwards than we are planning the Annual General Meeting and all of the Christmas festivities.

This month has been even busier than usual because in amongst all of that we also had the Great British Care Awards North West, for which we had 7 nominations. As well as nominations for Care Employer, Recruitment, Retention and Recognition and Workforce Development, we also had Joanne Holland from the Ramsbottom Centre nominated for the Frontline Supervisor award.



Sticking with the LD Day Service, Ramsbottom Team were shortlisted for the Putting People First Award for some specific support they provided to a gentleman in their service to enable him to attend the centre using transport. We also had a Lifetime Achievement Award nomination for Rob Laing and our team at Peachment Place were up for the Home Care Team Award. It's fantastic to see people's names in lights and receiving recognition for the fabulous difference they make. We do the things we do because they genuinely improve people's lives – not so we can win an award – but if someone wants to give us one then it would be polite to accept!! On the night we were over the moon to see Peachment Place and Joanne Holland both recognised as Highly Commended in their categories, and delighted to take home the Workforce Development Award for our approach to Kickstart.

Everyone who played a part in the work which led to those nominations should be incredibly proud of the difference they make and I want to start this newsletter by recognising how fabulous you all are and saying a massive thank you.

Kat

This month's highlights

- | | |
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| 3 - Staff News | 18 - Cultural Calendar |
| 8 - Wellbeing | 19 - Spotlight |
| 10 - Recognition | 20 - Back Page News |
| 12 - Service News | |



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

ZEN'S 50TH BIRTHDAY

Zen, who's a Care Assistant at Grundy Hub, celebrated turning 50 years old this month!

The team surprised her with a big balloon, beautiful '50' badge and bags full of gifts.

Happy Birthday Zen!



LAST MONTH WE SAID...

HELLO & WELCOME TO:

Siobhan Clegg - Wellbeing Assistant
John Awuku - Waking Nights Support Worker
Oluwabukola Jesse - Waking Nights Support Worker

GOODBYE & GOOD LUCK TO:

Gaiseeamah Balamoody - Care Assistant
Leokadia Sieradzki - Care Assistant
Richard Todd - Lead Support Worker
Laura Whittaker - Support Worker

CHAT WITH KAT

Got any questions you'd like to ask Kat? Once a month, Kat hosts a Teams call where you can ask her any questions you might have.

We'll discuss specific topics the update will be published in that month's summary on the intranet after each session.

If you have a question but cannot attend, please send it to info@personasupport.org to be shared at the chat.

Next meeting: Wednesday 21st December at 3:45pm

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



CHILDREN IN NEED

Staff at Grundy Hub dressed up in matching Children in Need tops, hoodies and ears to help with fundraising.

They contributed to the £35,273,167 raised so far for Children In Need -

well done, everyone!



INTRANET CHANGES

We have updated our Staff Information Area on the Intranet.

The Staff Information area is full of lots of useful information to help you do what you need to do at work.

Now we've added a new notifications page to explain how different notifications need to be sent (by email or Asana forms) and who to.

You'll also find the accompanying updated 'What Goes Where?' one pager that you can print off and display in your services.



To read more, click here: <https://tinyurl.com/NotificationsP>

25 YEARS OF GREATNESS

Debbie Hothersall, a Care Assistant at Grundy Hub, has celebrated 25 years of service!

Kat, popped down to Grundy Hub to congratulate her and to gift her some vouchers as a thank you.

Well done Debbie!





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.



PERSONA THEMED QUARTER

Activities

Our Poppy Competition has come to an end and the winner was chosen by Peter, a veteran who lives at Peachment Place. Thank you, Peter.

Well done to Grundy Hub for their winning entry!



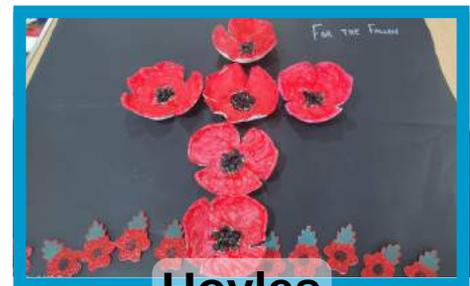
A massive thank you to all our other services for sending in all of your beautiful entries:



Elton



Elmhurst



Hoyles



Sunnybank



Grundy Hub



Want to know more about the themed quarter?

