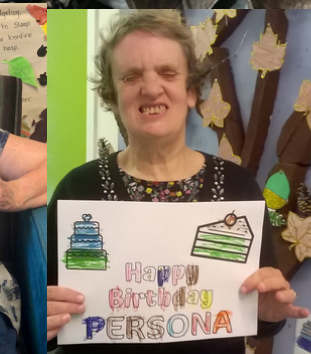


# PERSONA NEWS



We support people  
to live their best life

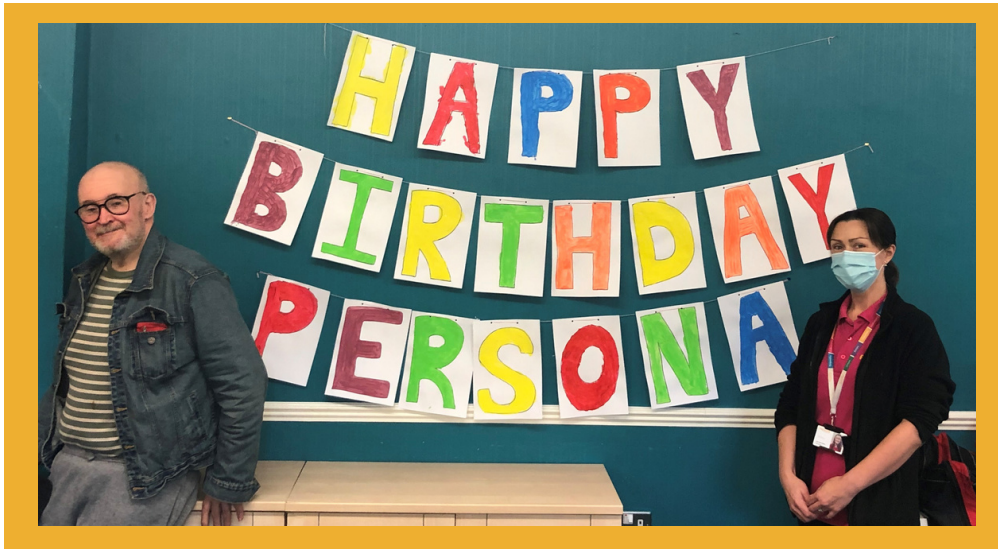
Happy Birthday Persona

Staple Down Here To Make This Into

An Easy Read Style Booklet



# Message from Kat



## Happy Birthday Persona!

5 years ago we created Persona. How amazing is that? In some ways it feels like a lifetime ago and in others it feels like 2 minutes. In many ways Persona feels like my middle child! I've watched it grow and develop taking its first steps right through to being a robust organisation with some solid foundations in place. It has certainly been a journey. We have achieved amazing things, we've faced challenging times, we've gained and we've lost. We've met some wonderful people along the way and had the privilege to play a part in their lives in a way which makes a positive difference. When I reflect back over those years I feel so fortunate to work alongside such an amazing group of people who truly care – not just about the people they support but about those they work alongside.

When I talk to people outside of Persona about what we do, they often ask why I choose to work in social care. My answer is 'Why would I want to work anywhere else?' The reality is that for me it often doesn't feel like work at all and I am incredibly proud to be a part of Persona. My passion to lead an organisation which makes a positive difference in people's lives is as strong now as it was when we took our first wobbly steps in to our brave new world. It is fuelled by the knowledge that the support we give enables people to thrive not just survive and I want to thank you all for everything you do to make that possible. As we celebrate our 5th birthday please take a moment to stop and reflect on the wonderful things you achieve every day.

