

# PERSONA NEWS



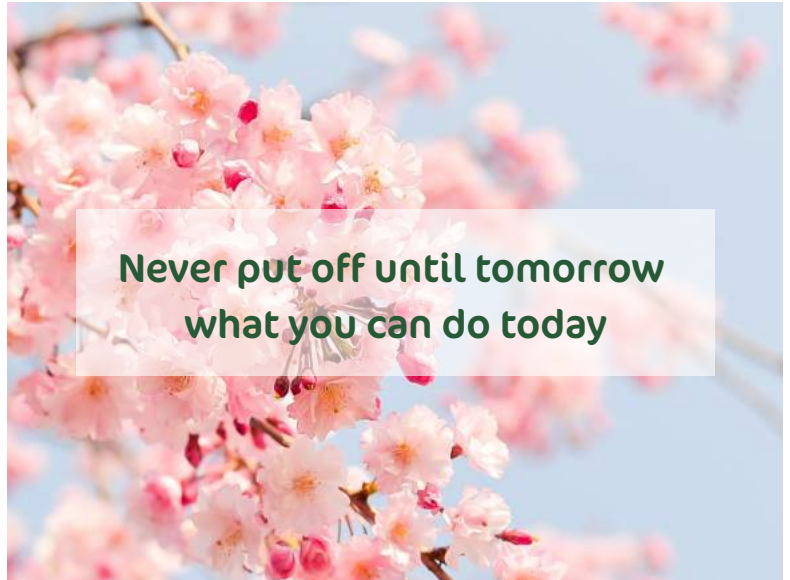
We support people to live their best life

# Message from Kat

How often do you find yourself putting things off or justifying why you can't do something? How often do you hear people around you saying they'll do something when they retire – when I retire I'll get a dog... when I retire I'll have more time to exercise... when I retire I'll have more time to spend with my friends.

The fact is that we often feel like we don't have enough time, energy, headspace etc to do the things we want to right now. The risk is if we put them off we may never get to do them. We don't know what life has in store for us and things can change in a heartbeat.

Now I'm not advocating being totally impulsive and taking on things you can't handle – I'm just politely suggesting that you should live life now and squeeze every ounce of pleasure out of your time. I used to think I couldn't fit any more in and that certain things would have to wait, but then I really thought about it and it crossed my mind that the things I was putting off for 5 or 10 years until I magically had more time I might no longer be able to do by then. I might miss my chance if I didn't fit them in now.



It's not easy. It takes courage and commitment to make the life you want a reality. It's all about balance. In many ways it's much easier to throw ourselves fully at one thing than it is to keep multiple plates spinning. The reality is that keeping those plates spinning is where fulfilment comes from. Having a variety of things in your life and maintaining a balance – not all work and not all play – a happy medium.

So think what do you really want in your life? Does it really need to wait or is that something that you've just told yourself? I genuinely believe people are happier when they are busier and when they have the things in their lives that they want rather than putting it off until tomorrow.

**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.



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!



## Enthusiastic

### Noor Qureshi

Thanks to Noor for being my 'right hand man' and printing, posting, sorting, organising and doing everything that I am thinking to do but can be too busy to get round to. You make my day run so smoothly. You may have only been here a few weeks but already you have made a really useful impact and I am grateful for all you have been doing. Diane :)

## Adaptable

### Tracy Bettridge

Tracy is halfway through her probation period with the Supported Living Team and has faced several new challenges along the way. I want to recognise Tracy's perseverance, which is now starting to pay off. Well done for not giving up and for working through the difficulties you faced. Keep it up!

## Caring

### Vicki Lee Roberts

Just a note to recognise the amazing efforts to save a customer who was choking. Your quick thinking and actions really did make a huge difference and without you doing what you did the outcome may not have been a positive one, so thank you. I know it must have been really challenging and scary.

## Honest

### David Pope

Thank you for the **honest** premises evaluation report you completed highlighting concerns in one of our services. I know it's not easy delivering bad news, but you delivered it an **honest** and sensitive way whilst providing practical support and it was the right thing to do.


