

PERSONA NEWS



We support people to live their best life

Staple Down Here To Make This Into

An Easy Read Style Booklet

Message from Kat

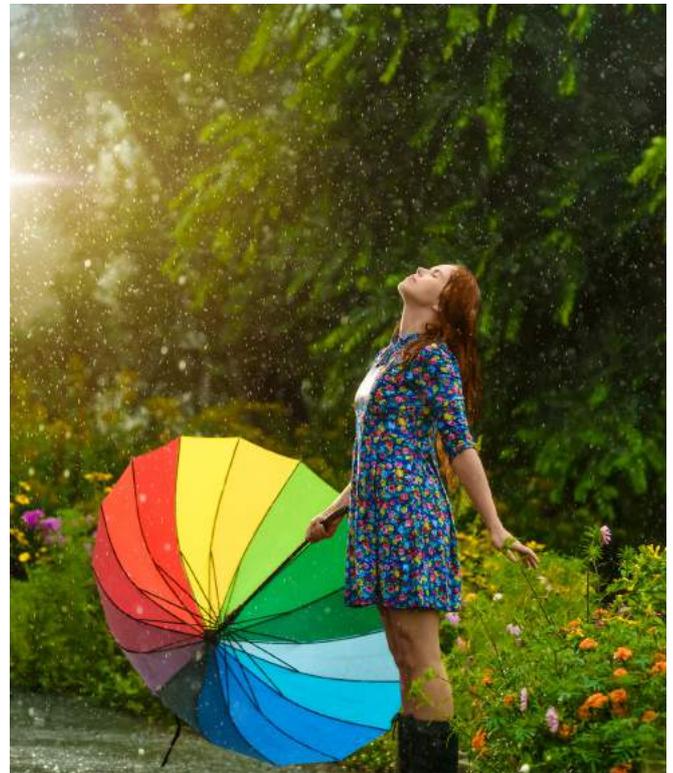
I heard a piece of information that stopped me in my tracks today. The average life expectancy is 4000 weeks. I'll say it again – 4000 weeks. That really shocked me. Not sure why, as it is a case of simple maths but somehow having my life mapped out in weeks made it so much more obvious how quickly the time we have to live our best life goes.



In theory I'm half way through already and that made me focus on how I get the best out of every week rather than letting them drip away – wasted. What really interested me is that the information that made me realise that wasn't new – I'm pretty familiar with the concept of average life expectancy – but how it was presented to me was what made me sit up and listen. When we think in years it's a decent length of time and during a year we'll probably have good times and bad times.

For most of us, most of the time, it's unlikely that we'll get to the end of a year and think it's been a complete waste of a portion of my life. But with weeks – well we all do that don't we? We all have a bad day that snowballs off and before you know it we've written off an entire week. We've all put things off until next week or next month haven't we?

I guess being presented with my expected lifespan in weeks made me realise that we often spend too much of our time being a waiter rather than a creator. Waiting for the perfect conditions for something to happen or waiting for someone else to make it happen for us. The reality is that if we want to get the best out of our lives, the only person who is responsible for that and cares enough to make it happen – is us. A week is a precious thing – choose to make this one count!



This month's highlights

Kat

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

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

Michele Bateson, Gary Hall and David Whittaker

I wanted to thank you all for bearing with us as we navigate through a very challenging time. I know that this has been a very difficult transition, and there are bumps in the road, but I appreciate your patience and respect during this time. Staff have welcomed you into 2 different services with very little time to plan and prepare, and you have responded graciously.

Enthusiastic

Susan Ainsworth

I saw Susan supporting customers who were going into the community. They all have smiles and were looking forward to their trip out. As a colleague I also benefit from Susan's support and positivity and want to say thank you.

Adaptable

Ruth Mason

Ruth, thank you so much for being so adaptable and supporting by helping out in flat 3 this morning supporting the ladies. Both the ladies and I massively appreciate your support and the time you spent with us.

Caring

Joseph Nogbou

Thank you for supporting customers who live at Queensberry Place, out for the day to Chester Zoo recently, looks like everyone had a fantastic day.
Norma & Jackie

Honest

Nikki Ledger

Thank you Nikki for the detailed and robust complaint response and for all the additional information you have pulled together in relation to this. It really showed how collaboratively you have worked with the local teams over recent weeks on this issue. Thank you.

CHAT WITH KAT

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

If you cannot attend, please send your question/s in to info@personasupport.org so we can pass them on.