## This month's highlights

Kat

- |                           |                             |
|---------------------------|-----------------------------|
| 2- Message from Kat       | 10- Persona Bake Off        |
| 3- Staff News             | 11- Persona Celebration Day |
| 5- Chat with Kat          | 15- Service News            |
| 6- Recognition and Values | 19- Activity Hub            |
| 9 - Themed Quarter- IPC   | 20- Photo Snapshot          |
| 10- Wellbeing             | 21- Spotlight               |

## STAFF DIRECTOR

At Persona we know that our business is our people and we believe that to be the best we can be, our workforce should have a central role in informing our decisions and shaping the future direction of the organisation. We make this a reality by having an Employee Forum which is made up of staff members across the organisation who play a key role in exploring development ideas and providing feedback from a staff perspective. One of the Employee Forum members is elected by the group to then represent them at Persona Board as a statutory director. This is a critical role in the organisation and ensures that when we are making decisions about the future plans for the organisation a member of staff is able to input to this and contribute the frontline workforce perspective. There are numerous examples where this contribution has shaped or changed the decision we have made.



The Staff Director role is a challenging position to hold. It is something which is completed in addition to an employee's substantive post and which requires significant learning about the role and responsibilities of a statutory director, holding and discharging those responsibilities and reading and learning about all areas of the organisation in order to be able to contribute effectively. The Staff Director is elected by the Employee Forum to serve for a 3 year term. The current Staff Director, David Pope is now approaching the end of his 3 year term and has indicated that he is willing to be re-elected for a second term. In the past 3 years David has really grown and developed in the role and his contribution to Board has been greatly valued. It is a tough ask for anyone in that role to be able to represent the views of such a diverse workforce but David's position as a trade union shop steward has enabled him to have a good understanding of workforce issues across the breadth of the organisation. It is the Board's intention to support the re-election of David to serve a second term as Staff Director. If anyone wishes a different approach to be considered please email or phone Kat directly ([kat.sowden@personasupport.org](mailto:kat.sowden@personasupport.org)) or 0161 253 5409.

## REFER A FRIEND

- All employees of Persona have the opportunity to refer a friend to come and work for us.
- If a 'friend' of an employee is appointed and successfully passes their probation period, a payment of £50 in vouchers will be paid to the employee and £50 in vouchers to their friend (for employees who are appointed on a casual basis, the newly appointed employee would need to work at least 400 hours before any payment could be made).
- Friends applying for a role should list the employee who is referring them to work for Persona on their application form at the time of applying for the role.
- The Workforce Team will keep a record of the referral and action payment of any vouchers at the point in which a probation period is complete.
- If probation isn't completed or for casuals the 400 hour requirement is not met, no vouchers will be payable. There is no part payment option.



## HELLO & WELCOME

*Know anyone who would be a good fit for Persona?  
Why not Refer a Friend? Details on page 3.*

**Everyone who leaves Persona will be contacted by a member of the Employee Forum for Farewell Feedback (an exit interview).**

## ANNOUNCEMENTS

### GOODBYE & GOOD LUCK

Lynne Eckersall - Senior Carer

## #BETTERHEALTH

One of the ways that Covid-19 has affected many people is the appearance of the 'Covid Stone'. The Government, along with the NHS, has launched the Better Health campaign as a way to help you get a handle on your physical health, as it can often be a 'deer in headlights' kind of feeling. The power, however, is in your hands with the [www.nhs.uk/better-health](http://www.nhs.uk/better-health) website.

There are lots of free downloads, apps, information and links to ways that you can take control. Get fitter, healthier and happier!

For more healthy body and mind tips, why not head over to the intranet Wellbeing Hub. Read more about the Hub update on page 10.



## QUALITY COMPLIANCE SYSTEM (QCS)

Knowing Persona's policies and procedures is essential in order to provide a safe, consistent and compliant service. With knowledge comes the safety that mistakes, fines, breaches and legal damage is at a low risk and that the good reputation of the company can continue to grow, keeping staff and customer safe and living their best life.



Previously you would have accessed the Policies and Procedures via the intranet, but now you will access them via QCS. The benefit of this new system means that reading lists will be created and staff will be notified by their work email when they have new policies and procedures to read. In order for the system to work effectively, we are arranging for all staff to have a work email account.

The system will record that each member of staff has read a policy and will provide a report for your manager to track your progress with. Training will be provided to people within each team to support staff if they have any issues.

