OCTOBER 2025

ISSUE 98

PERSONA NEWS

Staple Down Here To Make This Into

An Easy Read Style Booklet

We enable support that makes a positive impact

Message from Kat

We've been fortunate with the weather over the last few weeks so although autumn is most definitely upon us, we've been eased into it gently. It's obvious that early morning and evening are a little bit chillier and no getting away from the fact that it's getting light later and dark earlier, but on the whole it's not been too bad yet. As we move further into autumn we'll see more changes; leaves will change colour and fall, we'll need to wrap up a bit warmer and before long we'll scraping frost off our windscreens.

Autumn and winter can be a challenging time for many people as the reduced daylight can have an impact on mood and motivation. Healthy habits can feel tough to maintain and everyday tasks can end up feeling harder. So anything that can help us find the positives at this time of year has got to be a good thing.

When you think about autumn...
what do you look forward to?
what are the things that you only do in autumn?
what happy memories do you have of autumn?

For me there are lots of things that characterise this time of year;

Conkers - who doesn't love the look and feel of a conker?! I have no idea what use they are to me but if I spot one I'm still compelled to pick it up and I love the feel of them once they're freshly taken from their casing.

Warm bedding - you can't beat putting on that extra thick duvet or changing to warmer brushed cotton sheets on the bed.

Soup - it's simply not the same making and eating a bowl of soup in summer is it? Autumn is the time where soup comes into its own; hearty, warming and a fabulous way to eat healthily.

What is it for you? Maybe you love getting your winter boots back out? Or getting into your jumpers? Is it getting the log burner going? Or having porridge for breakfast? We all have our own go-to things and so will people we support.

This autumn, recognise that it's not unusual to feel a bit of a seasonal mood shift, and that's ok, but when you feel the time of year weighing a bit heavy on you then remember all that's good about autumn and have those feel-good things to mind to celebrate the season and give yourself a boost.

Kat

This month's highlights

If you're reading this online, you can click for more information where text is blue and underlined.

DESIGN & PRINTING SERVICE

We're proud to announce we've been awarded funding from Greater Manchester Combined Authority's Foundational Economy Innovation Fund.

This funding will help us set up a design and printing service that enables people we support to learn and develop their skills in screen printing and fabric design.

More information coming soon...

REFER A FRIEND

Refer someone you think will be a good match to work at Persona and if they are hired and pass their probation, both of you will receive a **£250 voucher**.

Simply have them mention your name on their application form.

Details available on the intranet Refer a Friend page: https://tinyurl.com/ReferAFriendP

OUR FIRST CHRISTMAS FAIR

This year we're doing our Annual General Meeting (AGM) a little differently...

We'll be hosting our first Christmas fair! This is the perfect place to learn more about our services, while enjoying Christmas crafts and activities.

This will be a drop in event taking place on Monday 8th December. Be sure to mark your calendars and get your Christmas outfits ready!

Stay tuned for more details coming soon...

Person Awards 2025

Celebrating excellence

Well done to all our finalists & winners, thank you to everyone who came and made the night such a success!

Our winners are...

Respectful Award

Irene Caird

sponsored & presented by sensio

Adaptable Award

Elmhurst

sponsored & presented by DAVENPORTS
We're serious about your business.

Enthusiastic Award

Maria Burke

sponsored & presented by Cappaccino Bistro

Caring Award

Matt Thomason

sponsored & presented by carecontrol

Honest Award

Colleen Dowd

sponsored & presented by

VERLINGUE
INSURANCE & BENEFITS BROKERS

REACH Award

Customer Relations Team

sponsored & presented by

A&P

Special Recognition Award

Grundy Hub

presented by Persona Leadership Team

Diamond of the Decade Award

Maria Burke

presented by Persona Leadership Team

Persona
Celebrating 10 Years

Watch the videos on YouTube:

