

PERSONA NEWS



We support people to live their best life

Message from Kat

I've been doing some thinking in recent weeks about the immense challenges that we have faced in recent months, both as a society and specifically as people working in social care. A word that often gets mentioned is resilience and I got to thinking about what we really mean when we talk about that. There are different definitions of resilience but one I particularly liked was this:

'the power or ability of a material to return to its original form, position, etc., after being bent, compressed, or stretched; elasticity'.

With everything that has happened as a result of the pandemic I think the concept that we have been bent and stretched by it is pretty accurate. What's key in the concept of resilience is that those challenges and stresses that are placed on us, both physically and mentally might change us temporarily, but ultimately we are able to return to our normal state. They don't break us or change us irreparably. That's not to say that we don't suffer distress or discomfort in the short term, but being resilient is about the confidence and belief that this is a temporary state that can be overcome. The other good thing about resilience is it isn't something that you either have or don't have. It's something that anyone can build and develop so even if you don't feel that resilient now you can work on it and build your confidence with it over time.

RESILIENCE

I am conscious of how many of you might be feeling at a low ebb after a tough few weeks of being bent and stretched as a result of the latest covid surge. As we see the impact of this begin to subside that signals some hope that things will begin to feel a little easier again.

Have confidence that whilst you may feel depleted and stretched by recent weeks you have it within you to overcome that. The journey back to that place is individual to us all but I believe some of the key ingredients are contained within the Five Ways to Wellbeing and reconnecting with areas of that which you may have had to pause. Switching back on your connections with friends and family, reconnecting with nature and the great outdoors, exercising, getting healthy sleep and eating well are all things which help you find your way back to that normal state more quickly.

I recognise how hard things have been over the past months and the sacrifices so many of you have made whilst going through challenges in your own lives at the same time. I want you to know that you truly are appreciated for all that you do and I hope that knowing that helps to put a spring back in your step as you move forwards to brighter times again.

Kat

This month's highlights

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

KICKSTARTERS EVENT

Last month we held a celebration event for our third cohort of Kickstarters whose time on the scheme had come to an end. We celebrated their progress and congratulated one candidate who has been successful in achieving a permanent job with us and two more who are waiting for interviews.

Beth, a Care and Support Worker, said "I've gained confidence and achieved more than I could ever think of. I don't doubt myself half as much as I did and I'm not afraid to make mistakes as I know that it is an opportunity to learn and better myself."



ANNOUNCEMENTS

HELLO & WELCOME

Tracey Bettridge - Support Worker
Olivia Ainsworth - Communications Officer

GOODBYE & GOOD LUCK

Angela Badham - Casual Care Assistant
Ellen Bulcock - Casual Domestic
Angela Thelwell - Night Care Assistant
Joel Noblett - HR Officer

CONGRATULATIONS, ALICE

Alice Greenhalgh, who is a senior carer at Elmhurst Short Stay, has received a triple distinction in her Highfield Level 3 End-Point Assessment for Lead Adult Care Worker.

Congratulations, Alice! Your team have this message for you:

"We feel this achievement should not go unrecognized, and we are very proud to have you as one of our team members here at Elmhurst and working as part of Persona."



STAFF WORKSHOPS

Planning for this year's workshops is underway and our focus will be on the power of language, which you may also hear being referred to as empowering language. We'll be looking into the words and phrases we use in our roles and how this links into our **Respectful** value.

The marketplace section of the workshops will be looking at:

- Persona's strategy
- Health and Wellbeing
- Care Control

Keep an eye on the intranet for more details as they are announced.



REFER A FRIEND

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

If you refer a friend to us who is then appointed and passes their probation, you could each get £50 in vouchers*. All they need to do is mention your name on their application form!

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

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



CHAT WITH KAT

This Teams meeting is your monthly opportunity to ask Kat about anything. Specific topics are also chosen for discussion.

If you can't make it, you can send your question in to info@personasupport.org and we'll pass it on.

Answers to these questions will all be included in that month's summary and published on the intranet.

Next meeting: Tuesday 22nd February at 11:00



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



PERSONA THEMED QUARTER

Continence and incontinence support.



If you have any queries about continence care, you can call Chris at the Continence and Stoma Service. Chris is happy for anyone to contact her with any questions and you can find her contact details on the Continence and Incontinence Support page on the intranet.



