

# PERSONA NEWS



Staple Down Here To Make This Into

An Easy Read Style Booklet

We support people  
to live their best life

# Message from Kat

1 October is always a milestone in the Persona calendar. Another year older means another year wiser, another year stronger and another year more experienced. It's always a time of celebration of what we have achieved and a time to reflect on what we learned along the way.

The reason for creating Persona was to do things differently for the benefit of the people we support and the people we employ. When we first created Persona we used to keep a list of every individual change that we made. We stopped that some time back but as you can imagine, 6 years on that list would be very long by now! Not a month goes by where we don't do something differently. You might ask why? Why do we have to change things? Isn't what we do good enough? I'm proud to say that the support we provide is good but we should never stop striving for it to be even better.

*Confidence is knowing what you do is good;  
arrogance is thinking you do it better than anyone else*

Continually questioning whether we can do something better to improve the lives of the people we support is something which is at the core of the **Adaptable** value. An openness to the fact that there is always something you can learn from others and always room for improvement should run throughout our organisation. No change that we make is ever undertaken with the intention of making things worse. The common theme underpinning all of the things that we do differently is the desire to improve lives.

So as we reflect on the journey we've come on and all of the changes we have made to become the organisation we are today, we do so in the knowledge that in 12 month's time Persona will look different again. We are constantly evolving and developing, stretching ourselves and pushing out of comfort zones. It's not easy to do and it doesn't always go right, but it is essential we embrace the opportunity to always improve.



**Kat**

## This month's highlights

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When viewing the newsletter digitally and you see this logo, there is an online link that you can click for direct access

# Happy 6th Birthday Persona!



More photos and videos from the day are coming soon to the Persona News page

## Person Awards <sup>2021</sup> Celebrating excellence 1

**Respectful**

**&**

**Enthusiastic**

*Winner*

*Winner is....*

**Sue Partington**  
Workforce Development  
Officer



**Adaptable**

**Caring**

*Winner is....*

*Winner is....*

**Customer Relations Team**  
Elmhurst & Spurr House

**Ruth Holder**  
Elmhurst Manager



## Person Awards <sup>2021</sup> Celebrating excellence 1

### Honest

*Winner is....*

**Karen Heselwood**  
Hoyles Support  
Coordinator

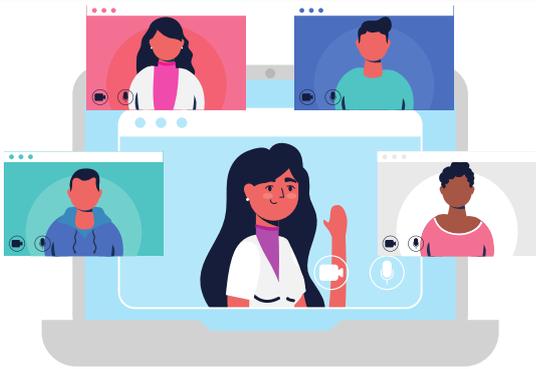


*Winner is....*

**Jackie Jackson, Norma  
Milne & Queensberry  
Supported Living Staff**



Congratulations to all the winners! Check out the intranet page to see full coverage and a list of the finalists for each of the categories. A big thank you to everyone who voted and we hope that you had a fabulous birthday!



## Next 'Chat with Kat' is on Thursday 21st October

For previous Chat's:  
<https://tinyurl.com/y6neljzv> or find details about the next session and how to access it.

As Kat always says, no question is a silly question. If you want we can keep your question anonymised and you can also raise it via one of our **Employee Forum reps** (<https://tinyurl.com/hb264s3n>) if that feels more comfortable for you. Communication is so important to having an effective organisation and Chat with Kat is one of the mechanisms available for you to have your questions answered. So if you were wondering 'Why?' on anything, let us know by emailing [info@personasupport.org](mailto:info@personasupport.org) and we'll do our best to give you an answer.