Behind the Scenes

https://tinyurl.com/ye8us938

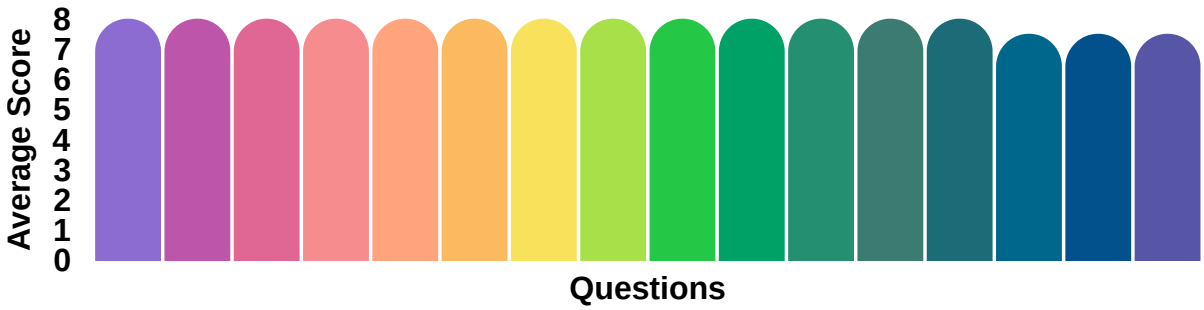
On the Night

https://tinyurl.com/3k4rsjzy

Thank you to everyone who nominated a person or team and for helping us shine a light on those who provide enabling support that makes a positive impact.

Staff Survey

Thank you to everyone who completed the staff survey during this year's staff workshops. Your feedback is valuable in helping us to understand what is working well and where we can make improvements to shape a better workplace for everyone.



We are pleased to see 13 of the 16 questions asked scored an average of 8 or more, with the other 3 questions scoring an average of 7.5 or more. These were in relation to:

- staff feeling recognised for their contributions
- regular conversations with managers about personal development
- staff believing there are opportunities to develop

During the last managers' meeting, we reviewed survey feedback, existing organisational resources related to the 3 areas, and discussed steps for team and organisational improvements.

Recognition

- **Digital High Fives and monthly recognition panel** – we're aware this works for some staff but not all
- **Using Care Control messaging to recognise staff** – this is working well in a couple of teams and may be adopted by others
- **Peer to peer recognition** – this is in place in one team, who shared how this works with other teams
- **Annual PersonAwards** – find out more about this year's awards on page 4

Personal development and opportunities

- Career conversations should take place as part of annual IMPACT appraisals
- It was recognised that some staff are not looking to progress
- A number of staff in the last 12 months have successfully applied for a new role within the organisation
- Implementing support for staff who are looking to progress to so they can gain additional skills and experience for when an opportunity arises
- Promoting champions in services - find out more: https://tinyurl.com/YourPChampions

The lucky winners of a £25 voucher for completing the staff survey are:

- Jade Murday
- Vicky Green
- Sue Lee
- Alice Greenhalgh

If you have any further ideas or suggestions of steps we can take in these areas or others, email these to info@personasupport.org

Bury 10k

Our Bury 10k team trained hard this summer to support Bury Hospice and we saw a record number of Persona staff competing in the race. The race attracted runners from across all services including Paul, who is supported at Escape, two ex-employees, and Vicky Green who was celebrating her birthday. Everyone got a birthday present though, a one off t-shirt to celebrate Persona's 10th anniversary in 2025.

Kicking off outside The Rock, we faced a 5k slog to the top of Tottington Road before descending along the scenic Kirklees Trail, then looping back along Bolton Street to the finish line and a well deserved medal.

The mild weather meant support on the route was the best I'd seen. For the majority of the team, it was their first run, so it was fantastic to see the **enthusiasm** and sheer delight at their personal achievement at the end of the race. All agreed they'd definitely do next year's event.

Fastest on the day was old boy Joel Noblett, in a speedy 47 mins; leading the way for the current employees was Alex Needham in an excellent 52 mins.

The day concluded with 4 Persona kids taking part in the junior race and a deserved team drink and bite to eat in The Robert Peel.