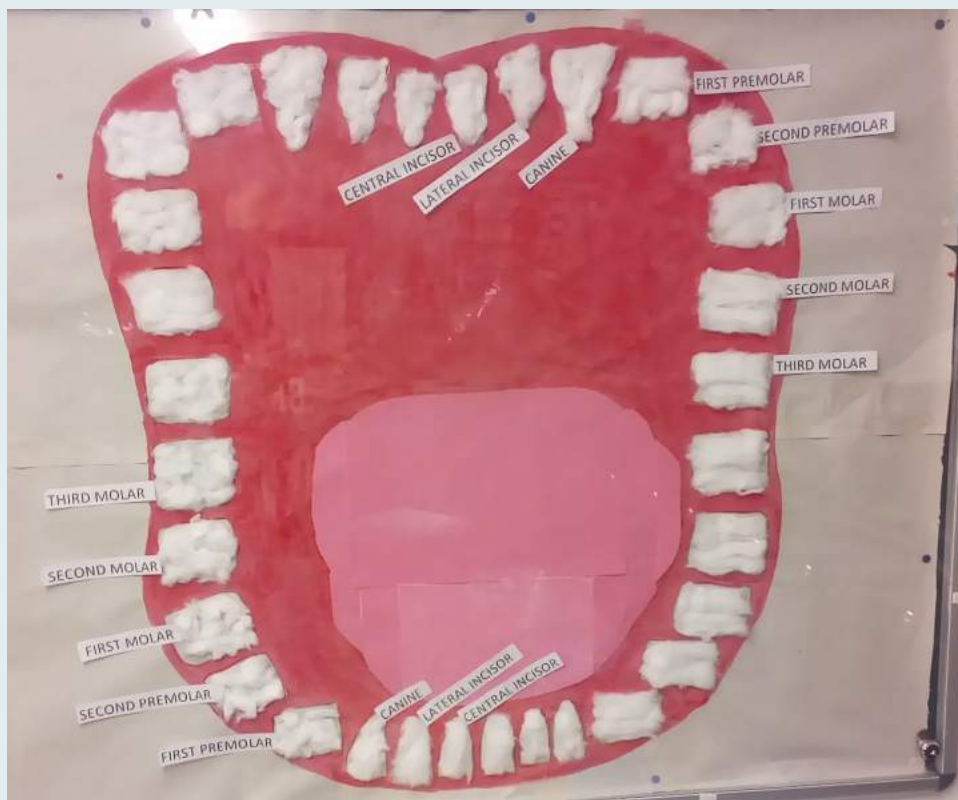
<https://tinyurl.com/ThemedQuart>

We're still recruiting champions to this area - if you'd like to get involved please talk to your manager or contact Sarah Brown:



Sarah Brown is looking for people to join her in keeping our customers safe and free from discomfort. If you'd like to be a Continence Champion, contact Sarah on 0161 253 6833 or by email at sarah.brown@personasupport.org

Oral Health Champions Update



Oral Health Champion Andy Cairns worked with his colleagues at Ramsbottom Centre to deliver a project in December. Everyone discussed the importance of eating healthily, cleaning your teeth and going to the dentist, then they produced this clear and helpful display to go on the wall.

Want to know more about the themed quarter?



<https://tinyurl.com/ThemedQuart>

Reviewing a Care Plan and Noting Changes to a Customer's Level of Needs

If you make a change to someone's level of needs on the care review, make a note on the review and put a date at the start of the note so that it is clear when it was updated.

Then you can write a general care note advising of the change(s) and the date of those changes, which will alert staff to review this area of the care plan and will appear in the Handover Notes for staff.

Care Plan Top Tips

Key Contacts

When you are inputting a customer's details, make sure that you input the contact's title (Mr, Mrs, Dr etc).

If this is missing that contact will not appear on the customer's front care section page.

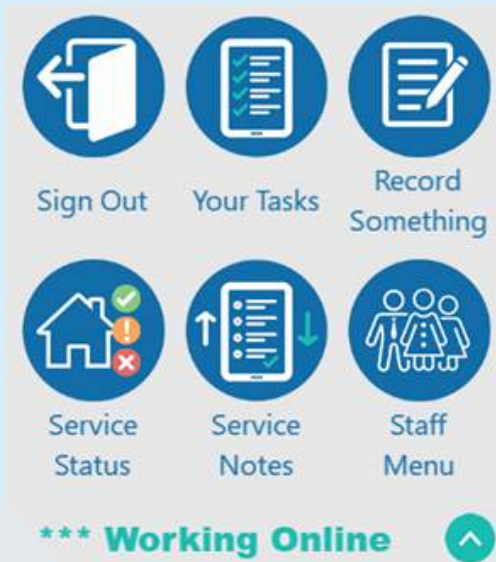
Filling out the Introduction Section

In the Introduction Section of the Care Plan, use "provide an overview of this resident" to add lots of detail so staff can understand what people like, dislike, what their aims are and how they'd like to be supported.