An Altura course is also being developed to help with the transition to the new system.



QCS will be available from November.



## CHAT WITH KAT

In an organisation that operates 24/7, 365 days a year, it can be really challenging to communicate well with all staff. We have lots of ways to get messages through, including the intranet, newsletter, via managers, team meetings, and social media to name a few, but nothing beats hearing it from the horse's mouth (so to speak!). With limited physical access to services, to reduce the risk of coronavirus to staff and customers, we are introducing virtual 'Chat with Kat' sessions. It's an opportunity for any member of staff to come and talk to Kat and you can ask her anything you like.



**Details of how to join these virtual meetings  
are located on the intranet.**

**They will be every 4th Tuesday of the month,  
and the next one is on  
27th October, 11.30 am - 12.30 pm.**



## SEPTEMBER'S CHAT WITH KAT

Our first Chat with Kat covered two main areas:

### **1. The Proposal for the next contract with Bury Council (April 2021 onwards)**

We talked through the vision for the next contract with the Council and the types of services that this will include. There are some really exciting opportunities to move forward with the development of existing services to provide improved outcomes for more people in Bury. There are also opportunities for development of new services to meet the needs of customers that we don't currently support but where Persona could potentially present a solution. People attending the session were keen to know which services would change and develop as a result of these plans and how staff could get involved. Full details of the discussion can be found on the intranet.

### **2. The revised approach to sickness implemented 1 September 2020**

We discussed the new approach to sickness management which involves employees having contact with their manager every day during the early days of a sickness absence and then regular contact for absences which go on a little longer. We discussed why it was important to provide that daily support and people in the session gave positive feedback about how this had been working in their teams. Examples were given of staff feeling better supported and being able to find solutions which enabled them to return to work.

Within the session we also discussed how we would cascade information from the Chat with Kat sessions to staff who weren't able to attend and a suggestion was made to hold the sessions at different times of the day which may enable different people to attend. We'll take that on board and try a few different days and times. All content from Chat with Kat sessions will be posted to the intranet so that staff can find out what was discussed. Remember – if you can't attend but have a question you want answering you can raise that in advance and it can be included in the next Chat with Kat session.

Thank you so much for getting back to me and giving me this information. Well done on all fronts on everything achieved for your carers during this very difficult time.

Best regards,  
Rhona Caveney, Administrator  
at Shared Lives Plus

To Spurr House, Thank you so much for everything you have done for my mum (Jean) over these last four weeks. I never thought she would be so settled away from home, but you all made her happy, safe and comfortable.  
Thank you. Karen & Angela

Just wanted to thank you all for looking after Mum when she came for her baths which she loved.  
Thanks again, kind regards,  
Dawn & Family

My husband Michael, who has Alzheimer's, has just come home after his first stay at Elmhurst. On his behalf as well as my own, I would like thank all the staff there for taking such good care of him. They are wonderful caring people; he was safe and happy and it's eased any anxiety I had about leaving him while I had a break and I wouldn't hesitate to recommend this short stay facility.  
Many thanks Hazel

Julie made sure I was in touch with everyone by ringing and I went to another centre before coming back to Escape.  
Thank you from me and my family.  
Chloe



World Values Day is on the 15th October. In the following pages you will see the recognition that fellow staff give to each other as they recognise the Persona values that they embody. It is an important form of recognition that has even inspired a garden!

We are proud of everyone, especially in light of this year's events. Everyone has stepped up to the challenge of Covid-19, living all of the values.

That's why every staff member, for Persona's 5th Birthday, has been gifted a REACH badge.

We would love to know what has been your proudest Hive 5 that you have received over 2020. Please let us know by sending them in to [info@personasupport.org](mailto:info@personasupport.org) before **October 15th**.



At Spurr House the garden has been designed by Francine so that each colour, flower and plant represents the Persona Values. She describes the motivation behind each colour.

