

PERSONA NEWS



We support people to live their best life

Message from Kat

This time of year is a really poignant one for me in terms of the Persona journey; it stands out for me because of 2 milestones. Firstly, Persona was launched on 1st October 2015 and secondly, I returned to work in early October 2016 after having my daughter Jessica. I distinctly remember one of the first things I did when I returned to work was to read through all of the nominations, ready for our first ever PersonAwards that was taking place later that week. What a joy to come back to work and be tasked with reading about all the amazing people who work for Persona and the wonderful things they had been doing to warrant their nomination. It reminded me what a privilege it is to work amongst such amazing people. So this has become a really reflective time of year for me. A time to pause and remember the journey, to learn from the things we got wrong along the way and to celebrate what we've achieved.



Persona is 7 years old this week. How incredible is that?

We first started thinking about whether it would be possible to create something like Persona about 9 years ago and it took a bit of time to get agreement to the idea and then to make it happen.



Since its launch in 2015 we have built on our public sector foundations and evolved and developed every year – always trying to improve what we offer and to ensure we remain able to meet the needs of the people we support. We're very different to the embryonic organisation that started out 7 years ago and we've achieved some fabulous things along the way. So this time of year is a time to reflect on that and celebrate those achievements. We'll be doing that on our Celebration Day on 6th October where everyone can get involved, and also in our PersonAwards later that evening which I am delighted to say are back face to face for the first time since 2019.

I am so proud to work for this fabulous organisation. To work alongside you. Proud to be able to play a role in supporting people to live their best lives and to make a difference for the people of Bury

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.

WE ARE FINALISTS!

We are proud to announce we have been shortlisted for 7 Great British Care Awards:

- Care Employer Award
- Home Care Team Award
- Frontline Leaders Award
- Putting People First Award
- Three R's Award
- Outstanding Contribution Award
- Workforce Development Award

Well done to everyone who has worked hard to achieve these nominations and congratulations!



REFER A FRIEND

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

If so, 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.



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



CHAT WITH KAT

Once a month, Kat hosts a Teams call where you can ask her any questions you might have.

Specific topics will be discussed and after each session the update will be published in that month's summary on the intranet.

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

Next meeting: Tuesday 25th October at 11:30am



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



ANGELA'S 25 YEARS OF SERVICE

Angela is our PersonAwards winning Customer Service Officer at Grundy Hub and last month, she completed 25 years of service with Bury Council and Persona.

Well done and congratulations Angela!



LAST MONTH WE SAID...

HELLO & WELCOME TO:

Catherine Burdaky - Casual Support Worker
Caroline Davies - Casual Wellbeing Assistant
Conor Marsden - Casual Admin

GOODBYE & GOOD LUCK TO:

Dylan Bowkett - Casual Care Assistant
Callum Lane - Casual Support Worker
Julie Graham - Care Assistant
Leanne Taylor - Kickstart Care & Support Assistant
Stacey Davies - Wellbeing Assistant
Shannon Rawat - Home Support Assistant
Sarah Ashworth - Support Worker
Lisa Beamer - Support Co-ordinator

CABARET AT SUNNYBANK

On Wednesday 9th November, Sunnybank are hosting a cabaret afternoon from 1pm to 2:30pm for staff and the people we support. They have even booked Carla, a professional singer, to perform!

It will be an afternoon of fun with live music and a raffle with lots of prizes to be won - as well as refreshments and biscuits!

If you would be interested in attending, please call **0161 796 2582** by Friday 28th October and ask to speak to either Jacqui, Melanie or Dawn.



PERSONA THEMED QUARTER

Introducing our next themed quarter: Activities

Why are we focusing on Activities as a theme for this quarter?

- **Everybody needs to participate in activity.**

A balance of work and play activities is essential to our physical and emotional wellbeing. The activity we do defines who we are and determines our quality of life. It is human nature to want to help, participate and succeed.



- **Meaningful activity is so important.**

This is any physical, social or leisure activity that is tailored to the needs and preferences of each person.

- **The more you do, the better!**

Taking part in activities such as sports, dance and exercise will make you even healthier. Physical activity can also improve mental health by reducing depression and anxiety.