This is your "about me" section of the care plan.

For Staff Recording Care Notes on Care Control

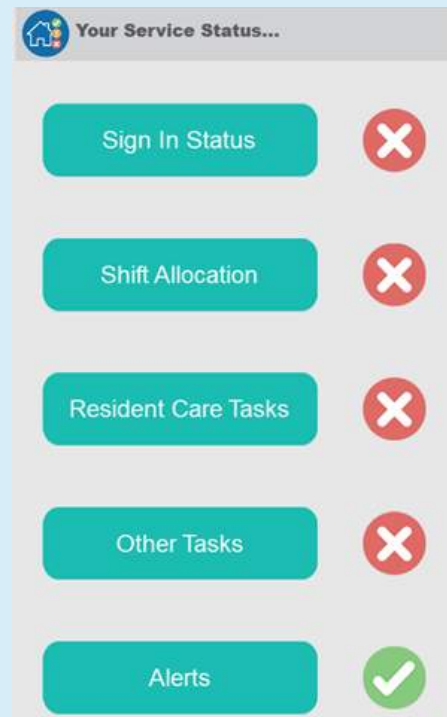
1. Before the end of your shift, go to the main menu and look at the Service Status screen:



2. This will show you whether there are any outstanding tasks which need action – these are shown with a red cross.

Where there is a green tick, everything is up to date (see right).

3. Select Resident Care Tasks and Other Tasks to see what still needs to be done.



Alert your manager if something has been missed or cannot be completed that day.

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!



Mo Arthur, Diane Davies and Anne Marie Davies

Enthusiastic

Just wanted to congratulate you on a really positive monitoring call with CQC. All your hard work to making Shared Lives a fabulous service clearly paid off and they gave some really positive feedback which you should be very proud of.

Deborah Timmins and David Pope

Adaptable

Just wanted to thank you for all of your work on producing our first annual report on health and safety. It was a blank sheet and you have produced a really informative, well written document. Thank you.

Wendy Barlow, Myra Fuller, Sally Taylor, Jean Howarth and Angella Dawson

Caring

I want to thank you for being so adaptable and caring these past few months, for the tenants we support. You have maintained continuity for them to live their best lives at a very difficult and challenging time, not only supporting them but also each other. You are all amazing and it is very much appreciated. Thank you.

Julia Guest

You are always positive and put the people we support first, while also supporting the staff team. You are an inspirational leader and a pleasure to work alongside.

Lisa Beamer

Honest

Thank you for being honest and forthcoming about the difficulties you encountered with the fire panel on Wednesday. Your feedback is very helpful for informing us what changes are needed to the fire panel and zoning plan to avoid confusion for new members of staff. Your enthusiasm for improving all aspects of your service is a credit to Persona.

Aches and Pains

Cold, damp weather is no good for sore joint or muscles, but there is support on the hub to make things a bit easier. **We are Undeatable** is a great place to start, and **Living with a Long Term Condition** has information on sciatica, fibromyalgia, musculoskeletal (MSK) conditions and arthritis. Find out how making small changes to your daily life can help you feel more flexible and less achy on the **Movement** page. Stress can make any pain worse, so to address stress, find details of the **Managing Stress** topic page on page 9.



Run the Manchester Marathon with Persona

If you'd like to join the team and run to challenge yourself, motivate yourself to get fit, connect with new people or even raise money for charity, email info@personasupport.org for more details.

Having a Bad Day?



To feel better straight away, do something you really enjoy and take the time to appreciate it.

Go for a walk, stroke the cat or simply enjoy a cuppa - pick something easy that brings you pleasure and take a few minutes to just be, as soon as you can.

If you're at work, talk to a colleague or your manager and ask for help.

If you're having trouble remembering what makes you feel good, take a look at the Wellbeing Action Plan on the **Wellness Action Plan (WAP)** page - it has some examples to get you started.

Resilience can really help with the bad times in life and you can build yours at any time. The **Resilience Toolkit** breaks things down into small steps to get you on your way to bouncing back more quickly.