## ANNOUNCEMENTS

### HELLO AND WELCOME

Hassan Akram - Casual Support Worker  
Elaine Ormerod - Casual Support Worker

### GOODBYE AND GOOD LUCK

Jenson Worth - Kickstart Maintenance  
Deborah Curran - Customer Relations Assistant  
Amanda Freestone - Lead Support Worker

Paige Mangnall - Domestic Assistant  
Diana Thomas-Cukadar - Lead Support Worker  
Martin Watts - Casual Support Worker  
Tracey Hilton - Night Care Assistant  
Lauren Kenyon - Customer Relations Assistant  
Tracey Knowles - Domestic Assistant  
Francine Millar - Care Assistant  
Maria Vanichpatanakul - Customer Relations Assistant

## LEVEL 2 SUCCESS FOR EMMA & LOUISE

One of the many joys that Sue Partington gets from her role as Workforce Development Officer is seeing people succeed in something that they may have been really daunted by. This month she was able to congratulate Emma McBride and Louise Mather's for receiving a triple distinction in their Level 2 in Health and Social Care. Well done! Check out the Persona YouTube Channel to see what Emma had to say

<https://tinyurl.com/PersonaYouTube>. There is a wide range of support available for everyone continuing their learning. **If you would like advice, or you are having trouble logging on to the Persona Learning Hub please contact the Workforce team.** Continuing your learning and making sure your knowledge is up to date is essential for providing the quality care that our customers know they receive from Persona.



My name is Louisa, and I am a care assistant at Spurr House. I've been reading relevant research into oral health and I have been surprised by some of the findings. I love that I am an oral care champion within Persona because I have an interest in this particular field of health and well-being, not least because the importance of oral hygiene can sometimes be overlooked. For some of our older customers, who may have had negative, or very little experience within a dentistry setting, or have even endured outdated dental practices in their earlier years, it may be a subject that is 'best avoided' or even taboo.



However, over the last forty years, dentistry and oral care has advanced and is still developing. Many recent studies show that oral health can impact upon general health and wellbeing, and according to the National Health Service (NHS), is directly linked to conditions such as diabetes, stroke and heart disease.

For many of the customers we provide care for in our short stay service, their own prescribed medications can negatively impact on oral health due to certain common side effects such as a dry mouth. And for customers who may also have particular physical, cognitive, behavioural or medical needs, or are living with the symptoms of dementia, it is likely that they will require extra support and assistance to aid their oral care, and maintain good oral hygiene. The necessary support should be person-centred, and may include assistance with the cleaning of teeth and dentures; monitoring and reporting changes to a customer's oral state; and promoting healthy foods and fluids etc.



Finally, not only does oral health affect our physical health, but it may also influence our mental health and overall confidence. If I could achieve one thing as an oral care champion, it would be that we, the care staff, can openly discuss and promote this particular area of care to positively impact the lives and overall health and wellbeing of our customers.

**If you would like to join Louisa as an Oral Health Champion, please talk to your manager today!**

The go live dates of many of the Care Control functionalities are slowly picking up pace. One of these functions is rota management. We have talked to Donna Bent who works in the Supported Living Team as a Support Coordinator about how Care Control will affect her role.



### **What were your initial thoughts starting out learning Care Control?**

Keen to get started as felt it would be something that in the long term would help massively in my role. A bit apprehensive on the amount of time it would take to set up.

### **Rotas can change sometimes at short notice, how easy has it been to work the rota function on Care Control?**

I personally have found it really straight forward. It has taken a few goes to get to grips with properly and I am still learning as I go. If I have any problems I have had Clair supporting me.

### **How has this aided you in your role?**

It gives a really good overview of cover in all of the situations I manage. I have a much better view of what staff are available and who is already working when I am trying to arrange cover. It flags where there are gaps in cover for you so you can resolve before it becomes an issue.

### **How do your initial thoughts about Care control differ from today after your training?**

It is a lot easier to get to grips with once you are doing it on a regular basis. After initial training it seemed a bit overwhelming as there is a lot to take in. I have found the best way to learn it is to try it and have a go. I personally think it is going to be a very useful tool in my role which after the initial inputting information is going to save me a lot of time.

### **What is your view on the training and support available?**

Clair has been amazing and very patient with any questions we have had. I found the training transcripts really useful as can refer back to them when doing something for the first few times.

For more information about support for getting to grips with Care Control, please visit:

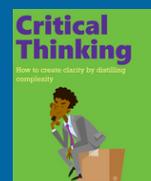
 <https://tinyurl.com/CareCFAQs>

Keep  
Learning

Check out this Curiosity bitesized book on the Learning Hub.