<https://tinyurl.com/ThemedQuart>

It's been a busy couple of months for Rose and Clair, with a lot of work done on agreeing a new process for reporting notifications on Care Control with Helen Lavers and Debbie Timmins. We have also provided training and support for services using the systems.

Elmhurst have now transitioned from using Mobizio for care planning and support and are using Care Control for all new admissions. Rose is on site regularly, providing face-to-face support and training. Care plans, risk assessments, care note recording, task monitoring and delivery are being put onto Care Control. The Customer Relations Team are providing support by capturing personal information for people we support with future bookings, so that the seniors can activate the person on the system on admission.

We are now introducing notification reporting at Elmhurst on Care Control, replacing the hard copy 'P1A Customer Accident/Incidents' form and will also be reporting medication errors, death of a person, and unsafe discharge on the system. All other notifications will be reported in the usual way.



The Learning Disability Day Services team have asked Clair to record some how-to videos of the regular functions they use, as some staff prefer that method of learning rather than written help guides. Ask your manager if you'd like to see these.

Clair is also running refresher training sessions for coordinators and lead support workers in December, which will include the new incident reporting process.



Peachment Place recently had their first CQC Inspection and the inspector was really impressed by the use of Care Control functions for supporting people we provide care packages to. Having all our information on one system for the people we support, and the quality of the care notes from staff, evidenced what a great service we provide. Peachment will also receive incident report training shortly. To read more about the CQC inspection, turn to page 14.

Care Control Systems – Changes Coming Soon

The Care Control Development Team's work to give us mobile care plans is at final testing stage. They are testing it in Matt Luckham's (the owner of Care Control) care home, Spring House in Devon, to make sure all the functions work before launching the new system.

Care Control are also launching a new management information system which will give managers and the Persona Leadership Team access to a dashboard of operational information. These will be graphs and charts of key data which can be filtered down from Persona-wide information, to services, team level and to individual people we support. It will give us up-to-date information and reduce the time spent by staff collating weekly spreadsheets.

We are really excited about these new functions and are looking forward to using them.

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

 <https://tinyurl.com/CCHuddle>

Stay Well This Winter

Take care of yourself this winter and minimise your chances of catching stomach bugs, chest infections, flu or covid.

Boost your immunity with the simple steps in this article, which can also help with low mood during the darker days and ease the aches and pains that can creep in during the colder weather.

Connect and **Be Active** to increase your happy hormones, which can improve your mood and your ability to cope with life in general.

Please take up your **flu and Covid boosters** to protect yourself this winter.



Regular movement or exercise is also important to keep your whole body well, including your joints, muscles, cardio vascular and lymphatic systems (and your lymphatic system is a central part of your immune system).

If you have mobility issues or live with chronic conditions or pain, simply increasing the amount you move about can help. Look at our **Movement** page or the **We Are UndefeatABLE** page for inspiration and tips.



Eat well, drink plenty of water and get quality sleep as well as some time to relax - don't forget the importance of 'hygge'! Literally Old Norwegian for wellbeing, it applies all year round but the dark winter is its high season; comfort is key and it's a great way to **Take Notice** and embrace the winter weather.

There are suggestions to help with all these things on our **Winter Wellbeing** page below, along with a printable hygge poster, regular & Easy Read versions of the NHS Stay Well This Winter leaflet, a Bury wellbeing calendar that runs up to March 2023 and lots more.



Stay Well This Winter



The festive season can be tough for many, not least because of the pressure to be happy, organised and involved in everything we're invited to.

This year the cost of living crisis is likely to make it even harder - read more about the resources we've shared on page 19.

There's more information on finances, enjoying the season and how to get support if you need it on our **Keep the Festive Feel-Good Factor** page below.

If you've lost someone close to you, any celebration can be an even more difficult time than a normal day.

You can find people to talk to about how you feel through any of the options listed on the **Keep the Festive Feel-Good Factor** page.

You can also visit the **Grief and Bereavement Support** page for specialist support and case studies you might find helpful. <https://tinyurl.com/PHubGrief>



Why not try the **women's only Sweaty Bootcamp** every Tuesday evening at the Elms?

Get strong, boost your mood and energy levels and motivate each other in a supportive atmosphere.

Click here for details

<https://tinyurl.com/WOSWCP>

You'll also find more ways to get active for everyone on the **Stay Active Topic Page** on the hub.