**Respectful** Everyone loves respect, and I hope soon we will see this colour in our garden, where it will bounce through the wind and collide with other flowers and grasses. We all love to be respected for whatever beliefs, views, opinions or qualities we may have. For each one counts, and without these, life would be boring and stale. Treat the garden with respect by not littering it up with rubbish or cigarettes. Don't allow these to end up in plant boxes, or on the floor. I'm sure you would not like to be treated with disrespect.

**Enthusiastic** This is represented in the garden by small pink flowers of Lobelias. Though this symbolises care, in order to really care, it requires some enthusiasm. If there is no heart in what we do here for our customers, then there will be no real caring going on. Notice the bright pink plant box nearest to Sandringham Unit which represents this value too.



**Adaptable** The bright yellow plant box can't help but be bold along with the Daffodils we planted. They swayed and danced in the wind and brought such delight. Some were tall and others were small, as being adaptable comes in all shapes and sizes. Staff throughout the day, whether they are tired or joyful, still bear this gift; delivering it in so many ways from providing you with activities, from cooking your favourite meals, to conversing and coming up with so many great ideas, or staying on for a few more minutes, or taking on extra shifts. Other times it is by taking care of the very small details that are not often noticed including those ones you do see, but every task done here by us is so you can enjoy your day.

**Caring** We had some amazing and quite stunning purple tall flowers known as Allium Azureum. Unfortunately the Azureum's season has come to an end, but we will all enjoy watching these grow, and they will grow again. We want you to know that our value of care is very high up on the list. You will also notice there are some Lobelias in the hanging bags up at the side of the walls. Did you know that parts of this plant are used to make medicine for breathing problems such as asthma, bronchitis, whooping cough and shortness of breath? Some take it as a sedative to enable them to relax. So the next time you see this plant or think about this value; both the plant, and colour stand for its meaning – caring.

**Honest** Green is the most prevalent colour in the garden, from the stems of each flower to the grass in the corner. Notice how these ebb and flow, and bend with ease when the wind blows. Yet it's not always easy to be honest and own up to mistakes or come clean, but as the saying goes: "*Honesty is the best policy.*" Being honest with one another will enable us to all care, trust and support each other, not just as your carers, cleaners and managers of Spurr House, but as customers too. Let's be honest with each other. We can all help and support each other through whatever situation may arise.

*By Francine Millar*

## HIVE FIVES

Living by the Values is embodied by colleagues on a daily basis'.

Hive 5's are a way to recognise that. Lift that person up and show them that they are appreciated.

You can give a Hive Five by logging onto your account:

<https://personasupport.hive.hr/myhive>



Hive-Fives



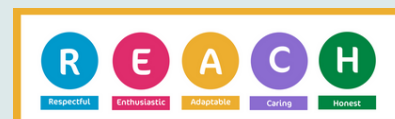
**Stella Parker**

Well done for working so hard with Woodbury to ensure customers can return safely. It was great to see all the measures in place and also to see how well you are managing the team. Thank you.



**Leokadia Sieradzki**

Leo, as our end of life Champion, you completed an in-depth support plan that truly reflected the care and support needs of a customer at end of life in our care. This enabled all staff to care for this customer in a very person centred way. Well done!



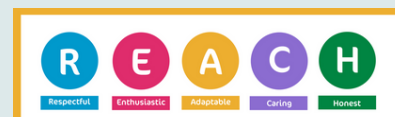
**Francine Millar**

Thank you for doing the garden at Spurr House. You've done a brilliant job and in your own time.



**Kirsty Goldrick**

Well done for always having a smile on your face no matter what and your team work.



**Adaptable**



**Jennifer Wood**

I appreciate you joining in to help ensure consistent support to the people we work with. I appreciate the significant change to your planned working hours and the change in the location from your usual workplace. Highly flexible and responsive to my request for assistance.

**Sithembiso Zikhali**

I am sending a hive five to Thembi and the team for all their hard work ensuring the support and emotional wellbeing of a gentleman who came to Woodbury short stay as an emergency placement following a bereavement. THANK YOU for supporting him to make a close friendship that has resulted in him now moving on to share a property with this friend. What a great outcome.