 <https://tinyurl.com/LWebbCriticalThink>

Save time with smarter thinking, learn how to sift through the fake facts & be a better problem solver.





Living by our Values is embodied by our colleagues on a daily basis.  
Head over to [persona.wrkit.com](https://persona.wrkit.com) to give your appreciation to your colleagues for living the values.

## Respectful

### Lizzie Coltman

Felt it was only fair from your High Five to us to acknowledge the blood sweat and post-its that you have put into the consultation work. It hasn't been an easy situation for the affected staff but you've had everyone at the forefront of your mind all the way through and really fought for the very best for them. We haven't had too many opportunities to work together up until now so I can honestly say it's been a pleasure to work on this with you to hopefully achieve some well- deserved positive outcomes for those involved.

## Enthusiastic

### Karen Smalley

I was supporting a customer to Spa bath on Monday. Karen gave her such a warm welcome which gave the customer a big smile and this enhanced her experience of visiting Grundy. The customer is looking forward to her next visit. Thank you for making such a positive difference Karen.

## Adaptable

### Geraldine Corrigan

In the last 6 months that I have worked with Geraldine, I have gained a whole new chapter of knowledge from her. This has come from somebody who has worked in a different field in the past and as transferred these skills over to the job she is doing now. Thank you Geraldine for teaching me new things or reminding me of things I've forgotten.

### Debra Roberts

Thanks Deb for assisting with senior cover all taken in your stride and constantly adapting to help others x

## Caring

### Jenny Reddiough

Just wanted to recognise the amazing and great lengths you have put in to ensure that people have been supported in the best way possible through a challenging process. Our staff have been your priority throughout and the responsiveness to queries and info providing has helped make things a little easier. Also thank you for the support you have given me.

## Honest

### Clair MacKinnon

Thank you for speaking up about the impact other people have had on you. Respect between colleagues is so important and although I'm sure never intentional that anyone is disrespectful, it inadvertently happens. Speaking up helps people be more aware of their behaviour and the impact it has on others.



## Richard Todd

Respectful

Thank you for all your support over the last 6 months, as you move into your new role Lead Support Worker Role within Supported Living Team we wish you lots of luck. You are always respectful of everyone's needs, including ours. Thanks for covering the many shifts when you first came to us, this was much appreciated, the guys here will miss you very much. Norma & Jackie

## Jane Unsworth

Enthusiastic

Hi Jane, Apologies for sending this a little late but I just wanted to recognise how lovely it was at Elton when I came and worked there a few weeks ago. Each time I have visited I have been made to feel really welcome, the atmosphere at Elton is lovely, lots of laughter and fun being had by the customers facilitated by you and your team. I will look forward to my next visit.

## Mary Lynch

Thanks Mary for accessing Bury Adult Learning services and signing up for a computer course. You are always keen to learn and this is great to see. Good Luck with the course

## John Marsden

Adaptable

Just wanted to say WOW, I'm really impressed with the very speedy turnaround of a request to do an inventory of the PPE stored in some of our premises. Thank you.

## Bernadette Andrews

Just wanted to say thank you for being so helpful and staying behind after your shift had finished to support with a customer who was very anxious. This enabled other staff to provide the support required for other customers. You showed that you are a really good team member and that you are willing to adapt when needed to support service needs. It was really appreciated.

## Tina Yates

Caring

Tina supported a lady to have her first bath in a very long time. Tina showed just how caring she is by going the extra mile to make the whole experience really special for this lady including taking her into the hair salon after the bath to dry her hair and make sure that she looked fantastic. Thank you Tina for going the extra mile and giving one of our customer's an amazing experience.

## Margaret Grainge

Honest

Just want to say despite having to deliver a negative message to a customer today, through no fault of your own, I love how you are going to see the customer face to face to deliver this message as well as checking on the team and the customer next week when you're on leave. Huge respect- I know delivering this message today won't be easy.



Good morning, thanks for my mums weekend stay. She was so bright when I picked her up yesterday.

This weekend was to see how she went on and because it went well and she didn't appear to miss home (the opposite by the sounds of it 😊) I'm confident for her to stay again for a week. Many thanks again!