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

Next meeting: Chat with Kat will NOT take place in July, it will move to 11:30AM on 2nd August as Kat is on leave

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



ANNOUNCEMENTS

HELLO & WELCOME

Callum Jackson - Support Worker
Callum Lane - Support Worker
Ellie Beamer - Support Worker
Ellen Bulcock - Domestic Assistant

GOODBYE & GOOD LUCK

Michele Bateson - Support Worker

BERNIE TURNS 60!

At Elton, both staff and people we support came together to celebrate Bernie's 60th Birthday.

She was surprised with a massive cake that had some fabulous sprinkler candles and the gifta purple birthday sash!

Everyone had an amazing day.

Happy Birthday Bernie!



OUR NEW BENEFIT IS LIVE!

We have introduced our newest staff benefit FlexEarn in the hopes of helping our staff to keep on top of their finances and to provide them with a safer financial toolkit.

This benefit is now live and everyone should have received a welcome email with access to registering their account. If you haven't received this email yet, please email workforce@personasupport.org for help.

 Click here for more information: <https://tinyurl.com/FlexEarnP>



REFER A FRIEND

Do you know someone who'll be a good match for Persona?

Then why not refer them? If they're appointed and pass their probation, you'll both be rewarded with a £50 voucher!* They just need to mention your name on their application form.

So next time you see a vacancy, why not refer a friend?

*Criteria is 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.

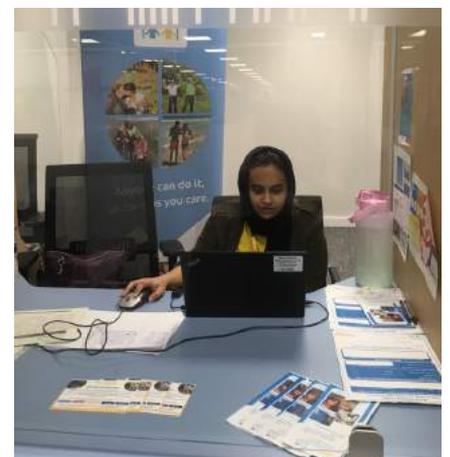
 Click here for more information: <https://tinyurl.com/ReferAFriendP>

NOOR SHARES LIVES FOR PERSONA

Noor has represented Bury Shared Lives and Persona at a recent DWP recruitment event in Bury.

Noor, who's a Kickstarter working with Bury Shared Lives, was great at discussing Persona's services with people who attended, taking down details and explaining all the different services that are currently recruiting carers.

Mo, Registered Manager of Bury Shared Lives, says 'It was lovely to see someone so young and new to the organisation being proud of where she is working; a lovely advocate for Persona.'



PERSONA THEMED QUARTER

Introducing our next themed quarter...

Cancer Awareness



Cancer is something which can affect anyone at any time and catching it early can help save lives. This is why we thought cancer awareness would be an important topic to focus on for our next themed quarter.

There are many forms of cancer and they each have their own ribbon:



The purple ribbon in the top right corner of the page represents all forms of cancer.

By raising cancer awareness, we are increasing the chances of early detection and aiming to provide tips on better health-seeking behaviour.

To do this, we are looking for staff to become Cancer Awareness Champions - as a champion, you will receive training in cancer awareness and learn about what it is and what to look out for from Bolton NHS. You will also help to develop a simple form and awareness package to be shared with staff, the people we support, family and friends.

If you're passionate about preventing cancer, contact your line manager to put your name down as a Cancer Awareness Champion or speak to our Lead Cancer Awareness Champion, Rob Laing, directly on 07789 508 396 or at rob.laing@personasupport.org

To introduce us to our new theme, Rob has created a Cancer Awareness quiz. Please click the link below to visit our Themed Quarter page if you wish to complete this.

Want to know more about the themed quarter?

 <https://tinyurl.com/ThemedQuart>

PersonAwards and Celebration Day

This October will see Persona's 7th year anniversary! We are looking to celebrate with our annual Celebration Day and PersonAwards Events which will take place on:

**Thursday 6th October
and nominations are open now!**

Have you seen something amazing this year?

Do you wonder what you'd do without a person or team?

Has someone gone that extra mile for you?

Have you seen someone go above and beyond, supporting people to live their best life?

Would you like to see your service celebrated for the hard work someone in your team has done?

Then get your nominations in now to recognise a team or individual who have demonstrated our values and gone above and beyond.

Respectful

Enthusiastic

Adaptable

Honest

Caring

Deadline for nominations is midnight on Sunday 10 July.

Nominations can be made via our online form, or by completing a paper form which are available in teams.

After nominations have closed, initial shortlisting will take place and then it will be over to our staff, who will be given the opportunity to vote for the 3 finalists for each of the PersonAwards categories.