Talking to someone can give you some perspective and just connecting with another person will also make you feel better. You can find a **Wellbeing Champion** or support from **EAP PAM Assist**, **Samaritans**, **SHOUT** or many others in the **Access Confidential Support Now** section of the hub.




Sleeping Well

Infections, long term conditions, aches and pains or a bad day - just some of the things that can affect your sleep. And if you aren't sleeping well, it makes everything harder to deal with. Our new **Sleep Well** topic page can help you get to sleep right now, or improve your sleep in general.

The hub is free, confidential and available to you 24/7, so the next time you can't get to sleep or you're wide awake at 3am, see if there's anything on there that works for you.

We've also added a brand new link to a resource called **Sleep School** which is recommended by a staff member who had insomnia last year (read the full article on the Sleep Well topic page):



"My short term memory was terrible, I couldn't find the right words when I was talking and was slurring when I could. I was walking really oddly too and felt as if I'd had a stroke. My GP wanted me to try medication, but within a week of starting to use the Sleep School app, I was starting to sleep better and I felt like I'd struck gold!"  <https://tinyurl.com/46z3t98u>

The **Manage Stress** topic page includes breathing exercises, grounding exercises, EFT or tapping (acupuncture without needles) and a safe space exercise, as well as many other tips and resources for you to explore.

Visit the **What is Mindfulness** page to find out more about this skill - now scientifically proven to improve your mood and wellbeing.

Or join our free, weekly **Wellbeing Sessions** live on Wednesdays at 1pm or on demand.



Every Mind Matters will give you an instant, personalised Mind Plan with actions you can take straight away to improve the way you feel. You can swap their suggestions if you don't fancy them and you'll also get regular emails to see how you're getting on.

Take the quiz now on the **How are You?** page.

"Some days are just bad days, that is all. You have to experience sadness to know happiness and I remind myself that not every day is going to be a good day, that's just the way it is."
Dita Von Teese



**Supported
Living**

Thank you for all the work you do in supporting John - I feel he is having a great life and is very happy.

Janet, John's sister

We are very lucky to have such good people looking after Gavin. He always looks very happy when we visit and we do appreciate what you do for him. Thank you for everything.

Colin and Kath

We just want to say that Maurice has really enjoyed his time at Red Bank (nearly 7 years) and everyone has been so very kind to him especially the last few years.

Thanks again, all his family.

Red Bank

**Bolton Road
Community Centre**

My Daughter attends Bolton Road and the staff are fab - and kept her safe the whole time (through Covid-19).

Maxine

When I became a Shared Lives carer I had questions about how the introductions were working due to the pandemic and what was allowed given restrictions. Diane was great and clear at communicating everything to me. I felt that I could be honest and open if I felt that a match wasn't going to be a good fit for me.

Mel





Respite

Long Term

Day Support

We're recruiting Shared Lives carers now & the role can be as flexible as you need it to be.

Want to know more?

Visit us at

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

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

Connect

Take
Notice

Be Active

Give to
Others

Beverley Joins Shared Lives



Bury Shared Lives have welcomed Beverley, who has recently been approved as a carer. While she's happy to provide respite or short stay care, she'd ideally like to share her beautiful home in Prestwich with two people on a long term placement. Beverly has opened up her home to foreign language students for seventeen years and she has also supported people in her local community throughout Covid-19. She decided to become a Shared Lives carer so she can continue to work in the community while she shares her home and becomes a family unit for people living in Shared Lives.


"I would get job satisfaction from making someone's life better, providing them with more continuity and security", she said.

Congratulations, Beverley, we look forward to an update when you share your journey on the matching process with us.

Edrina is a carer for Bury Shared Lives and provides day support to Jessica and Katrina. "We have a brilliant bond - we all have a good relationship and look after one another. We all

three regularly do our sessions together but I ensure that at least once a week I spend quality time with each of the ladies. This is essential for our bonding, and also ensures they both have their separate time from one another as living in the same house altogether can be difficult at times."

Edrina has also supported James* since November 2020 "although it feels as though we have known each other much longer" she says. He loves to walk, which they normally do in his local area but they have plans to go further afield once Covid restrictions and the cold weather allow. "James usually gives me a history lesson every time we go out! Spending time with him is the definition of the phrase 'you learn something new every day'. When it's warm enough we stop on our walks for a good chat, opening up to one another about what's on our minds." Find out more about the support Edrina provides and how she is combining her Shared Lives role with her legal studies here:

 <https://tinyurl.com/2m3sfxya>



Gratitude and Galloping at Grundy Hub



A big thank you to the kind students from Bury College who volunteered to clear up Grundy Hub's patio and help to get the outdoor space ready for spring.