**Elmhurst**  
Short Stay

**Red Bank**

Just to say a special thank you to you all. It's been almost a year since I moved here, and I couldn't of wished for a better place. I love all the staff and the residents here have made me so welcome this place is a dream come true. Thank you from my heart, a big super massive hug to you all love Steve

**Spurr House**  
Short Stay



Dear Staff at Spurr House  
We cannot thank you enough with all the care you have given our nan!  
She really didn't like the idea of coming to stay with you but you made her feel so welcome and she settled right in! We know it's a tough job so we do thank you from the bottom of our hearts. I know she will miss you all.  
Lots of love Kirko Family

Many thanks for looking after me. You are all doing an amazing job. Wishing you all the best for the future.  
-Sybil

**Peachment**  
Place

To Leanne,  
A massive thank you for everything you have done.  
Lots of Love Helen & Brenda.





## #NeverQuitQuitting this Stoptober!

**Do you smoke?  
Do you wish you didn't?**

October is full of support and inspiration to help you to give up, with the NHS's annual **Stoptober**, as well as Greater Manchester's **#NeverQuitQuitting** campaign, with local support no matter how many times you've tried quitting before.

**Do you have constant chest infections or a permanent cough?** Quitting can have an almost instant, positive effect on your heart, lungs and circulation, reducing or even curing these. The benefits carry on accumulating for years after you quit too.

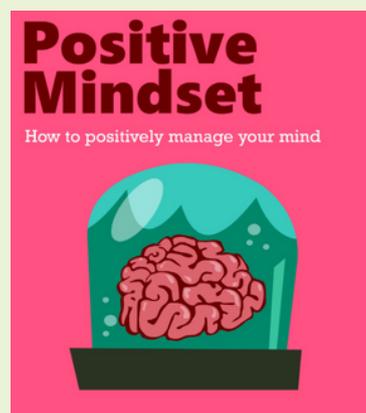
**Do you smoke to relax?** Smoking actually creates a feeling of tension when you start to crave another cigarette, which is eased by smoking another one. So it does feel like the cigarette has calmed you down, but only because the nicotine made you feel stressed in the first place. Quitting smoking can actually improve your mood and relieve stress, anxiety and depression.

Find more reasons to quit, plus links to the resources we've mentioned on the **Support to Stop Smoking** page of the Wellbeing Hub.

## World Mental Health Day - Sunday 10th October



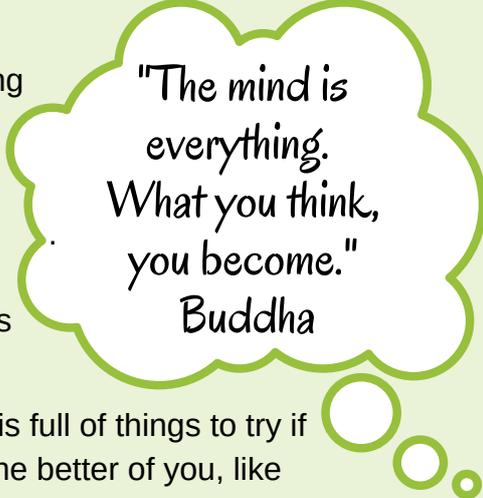
Why not take ten minutes to read the Liggy Webb bitesized book '**Positive Mindset**' on the Learning Hub, for simple tips on managing your mind? That way, when the going gets tough, you have more control over how you think and feel.



Find out why gratitude is so important, manage negative mind chatter and understand how your mindset influences your life.

The **Mental Wellbeing** area of the hub is full of things to try if your thoughts and feelings are getting the better of you, like **MIND's Do One Thing** perpetual monthly calendar.

**Access Confidential Support Now** has contacts if you need help now.



*"The mind is everything. What you think, you become."  
Buddha*

## Back Care Awareness Week 4th - 8th October

Whether you're supporting customers and doing a physical role, or you're stuck behind a desk for more time each week than you'd like, we all put different demands on our backs.

Back pain is the largest single cause of disability in the UK, accounting for 11% of the total figure.

It can be frightening and feel limiting, but the best thing you can do is to move more while your back heals.\* Take a look at the **Taking care of your back** page for some useful tips and stretches, as well as signposts to other pages on the hub that might help to make you more comfortable if back or neck pain is an issue.