John

For more pictures & to donate to our JustGiving page, follow: https://tinyurl.com/B10k2025

PERSONA THEMED QUARTER

Our Current Themed Quarter: Information Governance

The focus of this quarter is on understanding your role in data protection. At Persona we're already compliant with the Data Security Protection Toolkit (DSPT), meaning we have strong policies in place. But these only work if everyone understands and follows them.

Did you know that 91% of cyberattacks begin with a phishing email, and human error causes 60% of data breaches? Phishing emails can look convincing and aim to steal personal or sensitive information, so here's some tips on how to stay safe:

Do:

- turn on spam filters
- contact your bank if you suspect fraud
- report scam emails at work to ICT Support Desk & Debbie Timmins
- report phishing to Action Fraud: 0300 123 2040 or actionfraud.police.uk/report-phishing
- call to verify unusual requests from known contacts

Don't:

- open suspicious emails or links
- click attachments from unknown senders
- share personal or financial information
- reply to unknown senders

Challenge

Refresh your knowledge by completing the Data Security and Protection e-learning via the Learning Hub: https://tinyurl.com/LearningHubP

Our Previous Themed Quarter: Caffeine

Recap of the quarter

Caffeine isn't just in coffee, it's also in tea, energy drinks, fizzy drinks, and chocolate. Some of these contain nearly as much caffeine as an espresso!

Let's not forget that caffeine is a drug. It alters your natural state, and because it's so common, many of us don't know how we feel without it. Reducing or cutting it out can **improve sleep**, **lower anxiety**, and **benefit overall health**, though withdrawal might feel tough at first: you may feel sluggish or foggy initially, but that's just your body returning to its natural rhythm.

This quarter, we've explored:

- health impacts of caffeine
- its effect on sleep and continence
- alternatives and benefits of reducing intake

If you haven't yet, try one of our challenges:

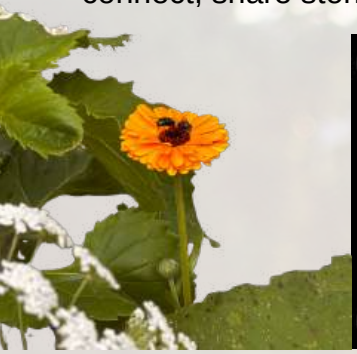
- track your caffeine for a day
- try a caffeine-free alternative
- set a goal to reduce your intake

Click here to read more about our Themed Quarters:
https://tinyurl.com/ThemedQuart

Ageing in Place

The funding for our Moorside Ageing in Place Pathfinder has come to an end and we're proud to reflect on the incredible legacy we've built together in the community.

At the heart of this legacy is the vibrant and welcoming Green Community Café, which hosts a range of weekly events suitable for all ages. The café is now a lively hub where residents come to connect, share stories, and build friendships.



We've also transformed our Top Green into a safe and thriving community garden. With over 100 volunteers contributing their time and energy, the garden has blossomed into a cherished green space and a true community asset. Together, the café and garden have created an age-friendly environment that brings people of all ages together.

The café and garden will stay open, and events will continue to run each week, even as the Ageing in Place Pathfinder expands to new areas. Go to page 26 for upcoming events across Persona.

Thanks to our dedicated lead volunteers, we've established a group called Moorside Outside. This group will carry forward the mission of making Moorside an age-friendly place to live and will have the ability to apply for funding to support future activities and projects.

The Ageing in Place Pathfinder has expanded to five more areas:

- Bury East
- Radcliffe East and West
- Prestwich
- Whitefield
- Elton

Look out for our new logo

Ageing in Place
Persona

& say hello if you see us!

If you live in one of these areas and would like to get involved,
we'd love to hear from you! Please email: Steven.Greason@personasupport.org

Support for Menopause
(and its 'sneaky little sister', perimenopause)

Menopause is a point in time when you have not had a period for 12 consecutive months and it's caused by changes in hormone levels, usually between the ages of 45 and 55.

Perimenopause is the time when your hormone levels start to change but you are still having periods. This can be for up to 10 years before menopause and usually starts in your early to mid 40's, although it can start earlier.

For 75% of people, these changes cause symptoms that can affect their day to day life.

There are over 35 symptoms of perimenopause and it's different for everyone.