The winners of each category will be based on the finalists that receive the most votes.

Winners will be announced on the 6th October at an evening event - more details to follow.

 [Click here to nominate: https://tinyurl.com/PersonAwards](https://tinyurl.com/PersonAwards)

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Take
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Give to
Others

What's on your Wellbeing Hub?

For anyone looking for ideas to feel better in their whole life - at home as well as at work.



Because wellbeing is about far more than 'not being unwell'.

Health Information Week - 4th-10th July

Thanks to the great resources developed by HIW, we've updated these pages on the Wellbeing Hub - search for them now:

- **Help Your Heart**
- **Arthritis**
- **Living with a Long Term Condition**



Getting back to 'normal'

After the past couple of years we're all keen to get 'back to normal', but the pandemic is still affecting how we feel.



Some people still feel isolated, or unsure of what the right thing to do is, in some situations. Some people are scared, worried or dealing with grief. All of these can physically stress our body.

Sometimes we can be anxious or stressed without even realising it, but if you ignore the signs your body gives you, eventually it will take more serious steps to get you to listen.

Last month we shared **What's in Your Stress Container?** which can help you understand how your body reacts to stress. But **once you notice you could be feeling better, what can you do about it?**



Have you ever seen a little dog face off with a bigger dog?

Did you notice how, when the danger has passed, it'll have a big shake?

Dogs are much more in tune with their bodies than we are, so they do this to calm down their fight or flight reflex - and it works for us too!

Your body is designed to move, so when you're not feeling great, moving can have huge benefits.

So next time you feel stressed, overwhelmed or worried, try moving your body and see how much better you feel.

Try *literally* shaking it off, or look at these pages:



Shake it off!

Or put the radio on and dance to the song that's playing - it takes less than a minute to work!

- Gym Free Workouts & Stretches
- We Are Undeatable
- Stay In Work Out
- Movement
- How are You?
- Breathing Exercises

If moving isn't your thing, these pages might also help:

Be inspired and try something new!

Check out the stress relief colouring-in on the *Stress Management* page.



- Coming out of Lockdown - Managing Your Feelings
- EFT - Tapping
- Grounding Exercises
- Finding Your Safe Place
- Sleep Well topic page



If you need to talk to someone (or message, or text), contact EAP PAM Assist or one of your Wellbeing Champions - or any of the other organisations in the Access Confidential Support Now area of the hub. All of these are free and totally confidential.



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.

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We've had some amazing jubilee celebrations



Fir Street enjoyed a buffet, games and a jubilee music quiz in their beautifully decorated garden.



Hoyles and Queensberry came together to enjoy afternoon tea and a jubilee music quiz.



across each of our services this year!





Grundy Hub had entertainment from Teresa, a buffet lunch, quizzes and a game of pass the parcel.

They also decorated bonnets with red, white & blue tissue paper and enjoyed a raffle.



Elmhurst and Woodbury came together and had a joint jubilee party where they danced and dressed up!





At Elms Community Centre, people painted their nails in a jubilee theme and the drama group put on an amazing platinum jubilee performance for everyone to enjoy.



Ramsbottom Centre went all out with their decorations and dressed like royalty!



Brian's Stroll to the Lake



Brian lives at Peachment Place and recently went on a walk with Stacey to the lake.

He was able to see all the beautiful ducks and swans and even feed them!



Ronnie's Sociable Trip Out



Ronnie also lives at Peachment and has recently been allocated some social hours.

He's been using these hours wisely and has taken the time to go out to do the things he loves! These involve snooker, darts and bowling.

Andrea supported Ronnie to go out and they had a great evening, with Ronnie winning nearly all of their games!



Fatima and Usma Move to Elton

Fatima and Usma have been at Escape for a while now, but it is their time to move on and see what the future holds for them at Elton Day Centre!



They will be greatly missed at Escape and the team there have said:

We will miss you always girls!

Ralph Gets Motivated



Recently, Ralph has been feeling a little isolated so he's decided to focus on becoming more active and has even bought a smart watch to track his steps!

He downloaded some visual progress trackers such as step trackers, a mile walk diary and other wellbeing resources which have been great motivational tools for him.

Ralph records how walking makes him feel and sets himself mini distance goals, which he says achieving these goals make him feel very happy.

Shared Lives' Double Celebrations in June

For **Shared Lives Week** we held a tea party at The Green Café to thank all our wonderful carers, who go above and beyond to support people in living their best lives every day.



Our Shared Lives DJ Mac produced a great soundtrack and entertained carers, their families and the people we support; some of whom have used the service for over 15 years and some who have just started with us.