The **Movement** page, for example, has tips to keep you moving throughout the day, whether you're on your feet all day, or sitting down. The key to keeping your body moving well is to move in as many different, small ways as you can, as often as you can.

**There's no need for gym gear and you only need 30 seconds to 2 minutes to start making a difference.**

\*Always speak to your GP before starting any new exercises.



## World Menopause Day - Monday 18th October



No matter who we are, we will all be impacted by menopause whether it's us, our partners, family, friends or colleagues who experience it.

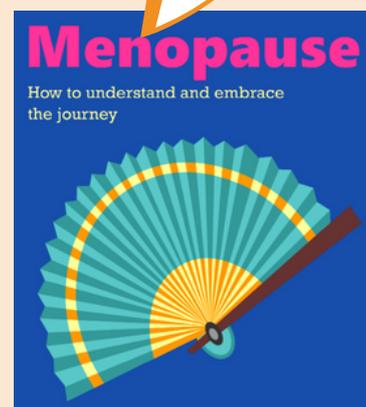
**60% of our workforce are aged 50 or over, and 80% are female.**

It's time to remove the stigma from this life stage and learn how to support ourselves and others to thrive.

Last October we launched our **Menopause** pages on the hub and this year we've added our new Menopause Café running for all staff and customers to attend. The Menopause pages will be updated monthly with resources and tips shared during the café and you'll find a link to this on the monthly wellbeing update page on the intranet Staff News.

**Would you like to come to the Menopause Café, but can't make it at 2pm?** Email [info@personasupport.org](mailto:info@personasupport.org) and let us know what would work for you - we really do want your feedback.

This bitesized Ligy Webb book is available on the Learning Hub.





*Long Term*

*Respite*



*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 [personasupport.org/bury-shared-lives](https://personasupport.org/bury-shared-lives)  
or call 0161 253 7211**

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

\*13 responses given. Some questions had more than one answer.

*"Would like more training around self-employment, tax and finances"*



*"I have a lot of training under my belt due to my job, but I'm sure if needed Mo and Diane would arrange training"*

**Do you feel you receive adequate information about the scheme?**



*"I have a good rapport with Diane which makes for a good working relationship"*

**Do you feel that the scheme has supported you during the current pandemic?**

*"Yes they have been brilliant, weekly contact and been supported"*  
*"Yes, newsletters a nice way to stay in touch"*

*"Very much so, both supportive and understanding of carers, customers needs or difficulties, thank you Shared Lives team!"*

*"Yes, very communicative with Covid protocols and up to date information."*

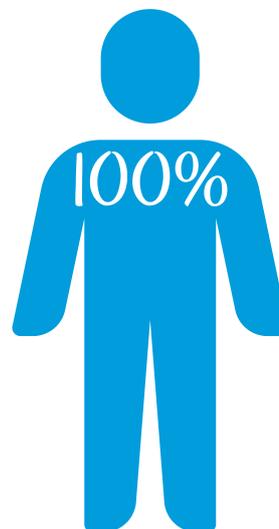
**If you had a choice, how would you like to receive your training?**



**Do you feel like you've been provided with adequate PPE?**

*"Have not needed any whilst I've been a carer, already had what I needed"*

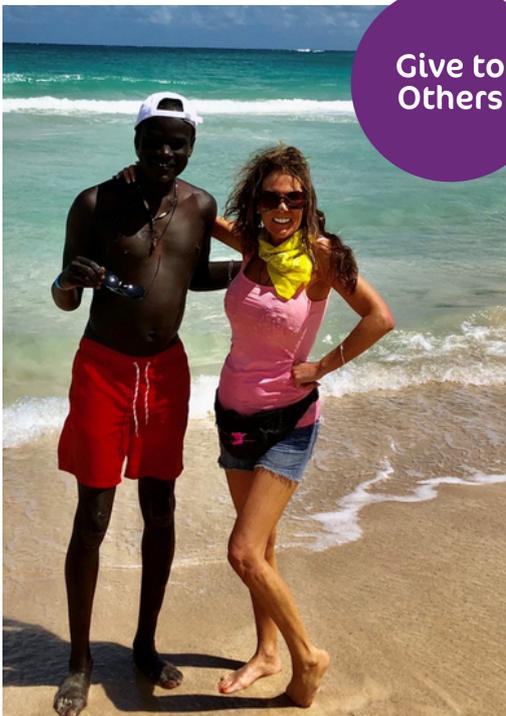
*"Yes - disposable face masks fine for our particular circumstances"*



*"Happy with any of those methods but online is convenient"*

**Do you feel that the training you have undertaken has met your needs?**

## Carol is Deng's safe harbour



Give to Others

Carol tells us...