## QUEEN'S PLATINUM JUBILEE

All over the UK, there will be celebrations for the Queen's Platinum Jubilee - that's 70 years of service!

Are you having a party? Will you be joining a community event?

If you're organising a celebration that will be open to other services, to carers, relatives and friends or to the public to attend, please share the details to [info@personasupport.org](mailto:info@personasupport.org) so the Comms Team can design posters to help get the word out to the people you'd like to invite. Just visit the page to see what details they will need.



 Click here to read the page: <https://tinyurl.com/QueensJubileeP>

## ANNOUNCEMENTS

### HELLO & WELCOME

Lesley Gilmore - HR Manager  
Katie Duke - Support Worker  
Neil Wright - Support Worker  
Shannon Wildes - Support Worker  
Nicola Griffiths - Support Worker  
Hannah Caldwell - Casual Support Worker  
Dylan Bowkett - Casual Support Worker

### GOODBYE & GOOD LUCK

Kate Sanders - Systems and Projects Officer  
Blessing Oshota - Casual Care Assistant  
Patricia Divinney - Care Assistant  
Kenneth Ramsbotton - Support Worker  
Jennifer Reddiough - HR Officer

## CONGRATULATIONS


Congratulations are in order for **Olatunji Fashola**, **Sophie Rogers** and **Kandice Bertenshaw** as they have completed their Level 2 in Adult Social Care!

Also, congratulations to **Helen Yates** who recently completed her Level 5 in Adult Social Care!

We asked Kandice if she feels she benefited from it: 'Yes, I found out new things, legislations that had changed and I was able to recognise areas that I could improve on and implement them into my work'.

What fantastic achievements - well done everyone!



 Read their experiences here: <https://tinyurl.com/QualsAndEarnP>

## MANCHESTER MARATHON

Persona entered a team into the Manchester Marathon to run a 26.2 mile relay race. Kat Sowden, Laura Wolstenholme, John O'Connor and Mo Arthur took part.

They did a fantastic job and finished in under 5 hours!

John, our Finance Manager, even completed the full marathon!

Keep an eye out for details of this year's Bury 10K!



## REFER A FRIEND



Is there someone you know who'd be a match with Persona?

Why not refer them to us? 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.

## CHAT WITH KAT

Each month you get the opportunity to ask Kat any questions you have over a Teams meeting.

**If you cannot attend, please send your question(s) in to [info@personasupport.org](mailto:info@personasupport.org) so we can pass them on.**

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

**Next meeting: Tuesday 24th May at 11:30AM**



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





## PERSONA THEMED QUARTER

### *Designing Pinfold Suite's Garden:*

### *Creating a Safe Environment for people living with Dementia*

We wanted to create a garden area that would be inviting, calming and safe for the people who attend Pinfold suite. Our initial design ideas have developed, and some new ideas have been brought into the mix, but the rationale and focus for the development have stayed the same throughout.



There are some key areas of focus which have had to remain, to make the space suitable and accessible to all:

**To provide plenty of shade** – we've installed a pergola which will have climbing plants as well as two canopies with seating under them.

**To be a stimulating but calming environment** - a café design will be painted onto a cladded wall which also has bistro seating under a canopy attached to it, to simulate the experience of sitting outside a high street café. There's also a wall-hung bus stop sign and a bench for people to rest on and to assist with diffusing people's anxiety. Our new planters have been built, installed and filled with soil and compost and people are starting to enjoy the space by planting some spring seeds and some veg which will grow over the year. We recently had a team of staff volunteers very generously donating their time to plant some evergreens in the outside borders of the garden, which will eventually cover the fencing to make the space feel more private and calming.

**To be safe and secure** - this is required as some of the people we support would be at risk if they left the premises without staff support. Our secure gates mean that people can walk freely without a staff member having to watch over them, giving them greater, safe, independence. As the shrubs and plants grow these will also distract people who are using the garden from the gates and so reduce any anxiety created by the visual exit.