# PERSONA THEMED QUARTER

## Infection Prevention Control

9

Welcome to the new themed quarter! The next three months we will be discussing Infection Prevention Control (IPC). Keep an eye on the intranet for more information and updates.

### Free flu jabs for care staff

There is no denying that this year has been difficult; the arrival of Coronavirus to Britain has had a dramatic impact. We have battled on to continue to give quality care, despite staff having to self isolate or having to deal with Covid-19 personally. So with winter drawing closer, the annual threat of flu rears its head and this year, the importance of getting the jab is ever more significant.

Following work by Bury One Commissioning Organisation (Bury Council and CCG working together) and partners, they are delighted to offer a **free flu vaccination** to all health and social care staff providing care to vulnerable people in Bury this year. Their goal is to get 100% of the workforce covered.

#### How to get your free jab?

Act sooner rather than later, as the demand is expected to be very high. Contact your GP or local pharmacy about arranging your jab. Please take your work ID with you. Alternatively sign up to the Lloyds Pharmacy notification service: <https://lloydspharmacy.com/pages/flu-vaccination> and they will let you know when you can book a flu jab.

For up to date information, please regularly check the intranet in the Weekly Updates section.



### Hand Cleaning Techniques

World Hand Washing Day  
15th October

#### How to handrub? WITH ALCOHOL HANDRUB



Apply a small amount (about 3ml) of the product in a cupped hand, covering all surfaces



Rub hands palm to palm



Rub back of each hand with the palm of other hand with fingers interlaced



Rub palm to palm with fingers interlaced



Rub with backs of fingers to opposing palms with fingers interlocked



Rub each thumb clasped in opposite hand using rotational movement



Rub tips of fingers in opposite palm in a circular motion



Rub each wrist with opposite hand



Once dry, your hands are safe

20-30 sec

#### How to handwash? WITH SOAP AND WATER



Wet hands with water



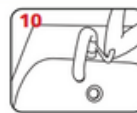
Apply enough soap to cover all hand surfaces



Rub each wrist with opposite hand



Rinse hands with water



Use elbow to turn off tap



Dry thoroughly with a single-use towel



Your hands are now safe

40-60 sec

## Who is the Wellbeing Hub for?

"It's for anyone who's looking for ideas to feel better in their whole life - at home as well as at work."

You don't need to be referred to use the hub and it can help even if you don't have poor physical or mental health. *Because wellbeing is about far more than 'not being unwell'.*

*Do you worry about your finances?*

*Is something bothering you that you don't want to burden your loved ones with?*

*Do you wish you knew more about eating healthily, or about vitamins & supplements?*



*Do you wish you were better at not letting everyday troubles get you down?*

*Have you got trouble sleeping?*

*Want to get fit, but worried about doing it safely if you have a long-term health condition?*

We can all use new ideas to make life happier and the hub might include things you've never even thought of, that could really change the way you feel about life.

*The wellbeing hub is like that friend you have, the one who listens to your worries and always has a suggestion of how you can try making things better than they might be right now.*

#TakeTimeThursdays is now **#WellbeingWednesdays** from 1pm-1.45pm. You can find all the login details on the wellbeing hub. They are free for Persona staff and you attend in your own time. Regular attendees are finding it's a great way to **connect** with each other, especially at the moment, as well as getting a relaxing, refreshing **wellbeing** session, often with a **stretch** or two.

Is there anything you'd like to see added to the wellbeing hub? Email your suggestions to [info@personasupport.org](mailto:info@personasupport.org)

## Hidden Disabilities

We know that not all disabilities are visible and that they are sometimes harder to recognise, like dementia, hearing/sight impairments or autism to name a few. This can make it more challenging for day to day activities and difficult for other people, who don't know our customers, to understand their behaviours, actions and struggles.