If your daily life is being affected by things like:

- worsening PMS (pre menstrual syndrome)
- heavier periods
- joint aches
- anxiety
- sleeplessness
- brain fog
- night sweats
- memory problems

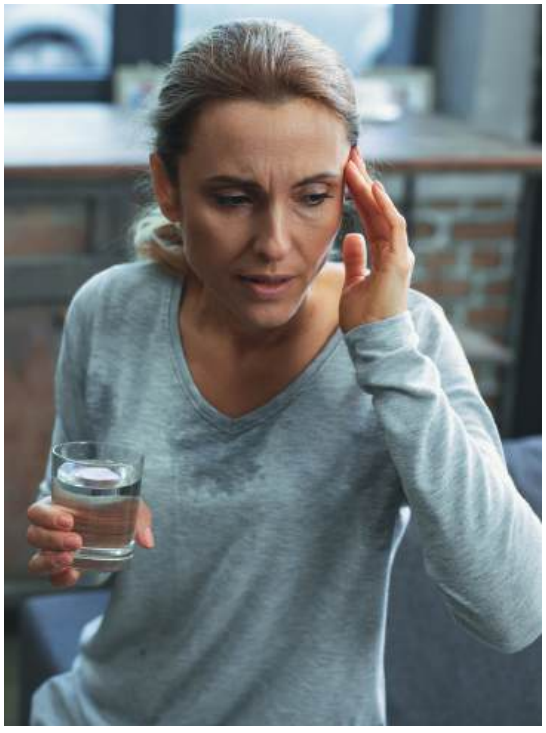
talk to your GP about your options.

Although not everyone can, or wants to, take HRT (hormone replacement therapy), there are changes you can make to what you eat and drink, how you manage your stress and take care of your body that can improve the symptoms.

The most important thing is to understand what's happening so you can ask for the support you need.

If you're supporting someone with a learning disability who's going through menopause, click here and search 'menopause' for an easy read guide to menopause and easy read advice about how to stay healthy.

See the full list of symptoms here plus links to perimenopause and menopause advice and support including wellbeing champions, local support groups, webinars, podcasts and much more.



Please share these tips with your friends, family & people you support

Keep Well this Autumn

Back pain is the largest single cause of disability in the UK and it can be difficult and frightening to be proactive about dealing with it.

The best thing you can do to treat it is to move more, sit less and have a healthy lifestyle; too much rest can actually make it worse.

Click here for info about how your back works and how to help it heal (and when to see your GP), including stretches you can do anywhere, even sitting down.

Please do talk to your GP before trying any new exercises.

Stop germs spreading:

Do

- wash your hands with warm water and soap
- cover your nose and mouth when you cough and sneeze
- bin used tissues
- clean surfaces regularly including door handles, remote controls, phones, tablets and counter tops
- look after your immune system with more fruit and veg, lean protein, rest, exercise and less caffeine and alcohol
- get the vaccines you're entitled to, to protect you, your loved ones and people you support here

Don't

- share towels, cups or cutlery
- touch your eyes or nose

For full details and how to guides, click here.

Healthy guts, healthy immune system

Looking after our digestion is more important than we ever realised. Research shows that our gut health affects our immune system, mental health and heart health.

5 top tips from the NHS for healthy guts:

- beat stress
- stop smoking
- lose excess weight
- don't binge drink
- eat well and keep hydrated

For all the details click here.

Stop smoking

All the local and NHS resources to support you when you're ready to stop are here.

Please share these tips with your friends, family & people you support

Everyday – Our New Pay and Rota System

We've shared that we are in the process of implementing a new payroll and rota management system, called Everyday. This system will give us a digital solution to the way we manage staff rotas and how we process variations, such as overtime and sleep-ins and removing the need for paper-based timesheets.

We have mentioned previously that we have been working with the team at Everyday to build and set up the system in a way that works for Persona. We are now in the final stages of this and we're hoping that roll out will start soon. Roll out will take place in phases with a couple of teams in the first instance and we will be in touch with these teams when we know we are able to go live.