- **Promote positive health.**

If you have hobbies like painting, sculpting, drawing, knitting, sewing, scrapbooking or photography, you've been unknowingly promoting positive health while you create! Arts and crafts have more benefits than just enjoyment, ranging from enhancing self-esteem and increasing brain productivity, to even lessening the effects of serious health conditions.



The first activity of this quarter will be a Poppy Competition! If you wish to take part, please send a picture of your entry to **info@personasupport.org** by Sunday 6th November, for remote judging the week commencing 7th November.



Click here to find out more: <https://tinyurl.com/UpcomingEventsP>



Watch out for more upcoming activities in this quarter that you and the people we support can get involved in, have fun and enhance everyone's overall wellbeing.

Thinking about the people we support, how can we support them to get involved more in activities that will enhance their self-esteem and wellbeing?

If you are interested in sharing activity ideas and how we can get people we support involved, then please contact your Activities Champion, Julie Hawkins, on:

0161 253 6555 or email **Julie.Hawkins@personasupport.org**

Want to know more about the themed quarter?



<https://tinyurl.com/ThemedQuart>

Menopause - What do I need to know?

We all know about the menopause and it seems like everyone's talking about it these days.

'You'll get hot flashes and maybe be a bit grumpy, then one day your periods will stop'

is most people's understanding of it, but for many women, this is just the tip of the iceberg!

Girls and women tend to get lots of information about periods and having babies (or at least, how not to), but everyone - up until now - has been pretty quiet on what to expect from the menopause.

And **this** is why 'everyone's talking about it now' - women who are going through the menopause want to make sure that younger women - and men - know what to expect and what they can do.

What's happening to me?

You've probably heard even less about the menopause's evil little sister, **perimenopause**...

She can sneak up on you much earlier than you were expecting, peppering a little symptom here, another there - and unless you know why (which most of us don't), it can be really hard to fit these seemingly random clues together.

Are you female and over 40?

Are you getting some strange, random symptoms?

Do you live with someone who is?

Do you support someone who is?

There are at least 35 symptoms of the menopause, including:

Allergies	Fatigue	Memory lapses
Anxiety	Gum problems	Mood swings
Bloating	Hair loss	Muscle tension
Body odour	Headaches	Night sweats
Breast pain	Hot flashes	Osteoporosis
Brittle nails	Incontinence	Panic disorder
Burning tongue	Irregular periods	Sleep disorders
Depression	Irregular heartbeat/ palpitations	Tingling
Difficulty concentrating/ Brain fog	Irritability	Vaginal dryness
Digestive problems	Itchy skin	Weight gain
Dizziness	Joint pain	How many did you know?
Electric shocks	Loss of libido	

If any of these sound familiar, it might be a good idea to do some research.

World Menopause Day: 18th October

What can I do?



To help your body cope and minimise the symptoms, there are some simple things you can do:

- try to reduce stress
- exercise
- eat well and drink plenty of water
- see your GP if symptoms are impacting on your daily life



There's loads of information and links on the Wellbeing Hub to inspire & support you; find all these plus an Easy Read about the menopause on the main Menopause Page:

Drop in at the monthly Menopause Café -

Everyone is welcome;
women, men, staff
& people
we support.

Talk to a Wellbeing Champion

- some of whom have
a special interest in
the menopause.

Men Matters -

Andy's Man Club
is just for men &
totally
confidential.

PAM Assist -

for advice, support
& counselling,
articles & lifestyle
tools.

Try the weekly Wellbeing Sessions -

good for stress &
some exercise too.



Whatever you choose to do, know that you are not alone. And if you're living with or supporting someone who's living with the menopause, there's support for you too.

Help to write Persona's Menopause Policy!

We want to make sure our policy works for everyone at Persona - join the Menopause Café on Wednesday 9th November at 2pm on Teams & have your say. Want to contribute but can't make the café? Email Debbie.Timmins@personasupport.org to find out more.

Click here for the main Menopause Page:



<https://tinyurl.com/MenopauseP>



In honour of National Poetry Day, we want to share a lovely framed poem Catherine Powell received from Doris, one of the people we support:

Our Catherine is a lovely lass,

She's class!