"I first met Deng when he was going through a difficult time in his life and I began working as his PA (personal assistant) to give him some emotional and practical support.

Deng is now living with me in my home and thriving as part of my small family. He has an active social life, his own space in the family home and is continuing to grow in confidence. He continues to develop new skills and enjoy new experiences.

Over the past eight years I have seen his confidence and social skills grow tremendously and had good reports and feedback from his college tutors and work placements. I am reassured that I am making a difference in his life which is very rewarding."

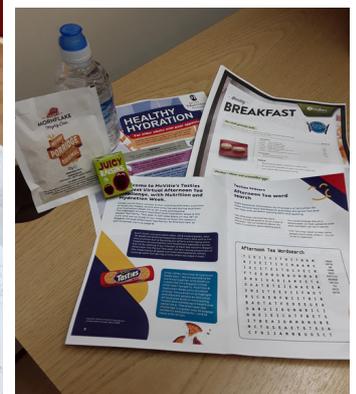
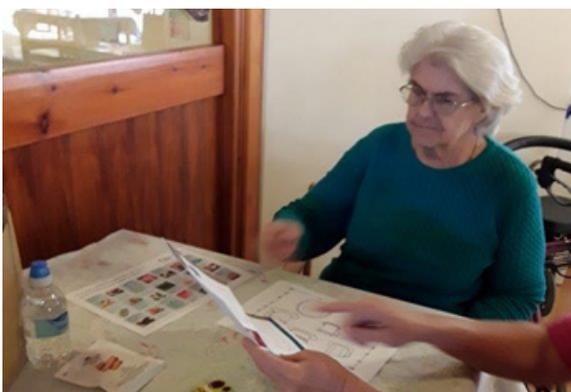
*"Working with Deng has been a very rewarding experience and has given me a sense of financial freedom too."*

## Nutrition bags to customers

Give to Others

Following on from last month's themed quarter, Pinfold customers have been doing activities to promote good hydration and nutrition.

Packs were sent out across Older People Day Services to highlight the importance to your health.



## Bowling Alley fun for Spurr House

Connect

Be Active



Customer's at Spurr House enjoyed a trip to the bowling alley this month. It was great to get out and about and to tap into some good old fun while enjoying a cheeky half. Everyone had such a great time, especially William who was crowned Spurr House Bowling Champion!



## Customer Judges declare their Bake Off winner

Be Active

Keep Learning

Take Notice

Connect

Give to Others



We had hoped that the 2021 Persona Bake Off would have been a face to face competition where the judges could mark cakes on looks and taste. Unfortunately it wasn't to be. This year we had customer judges from Ramsbottom, Elms and Grundy come together over Microsoft Teams to choose the winners of this year's Persona Bake Off.



The competition was extremely tough! Judges were asked to give each cake a mark out of 10. In the end we had two cakes scoring top marks and two cakes



as joint runners up. The joint winners of Persona Bake Off 2021, each getting £25 for their amenity fund and a Star Baker spoon were Bolton Road with their 'Covid Cake' and The Elms Community Centre with their self portrait cake.

The runner's up were a joint creation from Pinfold and Grundy as they join together. The other runner up was Victoria Centre's Sunflower creation.

Thank you to everyone that submitted a cake and to our customer judges: Sarisa, Liz, David and Pat!







Check out the Bake Off Video on our YouTube channel <https://youtu.be/ujna9oG078E>



Happy 50th Andrew!

And it looks like John is having a fantastic time on his family holiday!



Well Done to the Elmhurst 'Chunky Monkeys' who did the Memory Walk for all customers past and present



Customers at Pinfold Lane have had a lovely creative time customising trinket boxes.



Congratulations to Mr and Mrs Barlow who celebrated 60 years together at Elmhurst this month.



## Nelson Mandela 1918 - 2013

Nelson Mandela was born Rolihlahla Mandela on 18th July 1918. There was a custom in South Africa where, when a child went to school they were given Christian names. His teacher, Miss Mdingane, named him Nelson.