Our initial plans included creating a beach area with a sand box but we have decided to swap this for the café, which is more hygienic (there were concerns about anything unwanted getting into the sand), less of a trip hazard and is still a stimulating feature. We'll be adding our water feature as planned, as this will stimulate different senses again to the textures and smells we already have.

Want to know more about the themed quarter?

 <https://tinyurl.com/ThemedQuart>

In April we said a sad goodbye to Kate Sanders, who has taken up a wonderful opportunity to advance her career with a role as Audit and Performance Officer in the Safeguarding Team at Sheffield Council.

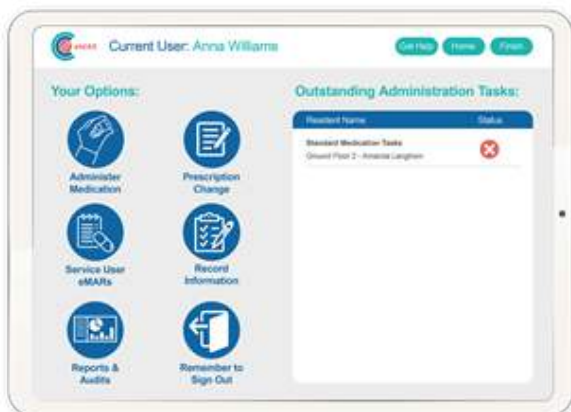
Kate joined Persona in October 2019 on a Skills for Care Graduate placement and supported Head Office teams with a number of projects before getting the role as Performance and Projects Officer.

She has been a real asset to Persona, and will be missed, but we wish her all the best. Work is already underway to recruit a replacement.



Learning Disability Day Services have been working on setting up the electronic Medication Administration Application (eMAR) system at both Elton and Hoyles sites this month. The teams there are piloting use of the electronic app to administer medication to their customers and move away from paper MAR sheets.

Piloting the system will help us test and understand how the app works in practice, give staff confidence that it will work for them, and see if any operational and process changes need to be made as it is a slightly different way of working. We will report on how this is going in the June update.



Training sessions with the Care Control Implementation Team have been run for the senior teams at Get Social and Elmhurst. Three sessions covered how to transfer support plan information into Care Control, eMAR and rotas. Care Control are creating the Get Social service site on the system, and as soon as this is ready the Persona team will start the work of copying the information for around 120 customers onto the system. Elmhurst work is due to begin shortly after Get Social, but the date is to be confirmed with Lizzie and Ruth.

We had planned to begin implementation at Woodbury last month, but this has been delayed due to Kate departing, and Clair picking up her work in the meantime. So this will be rescheduled as soon as possible.

Planning is underway for the Staff Workshops in May and June. One of the marketplace sessions will be on Care Control and staff from the Learning Disability Day Services Team will lead this, talking about their experience of using the system in their service and giving a short demonstration of how easy it is to record care on the system.

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


 <https://tinyurl.com/CCHuddle>



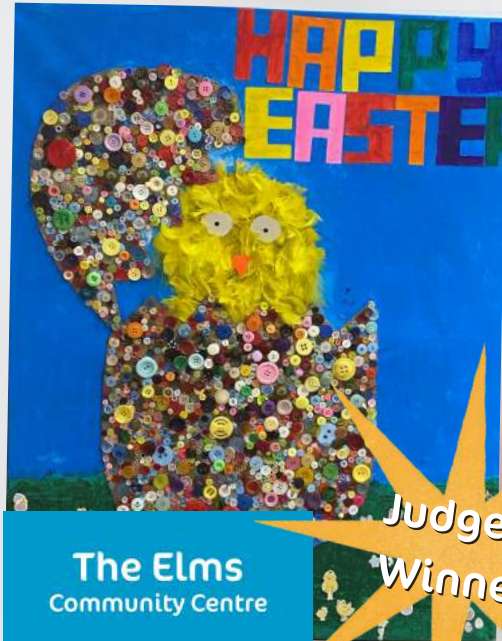
Wednesday 11th May

The purpose of National Day for Staff Networks is to highlight what's available to staff, whilst also recognising the benefits that come with these networks.