She also has a certain grace,

I hope she stays working at Peachment Place!

I'd like dear Catherine for a daughter,

We'd do the things we shouldn't ought'er!

I shall have been here 12 months and have been pleasantly surprised by the helpful staff. I would pick out Catherine who has been most helpful and cheerful.

**Peachment
Place**

Thank you for
looking after our
dad
John, Steve, Sue,
Karen & Family

More than happy with all carers.
I cannot complain about one.
Happy about times of
calls being spot on
Mrs P Smith

**Elmhurst
Short Stay**

Just a quick note to thank
you all for the amazing
support you gave my
mum, Sheila.
With all our love.

It's great to see so many staff being recognised for living our values.

Here's a selection of recent High Fives - congratulations to everyone!



Mark Gilroy

Enthusiastic

Just wanted to recognise how well you are getting in in your first few weeks and how you are getting to know everything and taking it all in your stride. I really hope you enjoy your service visits in the coming weeks.

Lizzie Coltman

Just wanted to say thanks for your continued enthusiasm Lizzie, as the last month has been rather hectic! Your enthusiasm never wavers even when you are juggling a number of different things and you always have a smile on your face :-)

Janice Thomas

Adaptable

Just wanted to say thanks for always being so responsive to requests for information, even when it is something you can't get to straight away, you always let us know and then provide the information timely. Thanks!

Susan Jolliffe

Just to say it has been a pleasure having you at Elton day service. You have fit in fantastic with the team and also shown your excellent caring nature to the customers. Thank you from all at Elton.

Susan Partington

Caring

Sue demonstrates one of the highest standards of Persona values. She goes above and beyond her call of duty and never fails to help everyone she communicates with. She is an asset to the team and it's a pleasure to work alongside her.

Deborah Emery

Hi Deborah, I met with Debbie M today and she was telling me about the fantastic work you have been doing with GS at Fir street to support and improve her mental health. The support given has clearly had a positive effect on her quality of life. Thank you and well done.

To read more about recognition, turn to our spotlight on page 19
or turn to our back page news for more on values

You can now send, receive and interact with High 5 wherever you are, with the Benekit app.
Visit the **Benekit** intranet page in Staff Information for more details.

PersonAwards

Our annual employee PersonAwards are nominated by our staff, the people we support and their families, shortlisted by our board and previous year's winners, and then the shortlist is voted for by our staff.

October saw Persona's 7 year anniversary. Celebrations took place across all services and teams took part in a wool (7 year anniversary gift) themed activity making wool rainbows.

In the evening we then held our annual employee awards ceremony, the PersonAwards, it was great to be able to get together with staff across all services to celebrate their fantastic achievements.

This year's ceremony was an intimate evening at Al Bosco Restaurant in Summerseat, where finalists and winners were treated to a delicious three course Italian meal under twinkling fairy lights in their beautiful function room.



The evening was compered by Tony Hunter, Chair of Persona's board, and after a welcome speech from Kat Sowden, Managing Director, the winners of the 2022 PersonAwards were announced by Tony, Kat, Stuart Belfield, Barry Topham, Will Bladamer and Adrian Crook.



Winners were awarded the trophy for the category they won, a PersonaAwards pen and a £50 voucher.

Finalists were presented with a certificate of the award they won.

Our winners were...

Tony presented Mo with the
REACH award





Respectful

Michelle McMahon

Michelle won the Respectful award, but sadly could not make it to the ceremony



Enthusiastic

Debra Martin

Will Bladamer presented Debra with the **Enthusiastic** award



Adaptable

Angela Duncan

Bernard Noblett, Finance Director, accepted the Adaptable award from Jill Rhoden, last year's Adaptable award winner, on Angela's behalf



Caring

Bernie Walsh

Ruth Holder, previous **Caring** PersonAward winner, presented Bernie with the **Caring** award.



Honest

Julie Pierce

Karen Heselwood, last year's winner of the **Honest** award, handed the award over to this year's winner, Julie Pierce

Congratulations to all our worthy finalists - you're all stars in our eyes!