This is a big change for us as an organisation, and we want to make sure that when we do come to roll the system out, it is going to be right for colleagues as we know new systems can be daunting for some.

We will continue to update as we know more, but in the meantime if you have any questions, please contact Laura Wolstenholme – Head of People and Communications Laura.Wolstenholme@personasupport.org

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

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

Peter Goodman — Respectful

Peter has supported Stephen since 2014 for day support, they have a lovely relationship and Peter has always been there to cushion any changes in health, moves and a source of constant reassurance. As ever going above and beyond and showing that a small amount of regular support can make such a difference in someone's life. Thankyou for being part of our team.

Sarah Carol — Enthusiastic

Sarah is truly someone worth celebrating. She's not only lovely in the way she carries herself, but also in the way she uplifts and supports those around her. Always ready to lend a helping hand, she steps in with kindness and dedication even when she isn't required to. Her presence brings encouragement, positivity, and strength to the team.

Susan Partington — Adaptable

Sue was very accommodating during the induction training, allowing time for everyone to ask questions and explain in different ways when needed. She was very welcoming.

Regina Oguwegbu

Regina has adapted well to her new rota and continues to thrive in both her Level 2 Health and Social Care apprenticeship and learning new skills in her support worker role. Regina asks for advice when she needs to and is always looking to learn new skills to progress her development even further. Regina picks up extra shifts to keep consistency for people we support and has learnt new skills to enable people we support to be as independent as possible. Regina is an asset to both Queensberry and Persona.

Ramsbottom Centre Team — Caring

After leaving full time education, my son has recently started to attend day care services at the Ramsbottom Centre. This has been a difficult transition for him, but the staff have been patient, empathetic, considerate and understanding of his anxieties and the strategies and days care plan in place have shown an innate proficiency and professionalism in their care for him. I have the highest respect for the excellent job they do every day. Keep up the good work

Sally Taylor — Honest

Sally supported Claire to go on holiday, as she has not had a holiday in nearly 7 years. Sally worked with Claire in an **honest** and **caring** way so that she could enjoy a little break away. Claire chose the destination for her break and was supported throughout the process from booking the hotel to arranging travelling to the destination. Without this and Sally's support, it wouldn't have been possible.

Recognise a staff member, volunteer or team with our Asana form:

https://tinyurl.com/SendHigh5

Living the Values - Above and Beyond

This quarter's winners of a £50 gift voucher of their choice were...

Deborah Wilkes
Respectful

Joanne Nesbitt
Respectful

Kirsty Goldrick
Enthusiastic

Megan Miller
Enthusiastic

Mike Whittaker
Enthusiastic

Ann Porter
Adaptable

Joseph Nogbou
Adaptable

The Green Café Team
Adaptable

Dawn Cook
Caring

Dawn Mahoney
Caring

Joanne Barnard
Caring

Matt Thomason
Caring

Shared Lives Team
Caring

Zabeena Ahktar
Caring

Well done & congratulations to you all!

Mo & Steph – I really just wanted to say thank you for all the support given to Josh over such a long time! It's the Shared Lives support and experience that has laid the foundations for all that Josh is now achieving. I, personally and professionally, thank you for that. Not often in this game that you have a positive so I'm taking this for exactly what it is!!
Many Thanks, Richard

Bury Shared Lives Persona

I work alongside Unsworth Funeral Services and I had the absolute pleasure of conducting the service of a gentleman your company cared for, David. I usually sit down with families and plan the celebration of their loved one's life but on this occasion I had the honour and humbling experience of meeting three of your staff: Lisa, Emma and Steve who have left a huge impact on my life and showed me how **caring**, compassionate and beautiful three souls can be and are an absolute asset to your company and the whole care profession.

On meeting them, the love and care for David oozed out and brightened a sad time into a true celebration and commitment to David. Every detail of the service was planned by these three, putting David at the centre of it all, sharing magnificent stories of their time caring for David with a sense of honour, pride and love - making my job easier and truly feeling a sense of warmth.

A truly wonderful eulogy was written by the three of them, that was beautifully read by Emma at the crematorium whilst I watched on, seeing the smiles, tears and memories of David's friends.