 Click here to visit our Staff Networks page for easy access to all these networks: <https://tinyurl.com/StaffNetworksP>





Judge's  
Winner



Winner by  
Facebook  
vote

# Easter Egg Competition

Thank you to everyone who took part!

Congratulations to the winners, who each win £25 for their amenities fund.



Runners  
Up!



## Mental Health Awareness Week - Loneliness

Loneliness affects millions of people and can have a big impact on our mental health. Every Mind Matters has shared these Top Five Tips to help yourself and others:

### Join a group



Find people you share an interest with, online or in person. If you're already in a group, be welcoming to new members & involve them in the conversation.

### Keep in touch with those around you



Talk to friends & family - in person, on the phone, via video calls or on social media. Check in regularly - it can make it easier to reach out when you need help.

### Share your feelings - but don't compare



Talking about your feelings helps with loneliness, but don't compare yourself to what you see online - whatever people share, you never really know what they are going through.

*'Don't compare your insides to other people's outsides.'*  
Jennifer C. Petersen

### Do things you enjoy



Take your focus off feeling lonely & boost your wellbeing. Try spending time outside, exercising or listening to podcasts.

### Help someone else feel connected



Reach out to people you know might be lonely. Take time to connect with neighbours with a wave & a smile, or a chat. Volunteering is also a great way to connect.



## GM Wellbeing Toolkit - updated for 2022

Launched during covid, this pack has sections on:

### **Looking after yourself**


eating, drinking, finance, work, stress, community support

### **Supporting others**

staff networks\*, having conversations, developing your skills

### **Responding to need**

getting professional help, talking to your manager

Read it here:  <https://tinyurl.com/GMWBkitP>




## Feeling a bit run down or recovering from an illness?



Recovery from surgery or managing a long term condition can be confusing and draining.

Take a look at our **We Are Undefeatable** page for inspiration on how to motivate yourself to take small steps to feeling better. Our **Gym Free Workouts and Stretches** page also includes a link to NHS exercise guidelines and workouts including strength and flexibility exercises and chair based workouts.

Try searching the hub for these helpful resources too: **Sleep Well Topic Page**, **Stay Active Topic Page**, **Be Your Best: Food and Drink** or **What is Mindfulness?**

If you're living with **Long Covid** it can be really tough to know what to do to get properly better, or even believe that you will one day. This uncertainty, on top of still feeling poorly, can be hard to deal with so the NHS have a dedicated page of advice here:  <https://www.yourcovidrecovery.nhs.uk/>

Your EAP (Employment Assistance Programme), **PAM Assist**, can support you with living with a long term illness or understanding a diagnosis you've had - give them a call to talk about anything that's bothering you 'whether you need a shoulder to cry on or just a sounding board'.

 <https://tinyurl.com/EAP-PAM-P>

## \*Connect at Persona

Check the **Opportunities to Connect**, **Be Active**, **Take Notice**, **Keep Learning**, **Give to Others** section of the hub to see what's added on there - we've previously shared trips to the cinema, walked up Snowdon and done the Bury 10k and the Manchester Marathon.

Take a look at page 8 and explore our **Staff Networks** to find out how you can **#Connect**.

Visit the **Stress Management** hub page here for links to these resources:

 <https://tinyurl.com/PWBStressTP>



*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



## Lucy at Bleakholt

Lucy's Kickstart role at Bleakholt Animal Sanctuary, doing maintenance and gardening, may have come to an end but all her hard work has paid off and she's now been employed by Bleakholt three days a week, working with the farm animals.



Some of her favourite charges are Ringo the goat and Dizzy the rabbit - 'I love doing the job I do,' Lucy says 'I get to work with pigs, goats, rabbits, chickens and guinea pigs - and I've just got another job for two days a week at Smithills Farm pets' corner! I love everything about the job; being outside and working with animals.'