To help with these challenges and to raise awareness we have teamed up with the charity **Hidden Disabilities**. These sunflower lanyards are nationally recognised and help other people to identify that our customers may need extra support, time or help whilst carrying out their daily tasks.



**Please give me space.**



**I am exempt from wearing a face covering**  
**Thank you for understanding**

**Persona**  
With all about you

With the current covid restrictions we know that for some of our customers wearing a face covering or social distancing isn't possible. It's important that, when our customers are able to go out and about on their daily activities, they have something to show to others to help them understand that. We have designed credit card sized notices that our customers can wear on a lanyard or can easily carry about in a purse or wallet. We will be distributing the cards and lanyards to teams in the coming weeks.



# Persona Bake Off 2020



**Judge's Winner**  
BY JEAN FOSTER



**A big thank you to everyone who submitted a cake to this year's virtual Persona Bake Off.**

**There are lots of skilled bakers out there!**

After listening to your feedback, we had both a social media 'Most Liked on Facebook' winner and we also asked last year's judge Jean Foster to comment on all the cakes and choose her winner.

To listen to her comments, head over to your YouTube channel  
(details on the back of the newsletter).

**Congratulations to Pinfold Lane for the judge's win and Victoria Centre for the social media win!**







We hope everyone enjoyed eating their entries and we're already looking forward to next year's bake off, where we will hopefully be able to gather together again. Something to look forward to.





# Persona's Celebration Day

## 1st October 2020



Jennifer is on board with the balloon theme!

Because we couldn't host our PersonAwards this year, we had a virtual birthday party instead. All the services were invited to join in and watch videos and have a dance. There were also great prizes to be won in our quiz and duck race, thanks to our generous sponsors.

**Thank you to everyone who joined in and helped to make this event happen - we hope you enjoyed it as much as we did!**

Well done, it was fab! Suzanne won a prize & she loved the quiz & Jenny's dancing!

Great afternoon, well done!



Peter getting the party food ready.



Two beautifully decorated wooden plaques from Supported Living (wood is to celebrate our fifth birthday).







Wow! What a fantastic show that was, well done everyone!

Steph and Jaclyn enjoying the celebrations - what amazing decorations!



Supported Living have really been busy! This beautiful values tree was part of the celebration at one home.

Well done, great fun!

Happy birthday Persona, from John and Christine!



Everyone at Ramsbottom designed their own Person T-shirts! Looking great!



John and Christine's party spread looks delicious!

Thank you to our sponsors:





In last month's newsletter you'll have seen that Escape was on a mission in aid of Macmillan Cancer Research. The goal was to walk the distance it would take to get to Blackpool, 70 kilometres.

## Escaped to Blackpool



All customers and staff took part in the walks. Here is a list of places they walked over the week!

- To the fire station and back = 3.5k done by 8 people = **28K**
- Manchester Rd park and back = 2k done by 9 people = **18K**
- Burrs and back = 6k done by 8 people = **48K**
- Walk up to the top of Holcombe hill and down = 3k done by 5 people = **15K**
- Kirklees trail = 5.6k done by 5 people = **28K**
- Top of the rock and back 2k done by 3 people = **6K**



In total they walked **143 kilometres**, so managed to achieve their walk to Blackpool and back again!

A big WELL DONE to all customers and staff, you all did amazingly! A massive thank you to everyone who sponsored them too, as they smashed their target and raised a massive £195!





## Lucy's Animal Journey

Meet Lucy from Shared Lives, who is an inspiration to us all. Lucy attended Bury College in 2018 where she passed a year's course on sports. She stayed on at Bury College for a further year achieving a distinction in Animal Care Level 2. Following this success, she attended Eccles College, where she studied Equine Level 2 again passing with a distinction. Lucy's determination and

hard work has just led her to securing a job at a dairy farm in Summerseat. This job didn't come quickly and it shows her dedication and commitment to achieve her end goal - to work with animals.