The world needs more people like Steve, Emma and Lisa and they are an absolute credit to your company and have left an everlasting impact.

Learning Disabilities Day Service

My husband came all the way from New Zealand just to try your eggs, chips and beans! Love that it's also dog-friendly.

The Green Community Café

Leanne - I wanted to let you know how much I appreciate all that you and the girls do for Mum. She's so much more settled than she was when she first arrived at Peachment Place. She can't remember the carers' names but she always tells me that everyone is so lovely. I know that mum's condition is not going to improve but the fact that she's now safe and **cared** for so well gives me huge peace of mind. Although mum isn't very sociable, she does get pleasure from sitting in her flat and looking at the birds and squirrels. I do believe she's happier than she would be anywhere else. Mum always made it very clear that she did not want to go into a care home. Peachment Place has given us that option for her to have semi-independence yet be cared for at the same time. I can't tell you how much that means to us. Please pass on my thanks and appreciation to all who are involved in looking after mum.
Lynne.

Peachment Place

Make moments matter.

Support people living with dementia in Bury to live more with Shared Lives

Join Bury Shared Lives!
Support people with dementia to keep their independence and give their carers a break.

"John can enjoy his woodwork in a safe place, while I get a break." Sue, carer

2 hours or more a week

No experience needed

Full training & support given

We are working with Shared Lives Plus and ARF on this project.

Bury Shared Lives Persona

Scan or follow the link
- for more details
- to share or apply

tinyurl.com/LiveMoreSharedLives

Persona

Connect | Take Notice | Be Active | Keep Learning | Give to Others

Party in the Park

We started our birthday celebrations early this year with our birthday bash at Party in the Park, and what a day it was!

Over 200 staff and people we support came together for a day filled with laughter, celebration and smiles everywhere.

We kicked things off with bacon butties to fuel the fun, followed by a wellbeing walk around the Lido. This was a perfect way to mingle, enjoy nature and even spot some baby Moorhens!

A lively Zumba session filled the top of the bowling green, and the dancing didn't stop there! Thanks to Mandatory Fun we had live music playing throughout the day and when they wrapped up, the crowd chanted for 'one more song!'.

We enjoyed hot dogs, burgers and, of course, plenty of celebration cake to mark the occasion.

There was lots to do throughout the day too:

- giant garden games like jenga, dominoes, bowling, snakes & ladders, noughts and crosses, four in a row and ring toss
- plant potting and decorating with ribbons and Persona celebration stickers
- decorating tiles that will be displayed in head office

Thank you to Mo, Carmen, Lisa, Steven and Olivia for organising the day, to the Green Café staff for all their hard work and to everyone who helped make it happen!

What a fantastic day it was, such a great event, everything was perfect, and it was wonderful to see so many people having a great time.

People we support from my service loved it - bring on the 11th birthday party!

A fabulous day with fabulous people.

What a fantastic day it was - smashed it out the park and it was so special for people we support, who were clearly loving every minute of it.

Click here to read more & see pictures:

https://tinyurl.com/PersonaIs10

Shared Lives is Growing

We've been working with the comms team and partners and getting out to community groups to reach new Shared Lives carers in different communities across Bury, particularly in Prestwich because people we support were asking for more Jewish carers. We've welcomed a total of 23 new carers during our 2024 - 2025 recruitment campaign!

We're still recruiting long term and short stay (respite) carers from all walks of life, so if you know someone perfect, refer a friend for rewards and share this job ad using the buttons on the page!

Bury Shared Lives is also part of a Greater Manchester pilot to provide more dementia support and we're looking for more people who are interested in joining us on this project until May 2026. You can find out more about this on page 16.

Isaac's New Home

Isaac recently moved into his new home in one of our Supported Living properties. His new neighbours wasted no time in becoming friends as they threw him a welcome party!

They shared a buffet and lots of laughs as they spent time getting to know one another.

Inspiring Minds

Ramsbottom Centre has been buzzing with creativity and positivity thanks to two recent craft sessions.