'I'm a lot more confident now I have some experience and I've got lots more knowledge of different animals. Some of them are on medication and I'm being trained to administer this too.' And does Lucy have any advice for others looking for their dream job? 'Volunteer and see if you like it first, always be on time and listen to others. I've achieved my goals by firstly volunteering, then applying to the Kickstart Scheme. All my hard work has paid off and I now have a job I love.'

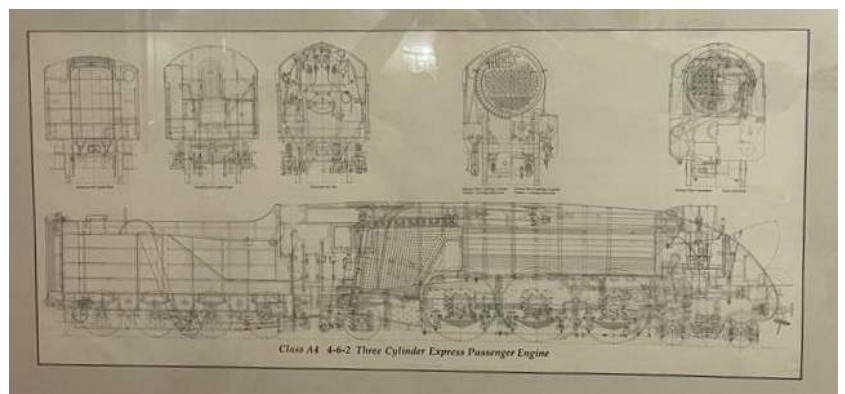


Click here to read more:  
<https://tinyurl.com/3hfjy35n>

## Winner of the Raffle!



John entered the East Lancs Railway Raffle and won first prize!



He won an original architectural drawing of the Three Cylinder Express train!

It's now in pride of place in John's living room.

## Thank you Bury College!

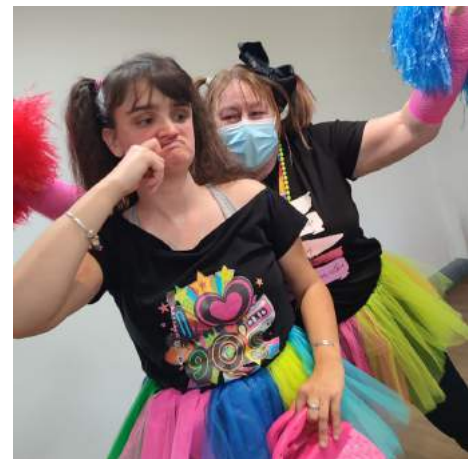
A massive thank you to the **enthusiastic** students of Bury College who visited Grundy Hub and helped to tidy up their garden. They also planted some spring plants whilst they were there!



## Throwback to the 80s and Karen's Birthday!

Bolton Road threw an 80's themed party where everyone wore colourful tutus and leg warmers!

The party landed on Karen's birthday and you can see from the big smile on her face, she had a great time celebrating with her friends and some birthday cake.





## Visit The Retreat or The Sanctuary

We all appreciate the bliss of a warm, relaxing bath, but what if you can't have one at home?

Our luxurious bathing facilities at Grundy Hub are totally accessible with optional care support.

Baths are good for your mental health as they:

- 🌸 improve emotional wellbeing
- 🌸 reduce stress
- 🌸 aid relaxation
- 🌸 help you to sleep better

In aid of Mental Health Awareness Week (Monday 9 May until Sunday 15 May), why not treat yourself to a luxury bathing experience?



Grundy Hub also offers you the opportunity to follow up a relaxing bath with some socialising or a nice meal in the Cuppaccino bistro.

If you struggle with feelings of loneliness, why not visit us for a taster day? You can meet all our friendly staff as well as the people who use Grundy Hub already, and find out what activities are on offer.

For more information on bathing, or on Grundy Hub in general, call 0161 253 6555.