*“Everyone can rise above their circumstances and achieve success if they are dedicated to and passionate about what they do.”*

Nelson's passion for knowledge was evident throughout his life. Throughout his 25 year imprisonment he continued to learn new things, as he saw it as a way of escape.

*“I learned that courage was not the absence of fear, but the triumph over it. The brave man is not he who does not feel afraid, but he who conquers that fear.”*

Looking at Nelson Mandela's life you can see a man of determination and faith in himself. Nelson Mandela never wavered in his devotion to democracy, equality and learning. Despite terrible provocation, he never answered racism with racism. His life has been an inspiration to all who are oppressed and deprived; to all who are opposed to oppression and deprivation. He died at his home in Johannesburg on 5 December 2013.

Source: <https://www.blackhistorymonth.org.uk/article/section/bhm-heroes/mandelas-life-and-times/>

## Next month...

...we will be focusing on International Men's Day and in conjunction with the Wellbeing focus on Men's Health, Persona is offering to pay for half of the entry fee for the **MoRun in Heaton Park on November 20th**. Entry is £20 for either the 5K or 10K route: <https://www.mo-running.com/manchester>

**If staff are interested in taking part please email  
[info@personasupport.org](mailto:info@personasupport.org)**

November helps to change the mindset on men's health focusing on suicide prevention, mental health, prostate and testicular cancer awareness.



## *Invisible Disabilities*

The saying goes, don't judge a book by its cover. And it's the same for people. The 'book cover' may present a healthy and able individual but that may not be the case. This month has Invisible Disabilities awareness week, in the US. Despite being a US awareness week, we feel like it is important to highlight it. An invisible disability is a physical, mental or neurological condition that limits someone's movement, senses or activities. All it takes to support someone living with an invisible disability is the willingness to be open to talking about it and being kind in your reactions to people's behaviour.

During the Pandemic, the Sunflower lanyard played an important role for people coping with their invisible disability. To the outside eye, someone sees that they didn't have a mask on which could initially cause fear and anger, but there was a reason why they weren't wearing a mask and the lanyard helped communicate this. Communication is key.

There is an argument over the use of language when describing these types of disabilities. 'Hidden' could imply that the person is keeping it from you on purpose. 'Invisible' could make the person feel like that what they are going through it not legitimate. 'Non-visible' has been adopted by the Government as their chosen phrase to describe this type of disability.

***If you are living with this type of disability, how do you prefer to label it?***



Check out the Youtube Channel on **18th October** to hear how Karen Wood, Activity Coordinator at Elmhurst, deals with her invisible disability. <https://tinyurl.com/HDisabilities>



If you would like to know more about the Sunflower lanyard and how to get one, please visit:

<https://hiddendisabilitiesstore.com>

*"I had years of people thinking I was 'putting it on', 'being awkward' or making excuses about being tired or in pain."*

Find out more about how Fiona has coped with her invisible disability:

<https://tinyurl.com/InvisibleDis>



# BACK PAGE NEWS

## The Legend of Stingy Jack

"Legend has it that Stingy Jack invited the devil to have a drink with him, but Jack didn't want to pay for the drink, so he convinced the devil to turn himself into a coin. Instead of buying the drink, he pocketed the coin and kept it close to a silver cross in his house, preventing the devil from taking shape again.

He promised to let the devil go as long as he would leave Jack alone for a year – and that if Jack died, the devil wouldn't claim his soul. After a year, Jack tricked the devil again to leave him alone and not claim his soul. When Jack died, God didn't want such a conniving person in heaven and the devil, true to his word, would not allow him into hell.

Jack was sent off into the night with only a burning coal to light his path. He placed the coal inside a carved-out turnip and has been roaming the earth ever since.

People in Ireland and Scotland began creating their own creations of Jack's lanterns out of turnips, beetroot and potatoes. The tradition travelled to the United States along with the immigrants and people began to use pumpkins, native to North America, for the lanterns instead."

**Source:** <https://www.10best.com/interests/festivals-events/10-fun-facts-you-didnt-know-about-halloween/>



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Persona Care and Support



Persona Care and Support

Visit our website [www.personasupport.org](http://www.personasupport.org)

We support people to #livetheirbestlife