Want to read more about this years PersonAwards?



Click here: <https://tinyurl.com/PersonAwards>

Bake Off Returns!

During our virtual 2021 Bake Off, the entries were judged by people we support and it was such a success that we decided to ask for volunteer judges again this year!

We all got together at The Green for the first time since 2019 and every single entry was inspired - so creative and tasty too - our judges were spoilt for choice! Doing a spectacular job of judging were Nathan, Daniel (who had very sensibly had no breakfast so that he had plenty of room for cake!), Verity, Simon and Faye, who had judging paddles with scores from 1 to 10 to judge each cake on its appearance and taste.

The winner of the coveted Star Baker Spoon and £25 for their amenities fund is:



The Ramsbottom Centre

This delicious pink sponge was made in support of people who've had cancer. It featured excellent sculpting and icing of boobs in a bra with the message 'we support you'. The cake was mounted on a board that read 'Persona supports Cancer Awareness'. It was accompanied by a wish tree and everyone at the Bake Off was invited to make a donation and to hang the name of someone they know who's had cancer from its branches on a pink heart. The donations will go to a cancer charity.

The runners up, and winners of a Star Baker Runner Up Spoon, were:

The Victoria Centre



A delicious sponge decorated with pink, pearly piping and individually placed sprinkles.

Escape



A gorgeous hedgehog covered in lots of beautiful piping with a friendly face and four smartie feet!

Congratulations to everyone who took part in this year's Persona Bake Off!

All the other cakes scored very well too and it was a close one to pick the top three!

They were:



The Victoria Centre - Orange Bunting & Biscuit Cake

A beautiful, peachy orange cake decorated with piping, orange and pink biscuits and bunting that spelt out 'Persona'.



Queensberry Day Service - Happy as Pigs and Ducks in Muck!

An amazing display of modelling as well as a delicious, fudgy chocolate cake. This cake was covered in pigs and ducks wallowing in mud and surrounded by cigar shaped chocolate wafer biscuits.

ROC Outreach - Little Miss Sunshine

A cheery, bright yellow Little Miss Sunshine, beautifully royal iced and a surprise inside - the bottom layer was chocolate and the top layer was plain sponge!



Sunnybank Community Centre - Glorious Sun Cake

A beautifully piped entry decorated in different colours of buttercream that spread out from a sunny orange centre and sprinkled with hundreds and thousands.

Hoyles Community Centre - Hungry Mice Cake & Spooky Hallowe'en Cake

Another artistic and structurally complex cake - a wheel of cheese being eaten by some mice who had even come prepared with a ladder made of chocolate mint straws!

The second entry from Hoyles was this spectacularly decorated Hallowe'en themed cake, covered in green icing, ghosts and creepy fencing and surrounded by jelly sweets and eyeballs with a big 'Boo!' in its green centre. A shock awaited all who sliced into this cake with its blood red buttercream icing in between the layers!



Congratulations to everyone who took part in this year's Persona Bake Off!

Movement to Music

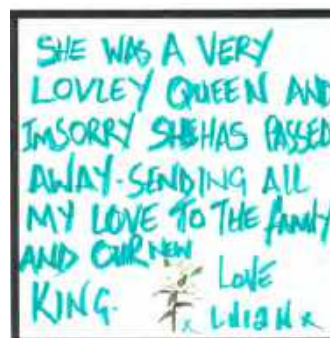
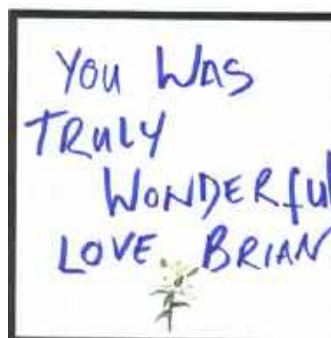
On the 21st September, everyone at Grundy Hub got involved in a music activity to celebrate National Fitness Day!



Lots of fun was had, as everyone enjoyed using instruments and pom poms, listening to YMCA and ending the day with a sing-a-long!