## Observing Ramadan - Noor's Story

For a month each year, Muslim people across the world observe Ramadan. We've asked Noor, who's an Administrator for Bury Shared Lives, to explain why she takes part in Ramadan, what it means to her and her tips for being supportive to others during their fast.

My name is Noor Qureshi and I recognise myself as a Pakistani Muslim. My family migrated to the UK in 2012 because my dad used to live and work here.

Ramadan is one the most important events of our year because it is the holiest month of all. Most people understand the basic purposes of Ramadan, which are to fast for 30 days and devote ourselves in prayers and religious activities - to develop a closer bond with our Allah. Fasting is also important because it is one of the five pillars of Islam, which are the foundation of a Muslim person's life.



For me, Ramadan is very special for various reasons; one being that it's one of the pillars that keep my faith strong. Every year, just before Ramadan starts, I decide upon some spiritual goals that I would like to achieve and practice them for the rest of the year. Suhoor (pre-dawn meal) and Iftar (meal directly after sunset) are special to me because everyone in the family gets together to open and close the fast, which is amazing.

Throughout Ramadan, special foods are prepared and it feels like Allah is blessing me when I open my fast.

Working at Persona has been great, and I feel very supported by everyone here, especially when following my faith while at work. The support I've been given by my manager is amazing; she has been very active in supporting me to practice my religious obligations. When I spoke to her about my prayer schedule, she told me there wasn't a private place for me to use as a prayer room, but she raised the issue with the relevant people which made me feel very confident in the company and that I am important to them. Mo, my manager, has allowed me to keep my working hours very flexible which means I can pray every day when I need to and that has been an amazing help. She has also been very understanding towards me during Ramadan especially, encouraging me to reduce my working hours and take flexi days, if needed, to help me with my fasting. All of this has been a great help for me and made me feel more comfortable.

***If someone you know is fasting, one way to support them would be to ask them if they mind if you eat near them – I find this very **respectful** and considerate.***

At the end of Ramadan, I celebrate Eid with my friends and family: we all have a gathering where we dress up and exchange gifts. We all enjoy the delicious food my mum makes - it is a joyful event and a reward from Allah.

For more information on Islam and Noor's faith, click the link below.

Visit the intranet page for further reading



<https://www.personasupport.org/cultural-calendar>



## Staff Your Voice

Following on from the launch of Your Voice, a number of meetings have taken place. These have not only been attended by the people we support, but also by members of staff from different areas of the organisation.

One of the founding principles of Persona was that staff should be at the heart of the organisation and take a role in shaping its development.


We believe that often staff have some of the best insights into what works and what doesn't, how to solve operational issues and develop what we do.



Our Employee Forum was a great start in getting this underway but we are now ready for the next chapter of staff engagement.



Your Voice is a group that can gather accurate views and feedback from others, share ideas, review information from staff's perspective, and generally get involved in how we do things in a really positive way. They will be the voice of staff by getting your views and ideas to the leadership team and to Board.

 Click here to read more on Your Voice: <https://tinyurl.com/YourVoiceP>

If you want to know more about getting involved in Your Voice then contact:



David Pope - Staff Director

0161 253 5782

[david.pope@personasupport.org](mailto:david.pope@personasupport.org)



Julie Pierce - Your Voice Chair

0161 253 5100

[julie.pierce@personasupport.org](mailto:julie.pierce@personasupport.org)

Connect

Take Notice

Be Active

Keep Learning

Give to Others

# BACK PAGE NEWS

## *National Walking Month* *#WalkThisMay*

Walking is good for your mental and physical health, so why not challenge yourself to a walk a day this May?



You could take part in the Greater Manchester Walking Festival and download their calendar to keep track of your progress over the month!



Click here to be taken to their page:  
<https://gmwalking.co.uk/festival/>

Or, if you need or prefer to go on more accessible walks, we've got the perfect site for you!



Click here to be taken to Accessible Countryside for Everyone (ACE): <https://tinyurl.com/56k2v2sd>



Connect

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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](mailto: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](http://www.personasupport.org)