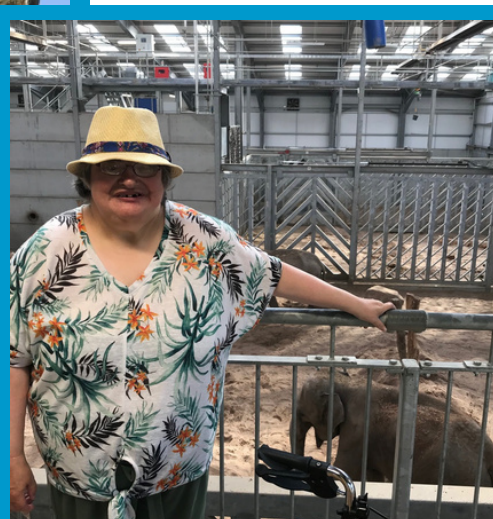
Her journey started on a trip to Ramsbottom, where Lucy and her carer, Trish, came across a milk bottle with details of a farm. They would go to visit this farm over a number of months, purchasing items from the farm shop. Every time they went, Lucy would enquire about any jobs and expressed her interest in animals.

On September 8th this year, Lucy started her job working 10-5pm 5 days a week on the farm and one of her many tasks is preparing the area for milking of the cows. Her employer is so impressed by Lucy's commitment that he will be training her to do other jobs on the farm, including feeding the calves.

Well Done Lucy, you are an inspiration to us all.

## Supported Socially Distant Outings

The Supported Living team have been actively getting customers out and about, enjoying some socially distant outings in the area. Peter has had a lovely refreshing walk, Karen had a wild time in Blackpool and Raymer enjoyed her wander round the picturesque town of Skipton.





## Vida's Library: Update

In September's newsletter, we launched an appeal to help Vida grow her picture book library. Vida loves reading; it clearly makes her happy and stimulates her, and she has started talking more with everyone around her since she started sharing the books with her support team.

We'd like to say a **great big thank you** to **WeBuyBooks** and **Rossendale Little Community Libraries**, who have made a very generous donation to start Vida's library growing!

We'll keep you up to date with the progress of Vida's library and if you have any children's picture books you don't need any more, maybe you could help Vida too?

If you'd like to donate books, or have any questions, please contact Fiona at [info@personasupport.org](mailto:info@personasupport.org).

## Elmhurst showcases Art in Care Homes Day



These stunning pieces of art are just some of the masterpieces created by customers at Elmhurst Short Stay and we were proud to share it as part of the national showcase, Art in Care Homes Day. Well done to everyone who had a hand (sorry!) in it!



Pinfold Lane and Grundy have been enjoying the delights of the seaside this month. They both celebrated national fish and chips day. Pinfold then went on to enjoy a reminiscence session in the garden, thinking about all the seaside holidays that they have enjoyed.

## Grundy and Pinfold Lane's Chippy Lunch







# Canvas Activity



This is a great activity that was enjoyed by all at Escape, and can be enjoyed by anyone of any ability.

## What you need

- A canvas of any size
- Any tape (not double sided tape)
- Paints or crayons in your favourite colours
- Paint brush
- (Optional) Glitter and stickers



## Method

1. Make a pattern on the canvas with strips of tape.
2. Paint or crayon the spaces in any colour of your choice.
3. Add stickers or glitter if you choose to.
4. Leave canvas to dry.
5. Remove the sticky tape.
6. Hang up your picture and enjoy your artistic skill!



## New link added to:

Activities & Resources We Like



Every fortnight from 2nd October

## Coming up in October...

Two new delicious recipes from Sue Kelly



Cheese Scones



Smiley Face Cupcakes

Keep an eye on the 'On Demand Activities' section.

We would love to know what you think about the Activity Hub. To submit feedback, go onto the Activity Hub and look for this green Survey Monkey Square. Click on it and you can submit your feedback online.