There was also a day of galloping at the races for Grundy Hub this month - it looks like it was a close one!



Supported Living's Customer Committee



Nine people who use the Supported Living service have joined a new customer committee group which will meet each month to discuss topics around their support. The group's first action was discuss the name the committees will use.

Everyone who attended was very excited and wanted to return in February. Jennifer said she loved it and felt listened to and John and Christine volunteered to be part of the overarching customer committees so they can feed back about this month's topics.

The committee met as part of Persona's wider approach to co-production which you can read more about in the Spotlight on page 17.

Working in social care has never been more challenging than over the past two years, so to thank our staff, they've all received hampers from Slattery. Here are some of the messages we've received:

Thank you to our staff

*I'm not sure who to thank for this, however the gift box I received from Slattery yesterday was a lovely surprise! I almost questioned the chap who delivered it until he explained that he was making similar deliveries throughout the day to Persona staff,
Many thanks.
It's been a tough two years and it made my day!*

*What a lovely surprise, receiving a delivery of chocolate today from Persona.
Thank you.*

Received the lovely gift this morning- lovely gesture and much appreciated- the staff are also feeling this positivity and appreciation - thanks again.

Just want to send you a Big THANK YOU for a Lovely Surprise I received this morning. Most Unexpected Gift from Persona... Lovely Gesture Indeed.

*Thank you very much x
How lovely.*

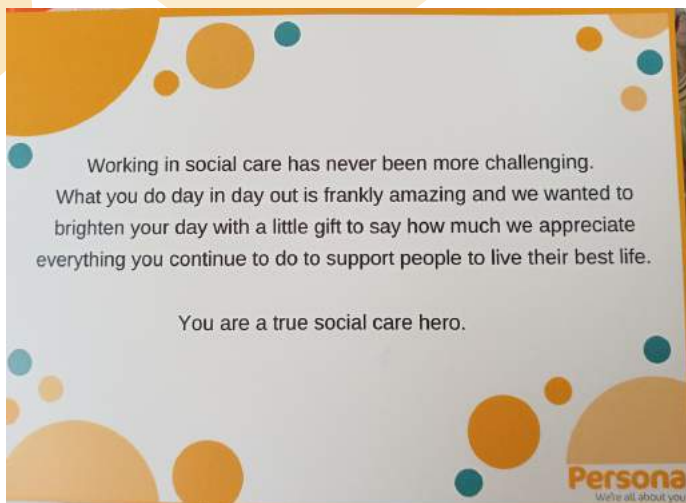
*Thank you for the hamper, it's very thoughtful.
I love it!*



Thank you to our staff

After a very busy morning I just got a knock at the door and received a beautiful hamper of treats and a Thank you card. Not sure who to thank but THANK YOU it was totally unexpected and appreciated. Has made my day.

Thank you so much for my 'surprise' and it certainly WAS a surprise. I think anybody who works in whatever role in social care do it because they genuinely care about the customers that they support and the service, we certainly do not do it for the recognition. However, receiving the gift this afternoon is a lovely way to feel acknowledged and appreciated and to have our efforts recognised. Thank you very much.



THANK you!

Thank you all so much for my chocolate hamper – how indulgent and all mine 😊 It's a really lovely thought and I am thrilled.

Oh my goodness!!!! The staff are absolutely overjoyed and they are jumping around the foyer in excitement!! Thank you so very much, you have certainly made everyone's day. What a very kind gesture, thank you so much.

Just wanted to say a huge thankyou for the chocolate fairies who have left me a beautiful hamper, I hope you also benefited from the extra calories as you too all deserve a treat. Diet is so out of the window this weekend.

Thank you so much, the staff will never be thin x



Just wanted to say Thank You very much for the lovely chocolate hamper.

World Interfaith Harmony Week



World Interfaith Harmony Week was proposed in 2010 and occurs annually in the first week of February. It is a relatively new cultural introduction when compared to events such as World Religion Day each January.

In his speech to the UN, King Abdullah II of Jordan proposed the following:

“It is (also) essential to resist forces of division that spread misunderstanding and mistrust especially among peoples of different religions. The fact is, humanity everywhere is bound together, not only by mutual interests, but by shared commandments to love God and (your) neighbour; to love the good and (your) neighbour. This week, my delegation, with the support of our friends on every continent, will introduce a draft resolution for an annual World Interfaith Harmony Week. What we are proposing is a special week, during which the world's people, in their own places of worship, could express the teachings of their own faith about tolerance, respect for the other and peace.”