The centre now has a motivational bulletin board with quotes like ‘be happy’, ‘be fantastic’, and ‘be thoughtful’.

People we support have also created their own busy boards, which provide a much loved sensory experience. Everyone enjoyed the hands-on experience of feeling, touching and playing with their boards.

Summer Fun

Baking and crafts... what better ways to have some fun?

People we support at Hoyles have enjoyed crafting wooden butterflies, colouring them in and decorating them with chimes for the garden.

They’ve also been making some chocolate desserts topped with sprinkles, chocolates and stars.

Escape Fest



Escape want to thank everyone who came to their festival in August - there was food, lots of games and social chit chat and they sang and danced the day away with DJ Matthew.

There were lots of prize winners too and we had some lovely gifts donated, which helped us raise a massive £468.55 for the day service amenities fund. This will go towards buying new items for people we support to use in day services.

Thanks to everyone who worked hard to make this happen, our colleagues, volunteers who even came to help on their days off.


Escape have also been growing butterflies for the summer!

These photos show how the caterpillars grew and then disappeared into their cocoons for about three weeks, before they were released into the garden.

Can you spot the butterfly on the flower?

Hoe Down

Elton have had a good ole hoe down with games, food and line dancing!

All the games were made by people we support and staff, including lucky dip, horse racing, feed the cow and tin can alley.

After hot dogs and onions (and cake, obviously) for lunch, there was karaoke and dancing.




Birthday Celebrations

We've celebrated a lot of birthdays across our Learning Disability Day Services:

- Fai's 40th at Sunnybank
- Paul's 60th at Hoyles
- Hayden's birthday train trip at East Lancashire Railway

Museum Visits

The Elms have been busy learning at Bolton Museum and Manchester's Science and Industry Museum, exploring exhibits and interactive displays.

Dressing Up

An excuse to get dressed up? 'We'll take it!'

That was the spirit at Grundy Hub this Photograph Day.








Flowers of Friendship


Grundy Hub celebrated International Friendship Day by colouring in paper flowers, each representing what makes a good friend.

Each flower started with the phrase ‘A good friend...’ at its centre, with each petal highlighting what we appreciate in friendship.

Some of the petals mentioned **respect**, generosity, kindness and smiles.



Brew and Bond

Elmhurst brought past and current people we support together, along with friends and family at their recent Macmillan coffee morning.

They raised a whopping £418.40, which is four times the amount they raised last year!

Megan Miller, customer relations assistant, says: ‘Lesley who did most of the organising & running of the stalls today really worked hard to make it such a great day for all of us’

Well done Elmhurst & Lesley!

Parrot Visit

Kiki, a beautiful African Grey Parrot, paid a visit to her owner Avril and everyone at Elmhurst.

Jill Rhoden, customer relations coordinator, tells us:

‘She definitely brightened up everyone’s day and even showed us some very impressive dance moves!’

Find the hidden ♿ icon & unlock up to 20% off!

when you book any date up to Thursday 18th December 2025

| Wheelchair Accessible | Family Friendly | Gym & Leisure Pass Inc. | | Pets go FREE |

External bookings: £151 per night
Special price: £103 per night (for people we support, Persona and Bury Shared Lives colleagues)
For more information, T&C's and to book scan or follow: http://tinyurl.com/REACHRetreatP


Well done Jayden on passing your Level 2!


Persona
540
653


Persona
33


Persona
540
653


FUN DAY


1050
972

UPCOMING EVENTS

23rd Oct

Lunch Club at The Green

23rd Oct

Seated Zumba at The Green

23rd Oct

Chat & Craft at The Green

23rd Oct

Soft Play Sessions at Sunnybank

24th Oct

Musical Memories at The Elms

31st July

Sound Baths at Sunnybank

31st Oct

Halloween Quiz at The Green

3rd Nov

Yoga at Sunnybank

Keep an eye out for more events being added and if you want more information about any of the above events, click here: https://tinyurl.com/EventsCalP

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 enable support that makes a positive impact

Follow us on social media:

@personabury

Persona Care and Support

Persona Care and Support

@personacareandsupport

Visit our website www.personasupport.org