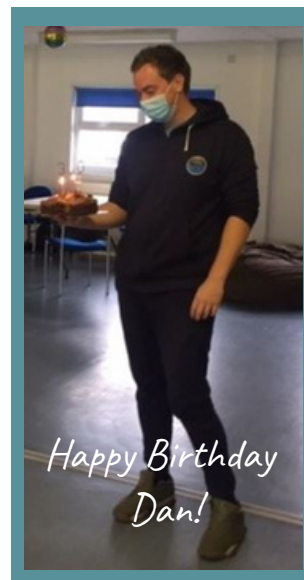




**Pinfold Lane enjoyed afternoon tea**  
*What goes first? Jam or Cream?*



**Hoyles and Elton Community Centres got their 'Art on' with these awesome autumn scenes**



*Happy Birthday Dan!*



**Tasty fruit kebabs at Grundy!**



*That outdoor feeling!*



# IN THE SPOTLIGHT

## *Part of the family*

**Our value of caring comes in many forms and the strongest one is to care for people like they are part of your family. For the team at Spurr House, Olive Foster was part of their family & the loss of her has been felt deeply within the team.**

**Senior Carer, Paula Forward has written this heart warming dedication to Mrs Olive Foster.**



Photo taken pre covid-19 with  
Maggie and baby visitor

What can I say about Olive?

I met Olive just over 2 years ago when I started working at Spurr House. She looked like any normal, cute elderly lady you often see in this job. However, as the weeks passed, I got to see a lot more. Olive had a knack of drawing everybody to her in, the way you would navigate towards a mother figure. She brightened my day, as she did a lot of others. We always knew where she was as we would hear a repetitive banging noise as she would knock her little tripod against whatever she could. But that was Olive. There were times when she would just sit and stare at you and you knew she was reading you. She was a really spiritual person and you felt at ease just holding her hand. She had an overwhelming calmness about her that would radiate towards you when you were near her.

There were times when she would sit in her armchair quietly taking in what was going on around her. It was hard to tell what she was thinking. It would be interesting to have known though!

She loved seeing all the staff and would smile when we said hello to her. If you were lucky she would blow a kiss or wink at you! She loved to dance with us and even though her speech was very limited, she would throw the "odd dee dee dee" or "la la" into whatever song was playing, (surprisingly in tune, I might add!). You even got the occasional "All right love?" when you approached her. She loved it when we had a party and it was hard to get her off the dance floor. I think she just loved seeing people have a good time.

Her face would light up when she saw her son Phil and his lovely dog Daisy and she would enjoy giving the sneaky biscuits to Daisy, not Phil! I'll miss her saying "*Hiya slobber chops, hiya Daisy!*" when they came in. There were times Olive became unwell and we had to call a GP out, but the first words we would hear at handover were "*How's Olive?*" We all cared so much about her, she was part of our family.

Unfortunately, Olive's health deteriorated over the last few weeks and she sadly passed away peacefully on Sunday 13th September. That last day was so sad for us. Everyone on shift went in to see her at some point so she wasn't on her own. It's hard to talk about Olive in the past tense but to everyone who cared for her, the memory of her smile will always be present. You meet a lot of people during your lifetime but only a few make that impact that will go on to become a fond memory. Olive, you are one of those people and we will never forget you. Spurr House won't be the same!

Fly high Mrs F and wear those wings with pride xx

If you would like to contribute to the newsletter please contact the Communication Team.

# BACK PAGE NEWS

taste  
card

## Our tastecard+ membership offer is back!!

All staff can sign up before 29th October for a 12 month membership for £29.99 (RRP £79.99) and get loads of special deals on eating out and takeaways, discounts off online shopping, plus offers to keep you fed and entertained at home. You can also purchase gifts for friends and family.

For more information visit [www.tastecard.co.uk/benefits/persona](http://www.tastecard.co.uk/benefits/persona)



**NHS**

**Test and Trace**

## Download the app for an easy way to:

- alert you if you are near someone who has tested positive
- keep an eye on the risk level of your area
- easy check-in to locations
- guidance for symptoms
- book a test if you need to
- if alerted that you do need to self isolate, keep a track of how long with a countdown timer.

<https://covid19.nhs.uk/>

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