Prizes worth up to \$25,000 are awarded to those who promote interfaith harmony. The winner of 2021's highest accolade went to the Wellington Interfaith Council in New Zealand. All faiths represented at the events shared a prayer or message based on the theme of WIHW. The Executive Director from the Office of Ethnic Communities (a government agency) was invited to make an address at the event. Free public food distribution was provided for almost 200 people. Educational literature and holy texts of diverse religious faiths were displayed. The event provided an opportunity for people to dialogue and ask questions and be better informed about different faiths and practices.



The event has its own anthem- recorded by British artist Sami Yusef in 2015 named 'The Gift of Love'; the music video was also filmed at the baptism site of Jesus in Jordan and across holy sites in Jerusalem. To watch the video, visit the Cultural Calendar page on the Intranet.



Did you know?

According to recent statistics, the world recognises over 4,000 religions.



Visit the intranet page for further reading

 <https://tinyurl.com/CulturCalendar>



Co-production at Persona

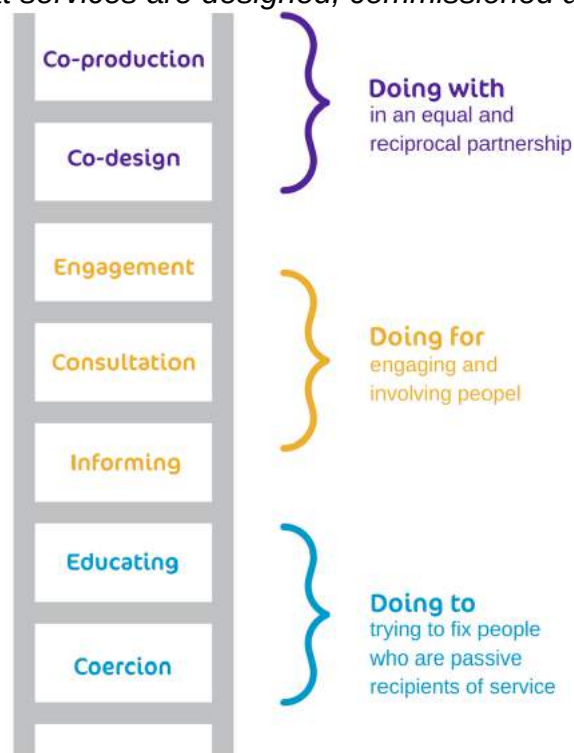
What is Co-production?

The Care Act defines co-production as:

'when you as an individual influence the support and services you receive, or when groups of people get together to influence the way that services are designed, commissioned and delivered'.

Our Vision for Co-production

Achieving co-production is something we strive for because we know that support which puts people at the centre not only of delivery but of design, achieves the best outcomes. We know we are on a journey with this; sometimes we will do it better than others. Most of the time we will succeed in reaching the 'Doing for' rungs of the ladder but we want to challenge ourselves further to try and reach the 'Doing with' rungs.



Introducing Customer Committees

Our Customer Committees (their official name is to be determined), are one of the ways we intend to build a better partnership with the people who use our services. The groups will focus on consultation and engagement but will also seek to find opportunities to co-design and co-produce key pieces of work which will shape the future of the organisation and the services that it delivers. Our values will be at the heart of our approach.

The first committee meetings are discussing:

- what's working well and how can it be even better
- the language we use
- development of an activity hub



There will be a customer committee within each of our main service areas, plus an overarching customer committee. Meetings have already started within teams, ready for the first overarching committee that will meet on 21st February. Turn to page 13 for news of the first committee meeting.

BACK PAGE NEWS

Random Acts of Kindness Day

Every day is an opportunity to be kind, but Thursday 17th February is Random Acts of Kindness Day, which was created by the Random Acts of Kindness Foundation.

When we perform acts of kindness, not only does it benefit those around us, but our brain releases endorphins. This helps to reduce anxiety, make you feel calmer and more in control; improving your overall mental health.



We have created a random acts of kindness generator for everyone to play. Use your mobile so you can take a screenshot during the video to find out what your act of the day will be.

How to play:

1. On your mobile, click on the video and select 'Play'.
2. Take a screenshot whilst the video is playing.
3. View your screenshot.
4. Complete your random act of kindness and make someone's day!

You can also play on social media, why not follow us? Our details are below.

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

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