<https://tinyurl.com/PWBActiveTP>

Keep the Festive Feel-Good Factor

<https://tinyurl.com/FestiveFeelGood>

Great British Care Awards



The North West Regional Great British Care Awards took place in November and Persona were nominated in 7 of the categories! The awards pay tribute to individuals and teams who have demonstrated outstanding excellence within their field of work.

It was a fantastic night of celebration where we won the Workforce Development Award and were Highly Commended in the Home Care Team Award and Frontline Leaders Award.

Workforce Development Award

This nomination was for our young people project which had involved several managers and teams across Persona, along with the Workforce team. The aim was to provide more opportunities for young people to try a career in care and the teams fully embraced the Kickstart scheme, providing 22 placements, for 6 months, to young people.

They went over and above to nurture and support everyone who took up these placements, working patiently to build the skills and confidence of young people who had never been in work or who had not had good experiences of employment, by providing training and mentoring and rewarding their achievements.

Every Kickstarter was supported to develop their wider social skills and employment readiness as well as being supported to attain their Care Certificate.

At the end of the placement each cohort of Kickstarters attended a graduation ceremony to showcase what they had achieved both for themselves and the organisation and to celebrate their placements with their supervisors. It was a joy to see how much they had grown and a privilege to be part of their journey. Of the Kickstarters, 8 went on to gain ongoing employment with Persona.

Following up on the success of the project the team then launched in to supporting T-Level placement students from the local college. Again, this has been a fantastic success as a result of the attitude of the people involved.





Home Care Team Award

This award was for Peachment Place and Supported Living, who provided a person-centred transition to 2 gentlemen who lived together and were close friends and who were supported to move into Peachment Place within their own apartments. Several discussions took place to understand how both gentlemen could be supported to live their best lives. All involved shared the same goal and vision, which was to keep both men safe and independent where possible, whilst they got assistance with tasks they struggled to complete, and ensuring they keep their friendship strong.

The extra care staff team began by spending time observing the supported living team. This enabled the gentlemen to get to know the extra care team, build new relationships and feel comfortable with their new support staff, It also meant that the transition went smoothly and that they felt safe. The transition has been successful with both gentlemen happy in their new home and happy to see the new staff team.

Frontline Leaders Award

Joanne Holland from Ramsbottom Day Centre was nominated for this award, for the support she provided to a member of staff through the young peoples' project. Joanne spent lots of her time supporting this person to develop and grow within the role; there were many different situations and incidents that involved Joanne trying different approaches in her support, including arranging trials working in different locations, building their knowledge and confidence, developing communication skills and altering working times. Through her time, patience, and caring approach she has supported them to gain valuable skills while they await a future job opportunity to arise.



This is fantastic recognition for all involved and a true demonstration of our values being shown in all that we do.

As winners of the Workforce Development Award, we look forward to representing Persona at the National Finals in March 2023.

Well done and congratulations!



Karen Turns 60!

Karen has been attending Grundy Hub for some time now and recently celebrated her 60th Birthday with the team and her friends there.

She's formed a special friendship with Edwina whilst at Grundy Hub and as you can see, Edwina was on hand to help her celebrate in style!



Grundy Hub Sees the (Blackpool) Lights

It was a yearly tradition for the staff and people we support at Grundy Hub to go to Blackpool and see the illuminations, until Covid paused their trips.

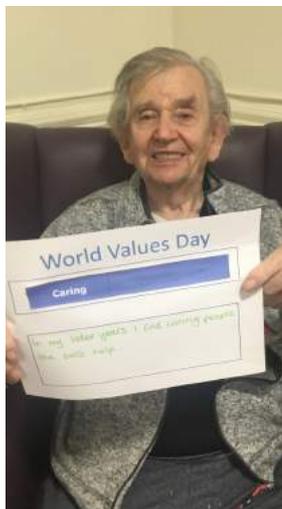
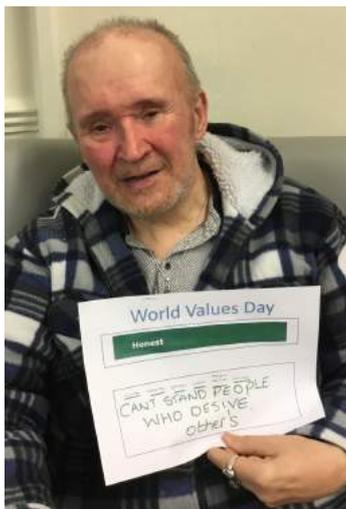
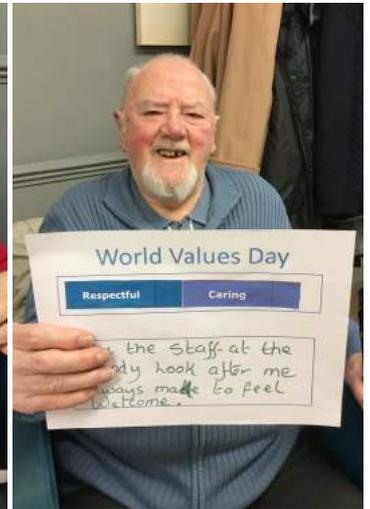
This year they have been able to start taking the trip again!