Remembering Our Queen

After hearing of the sad news of Queen Elizabeth II's death, the people we support at Elmhurst Short Stay wanted to take some time to remember her and give thanks by contributing to a book of condolence. Here are some of their thoughts:



Investing in Elmhurst and...

It's important to reinvest in our services and our recent focus has been on Elmhurst's and Elton's gardens. Over the past few weeks, we've seen some refurbishments underway.

Here are some images of Elmhurst's garden before work began:



And this is the garden on day 3 of refurbishments:



Over at Elton Community Centre, the team have been really creative! They've spoken about their project with a lot of excitement and been able to source raw materials for free!

...Elton Gardens



Some of the people we support at Elton have even taken the time to paint a bath tub yellow and have really enjoyed doing it too!

Meeting the CEO of Shared Lives Plus

Bury Shared Lives were thrilled to welcome the brand new CEO of Shared Lives Plus, Ewan King, on his first day in post!

Shared Lives Plus is the membership charity for people living and working in the schemes across the UK and each Bury Shared Lives carer has their annual membership to it funded by Persona.

Ewan came to meet staff, carers and people we support to find out more about the Bury scheme and what it's like to use it.



He was welcomed by Chair of the Persona Board, Tony Hunter, our Managing Director, Kat Sowden, and Mo Arthur, Registered Manager, as well as by members of the Shared Lives Committee.

They talked about the Bury scheme and Ewan was interested in finding out more about people's thoughts on the service and the way it's run.

We asked Ewan for his thoughts on the meeting:

"I loved meeting everyone involved in Bury Shared Lives, especially the carers and the people living in Shared Lives arrangements." he said.



When asked if he thought we're doing anything innovative, Ewan responded "I think your work to grow Shared Lives amongst the Jewish community is really impressive, as is your approach to involving people who draw on Shared Lives services in the decision making about the scheme. Everyone should be involved in decisions about how Shared Lives is delivered in Bury."

Carole celebrates turning 70!



Carole celebrated her 70th birthday and her family kindly organised a meal at Red Hall Hotel for her to celebrate with her friends, who also all live at the same property!



And the birthday celebrations continued as Carole went for lunch at Drinc in Ramsbottom with some more of her friends.

Rebecca Visits Entwistle

Rebecca enjoyed a drive out to Entwistle listening to music, followed by a long walk around the reservoir, taking in all the autumn colours.



Come and join our team

and make a difference to the lives of others

Do you know someone who is looking to change or start their career?

Then let them know we are recruiting to Support Workers.

It is a rewarding career and once they start they'll never look back!



Call us now on
0161 253 6135
to book an interview

#EveryDayIsDifferent

Connect

Take
Notice

Be Active

Keep
Learning

Give to
Others

Recognition

In our recent staff survey, we asked you to rate this statement on a range of 1 to 10:


'People are well recognised for their contributions here'



Your responses averaged a score of 7.4/10, which is great, but we think there is more that we can do, so we want to focus how we can ensure that staff are recognised for all their efforts in supporting people to live their best lives.

As individuals, how we want to be recognised for our contributions will be different (because we are all different). One of the challenges is recognising this in each other and **adapting** to ensure that everyone's contributions are noticed and recognised in a way that is right for them.

We have a number of ways in which we recognise our staff for their contributions across the organisation which include:

- **High 5's** – our virtual way of saying thanks to someone for something they have done. This can be sent direct to their mobile phone and it is a great option for staff who like to be quietly recognised. We know that some staff have not downloaded the app yet, but it really is easy to do and details can be found here  <https://tinyurl.com/benekitpersona>
- **Recognition Cards** – great to send to staff for a little surprise through their door. These are available in all services for anyone (staff, managers, people we support) to fill one in and pass it or post it to the person that they want to say thank you to.
- **Compliments** – these are usually received from the people we support, or their families and carers, to say thanks for the support that has been provided.
- **PersonAwards** – our annual staff awards ceremony. Staff can be recognised by other staff, managers, people we support, their families and carers or other professionals we work with. Staff are recognised for their efforts and awards are specifically linked to how our organisational values shine through in all that we do.
- **Staff Supervision** – these are a great way to capture successes and achievements of our staff.



What else can we do?