Mo Arthur, Registered Manager, would also like to thank Diane and Noor; *'your dedication and passion for our service makes it what it is today'*.

The Shared Lives team also attended a lovely service of thanksgiving for the **Queen's Platinum Jubilee** at Bury Parish Church, followed by afternoon tea at Castle Armory.

It was a lovely celebration with singers and dancing enjoyed by all.



Disability Awareness Day

On 17 July it is Disability Awareness Day, so we are taking the opportunity as part of our Cultural Calendar to explore what 'disability' means.

The definition of disability under the Equality Act 2010 says:

"A person has a disability if they have a physical or mental impairment (including sensory impairments) which has both a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities."*

A substantial adverse effect is something which is more than minor or trivial. It is a limitation which goes beyond the normal differences in ability which might exist among people.

*A long-term adverse effect is an impairment...

- which has lasted at least 12 months, or
- where the total period for which it lasts is likely to be at least 12 months, or
- which is likely to last for the rest of the life of the person affected



One billion people, or 15% of the worlds population, experience some form of disability

It is important to note that not every disability is visible or easy to notice. Invisible or hidden disabilities can be physical, mental or neurological conditions that limit a person's movement and senses. The very fact that these symptoms are invisible can lead to misunderstandings, false perceptions, and judgments.

At our recent staff workshops we focussed on the power of language. Some language that is used to describe disabled people is not always helpful. Here are some examples of alternative words that can be used:

Use	Avoid
Disabled Person	Handicapped
Wheelchair user	Confined to a wheelchair
Accessible car park	Disabled car park
Non-disabled person	Able bodied

What is it like at Persona?

We have a range of support in place including accessible toilets and bathrooms. Our website has accessible tools that can increase the size or change the colour of fonts or read the text aloud and we support our staff with any adjustments that may be needed whilst in work. But there is more we can do and we want to start the conversation by asking:

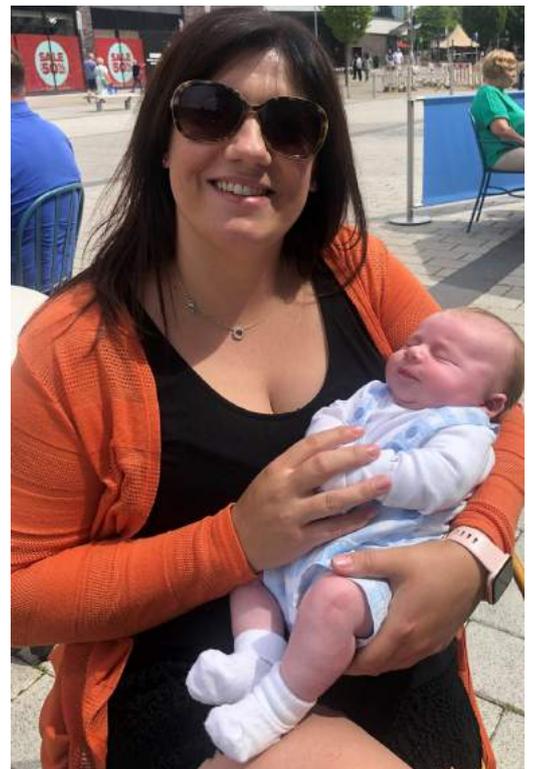
'How inclusive are we as an organisation and what can we do to be more inclusive?'

If you'd like to get involved in the conversation, email info@personasupport.org or speak to a member of the Staff Your Voice committee.

Visit the intranet page for further reading

 <https://tinyurl.com/CulturCalendar>





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Staff Workshops

In 2020 our staff workshops were sadly cut short by the beginning of the pandemic. We offered a virtual option in 2021, but we know it wasn't the same, so it was amazing to be able to get back to the true essence of our annual workshops with a series of 6 face to face sessions.

It was an opportunity to connect with you all, for you to spend time with each other and to take some time away from the day job to get up to date on some key Persona information, and to reflect on you. We had a fabulous turnout with 233 people attending the sessions.

Marketplaces

Our 4 marketplaces this year included:

Shared Lives – an opportunity for people to find out what the Shared Lives service is, the valuable work the team do and how you or people you know can become a Shared Lives Carer. The team received 24 enquiries about becoming a Shared Lives Carer following the presentations they gave.



Wellbeing Hub – a guided tour of the Wellbeing Hub on our intranet with underpinning information on the 5 Ways to Wellbeing which we centre our information and activities around.