Anna said "It was great to be back enjoying our fish and chips and the bright lights of Blackpool"



Values Shine Through

Each year, the 20th October is World Values Day and many of the people we support at Grundy Hub chose to share with us what they value most.



Well done, Peachment Place

Peachment Place recently had their first inspection by the Care Quality Commission (CQC) and they received an overall 'Good' rating, as well as in each of the key areas (KLOES) below:



Safe



Effective



Caring



Responsive



Well-led

It was important for the inspector to have a clear understanding of how tenants feel about the service and their experience using it. The report included the following comments from tenants:

'They're (the carers) always on time and they do stay for the time they're supposed to, sometimes a bit over.'

'The support is excellent.'

'The carers are lovely. If there are any problems, I just see the carers,'

'I've known many carers and these are a very good bunch. Their hearts are in the right place.'

'They're all very nice people. They're kind. They'll clean the floor if I ask and put the clothes on the maiden. They know I'm a fuss-pot.'

'The management are excellent, kind, helpful and knowledgeable.'

Another example given of the team going the extra mile was this comment from one tenant:

'The management are excellent, kind, helpful and knowledgeable. When I was in hospital overnight, I was so glad I was able to phone the manager because I was really worried about my cat. She made sure she was in my flat, locked the windows and even fed her. It was such a relief.'

Anna Craig, Day Services and Extra Care Manager, responded to this comment by simply saying,

'What matters to her matters to us and we'll do whatever we can to ensure we meet the individual needs of every person we support.'

Kat said "It's fabulous for the hard work of the team to be recognised by the regulator. It was clear that the inspector was really impressed by the care and support provided to people at Peachment Place.



A Horse-y Day Out

Carole, Gill and Rebecca, who are supported by our Supported Living team, had a trip to HAPPA (Horses and Ponies Protection Association) where they enjoyed a meal at the café and spent time looking at the animals.



Celebrating at Disney

Andrew went to Disneyland Paris to celebrate his birthday with friends Woody and Rex!



Thank You, Sunnybank!

The ladies from Fir Street had a great time dancing, enjoying the raffle and the refreshments at Sunnybank Community Centre's Cabaret Afternoon and wanted to say thank you for having them!



Listening to Supported Living

People we support from across Supported Living met at The Green for their service Your Voice meeting; every service meets regularly to talk about what's going well and what could be better in the service they use.

This time, they also talked about which activities and competitions they enjoy and what they'd like to happen in the future.

Do you use the Supported Living service? Do you want to tell us what you think about Persona and help us develop what we do? If so, please speak to a member of staff about joining the Supported Living service's Your Voice meeting.

Connect

Take Notice

Be Active

Give to Others

Sarisa's Boxing Clever!



Sarisa has started going boxing to get fit! 'I go to the gym across the road from my day centre once a week and I really enjoy going with my friends,' she says. As well as boxing, Sarisa also uses the bikes and the ropes at the gym. 'I'd really recommend it to others, it's good to do exercise for your health'.

Some of the people we support at Ramsbottom decided to pamper themselves and paint their nails blue, in support of World Diabetes Day. They hope to raise awareness and show those living with diabetes that they're not alone.



Ramsbottom and Escape's Good Deeds



Escape spent a morning selling cakes and have raised an amazing £82.43 for Macmillan Cancer Research!



What is the meaning of Christmas?



As December starts, many of us start to plan and look forward to Christmas and for Christians, Christmas is one of the most christian and cultural holidays of the year and is a celebration of the Saviour, Jesus Christ.