Some teams have introduced their own ways of recognising each other for the work they do, such as Values Mugs – these are passed on from team member to team member each month, with a small gift included to say thanks.

So, what ideas do you have that you could introduce either within your team or across the organisation?

We want to be able to celebrate the positive contributions that our staff make to the lives of others in supporting people to achieve their best lives, but we can only do this when we know or hear about this. No matter how big or small, or whether you think 'but I'm just doing my job'; let us know about it by emailing **info@personasupport.org** or contact one of the team.

To read more, click:

 <https://tinyurl.com/RecognitionP>





Rosh Hashanah and Yom Kippur

As we move into autumn, the Jewish community has almost a full month of festivals to celebrate. These are:

Rosh Hashanah – a special festival which celebrates Jewish New Year.

The dates of Jewish festivals come from the Hebrew Calendar, so the Jewish New Year begins in autumn, as opposed to 1st January. The festival lasts for 2 days, is a celebration of the creation of the world and marks a fresh start.

Yom Kippur – this is the Day of Atonement and is known as the holiest day of the Jewish year. At this time, Jewish people traditionally ask for forgiveness of any wrongdoings from God.

We asked Avremi, one of our Shared Lives Carers, to share with us how he and his family and friends will be celebrating these festivals:

The festivals start off with the new year which is over 2 days. We have long prayers on these days and eat all things associated with a sweet new year. That is why we dip apples in honey and we have loads of honey cakes.



The next week is a day of atonement, Yom Kippur. On this day we fast all day and spend the entire day praying. We ask for forgiveness for the things we have done wrong all year around and we know that God will give us a clean slate. When Yom Kippur is over at nightfall, we celebrate that we now can move away from the guilt and start afresh.

The following two weeks are of happy celebrations. We build a hut outside (or lazy people like me just have a roof that opens), we put leaves over the roof and have festive meals; we also have musical events.

In short, there is only one day in this month that is helpful if you are on a diet!!!

Wishing all our friends at Persona a happy and SWEET new year!





We also asked Laura, another of our Shared Lives Carers, to share how she and her family and friends celebrate these festivals:

It's been a busy time in the Jewish Calendar. We have just celebrated the Jewish New Year, a time for reflection and prayer, when we ask God to grant us good health, happiness and a prosperous year ahead.

All Jewish Festivals have special foods connected to them and for the New Year we enjoy honey cake, apples dipped in honey and other sweet foods. These foods symbolise that we hope the coming year will be a 'sweet' one.

Ten days later is Yom Kippur, a serious day when we fast and pray, asking for God's forgiveness for any misdeeds we have committed over the year. It is a time for introspection and for making resolutions to try and better ourselves.

And then, just 5 days later we celebrate the festival of Sukkos (Tabernacles) when we leave our secure homes and spend the next 7 days living in our decorative garden huts (Sukkah), where we eat our meals and spend as much time as possible. Our children and grandchildren come over to be with us and it's a time to switch off and forget the stresses of day-to-day life while enjoying some quality family time too.



I support Etty and she loves being a 'big sister' to all our grandchildren. It is lovely to hear her discussing the festivals with them, creating an air of excitement! At college and club, Etty will have baked some yummy food and made crafts and decorations which are hung up on display in our garden hut, alongside some of our children's artwork from 30 years ago!

And so, we extend New Year greetings to all carers and staff at Shared Lives and wish you all good health, happiness and a feeling of job satisfaction in the coming year.

Visit the intranet page for further reading



<https://tinyurl.com/CulturCalendar>

BACK PAGE NEWS

World Values Day



On the 20th October, it's World Values Day and we're asking you to share your favourite value with us by emailing it to info@personasupport.org!

Our values are a big part of everything we do because we want to support people to live their best life.

Why do we need values?

Values help to keep consistency within the organisation. This helps it feel like a better place to work and should also feel more consistent for the people we support.

So, this World Values Day we're asking you to:



Pick your favourite value.



Tell us how you choose to live it.



Share your examples with us!



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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Persona Care and Support



@personabury



@personacareandsupport



Persona Care and Support

Visit our website www.personasupport.org