Strategy – this session provided an update on the progress made in Year 1 of the 3 year Persona strategy and a flavour of some of the activity already underway in Year 2.



Care Control – A working example of how LDDS have trailblazed implementation of Care Control and their experience of using the system with an honest account of the pros and cons.



The Power of Language

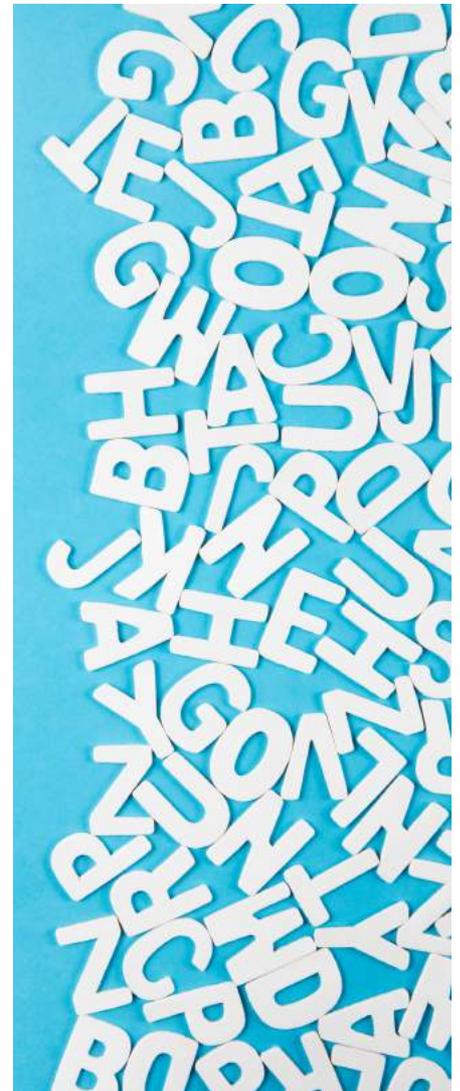
Our main session was delivered by Sarah Goff from the Ann Craft Trust and took a detailed look at why language matters so much. The aim of the session was to raise awareness of the impact language can have on those around us and to encourage self reflection. However skilled, professional and diplomatic we might think we are, we all get it wrong sometimes and say things that make others feel disempowered or disrespected. **The session focussed on raising self awareness on the following topics:**

Acronyms – a language all of their own which can lead to assumptions being made, misunderstandings and people feeling excluded and belittled. Avoid at all costs and always ask if someone uses an acronym that you don't know.

Banter – can be a label we use to justify our behaviour towards another person. It can be ok provided both parties have equal power in the relationship and both find it funny, but one has to be really careful to avoid causing offence.

How we speak to each other – our values apply equally colleague to colleague as they do to the people we support. Sometimes the way we speak to and about colleagues can fall short of the respect and care that we should afford to others.

Changing our language to empower – recognising that we sometimes, unintentionally use language which can 'other' people, show disrespect or disempowerment. Terms such as 'feeding', 'toileting' and 'challenging' were discussed and explored. Language is so powerful that it can 'do to' others or suggest that they are a 'problem'. Reflecting on our language and what we can say that is more positive and empowering is key to our relationships. 'Helping to eat a meal' and 'Helping to go to the bathroom' are more positive ways of describing the things we do. They take a bit longer to say or to record but they totally change the dynamic of the relationship and convey a different level of respect.



Your feedback on the session

Here are some of the things you told us you committed to following the session:

- “Be more understanding to why people act the way they choose”
- “To not always presume”
- “Awareness of the words I might use i.e feeding, toileting and what word I can use which is better”
- “Don't be scared to ask questions”
- “To be more mindful of my language. Even if I believe I am already an open minded and tolerant person”

BACK PAGE NEWS

And the winners are...



Find Liz for a bottle of Fizz!

In our last newsletter, we hid Queen Elizabeth and asked you to find her for a chance to win a bottle of fizz!

Thank you for all your entries and well done to you all for finding her!

The winner of the bottle of fizz is...

Jayne Jones



Wellbeing Treasure Hunt

We also created a Treasure Hunt for our Wellbeing Hub which we handed out at our recent Staff Workshops and gave staff the chance to win a £50 voucher!

Thank you to everyone for taking the time to fill out your entries and we hope you found some helpful links whilst exploring the Wellbeing Hub!

The winner of a £50 voucher is...

Lee Sawbridge



Both winners have been contacted and will receive their prize at a time that's convenient for them.

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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

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@PersonaBury



Persona Care and Support



@personabury



@personacareandsupport



Persona Care and Support

Visit our website www.personasupport.org