Jesus was born in Bethlehem and for Christians this is the moment that God came to live among people as an ordinary person. Many of us will be familiar with the Christmas story, with Joseph and Mary travelling to Bethlehem, Jesus's birth in a stable and the visit of shepherds and wise men.

Around the world Christmas is a mixture of the spiritual and the traditional and includes Churches gathering to celebrate Jesus's birth with prayers and carols, feasting and the giving of presents - some elements are a constant feature and some elements are unique to certain countries. Some countries focus more attention on **Christmas Eve**, whilst others mark **St Nicolas's Day** on the 6 December as a time to exchange gifts.

So what does Christmas stand for?

It literally means Christian Mass and it is a shortened form of Christ's Mass. Christmas is a time of spiritual reflection on the important foundations of the Christian faith. It's also a celebration. It's when Christians celebrate God's love for the world through the birth of the Christ child: Jesus.

Christmas begins with **Advent** which means 'coming' and looks forward to the coming of Jesus. Historically Christians refrained from eating and drinking excessively as they looked forward to marking the birth of Jesus and a feast on **Christmas Day**. There would then be 12 days of celebration, finishing with an exchange of gifts at **Epiphany** on the 6 January, which is still the case in Spain and many Latin American countries.

Why don't you find out more about the Christian celebration of Christmas along with the history and traditions, including the Advent candles below? The full story of the birth of Jesus can be found in the Bible in Luke 2:4-19 or take a look at the following website  <https://www.christianity.org.uk>.



Visit the intranet page for further reading

 <https://tinyurl.com/CulturCalendar>

Cost of Living

With the rising cost of living and Christmas just around the corner, why not take a look at our resources pages to see if there are any ways to cut back on costs and save a few pounds?

We have pages on:

- **Benefits** - with links to anything you may be entitled to
- **Carers** - activities that carers can go to for free
- **Health** - with tips and links to support
- **Bills and Money** - how you can save money on every day essentials, plus *45 Christmas tips from MoneySavingExpert*.

Click here to find out more:

 <https://tinyurl.com/CostLivingHelp> for staff

 <https://tinyurl.com/CostLivingBury> for Bury residents.



Check out our new printable posters, showing the hourly running cost of appliances you use every day. You'll find regular and Easy Read versions (pictured below) on our **Bills and Money** page.

14.11.22

Using electricity at home: how much does it cost every hour?

 Kettle	£1.02	 Electric Shower	£3.06	 Immersion Heater	£1.02	 Plasma TV	12p
 Oven	71p	 Tumble Dryer	85p	 Electric Heater	85p	 Desktop Computer	5p
 Hob	61p	 Washing Machine	71p	 Oil-filled Radiator	68p	 LCD TV	4p
 Grill	51p	 Hairdryer	66p	 Dehumidifier	17p	 Games Console	4p
 Toaster	36p	 Iron	51p	 Heated blanket	5p	 Laptop	2p
 Microwave	34p	 Electric Mower	34p			 TV Box	1p
 Fridge-freezer	10p	 Vacuum Cleaner	31p			 DVD Player	1p
 Freezer	5p	 Towel Rail	15p			 Broadband Router	1p
 Fridge	5p						
 Extractor Fan	1p						

This poster is only a guide to costs. Items in your home may use more or less electricity.

Persona
We're all about you

Take Notice

Be Active

Keep Learning

BACK PAGE NEWS



Find the Robin to Win!



Why are robins associated with Christmas?

In the 19th century, postmen started wearing red uniforms which led the Victorians to nickname them 'robins'. The birds then began to appear on Christmas cards to represent the postmen delivering them and they were even appearing on wrapping paper!

But there are explanations which pre-date that of the Victorians. Some say the robin was a brown bird which flew into the stable where Jesus was born and that its red breast is from the fire scorching its chest when it tried to keep Jesus safe and warm. It's said to symbolise the bird's kind heart.

Britain's favourite bird?

In 2015, 224,000 people took part in a poll which crowned the robin as Britain's favourite bird, taking 34% of the vote.

Spot the birdie!

To honour our favourite bird and get in the Christmas spirit, we've hidden a robin in the newsletter! Have a look and see if you can find it for a chance to win a bottle of fizz! Send your entries into info@personasupport.org by Friday 19th December and we'll announce the winner in the next newsletter.



Connect

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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