

# PERSONA NEWS

Staple Down Here To Make This Into

An Easy Read Style Booklet



We support people  
to live their best life

Sharon is happy to be back at Restart

**R E A C H**

- Respectful
- Enthusiastic
- Adaptable
- Caring
- Honest

# Message from Kat



Over the past few weeks we have faced some challenges as the North West has stepped into some tighter lockdown restrictions as a result of a rising Coronavirus infection rate in the region. I know for many it will have been a worrying time and it's felt like a backward step. In many ways it's reminded me of the process of change. No change process is straightforward and often we have to take a step backwards before we can move forwards again. That isn't an indication that we did anything wrong, just a simple fact of life that there are bumps in the road along our journey. I remain a firm believer that our best learning comes from being in challenging situations where we have to think differently and stretch outside of our comfort zones. The pandemic we have faced has certainly made us do this and still continues to do so.

Whilst these may have been challenging and uncomfortable times the skills and resilience we have developed will stand us in good stead for developing and improving our services to be even better for the future.

As we emerge out of the height of the pandemic we have exciting times ahead of us. The world around us has certainly changed and there is not a day that goes by where I don't hear of organisations who are downsizing or making fundamental changes to their workforce. The ultimate impact which Coronavirus has had is seismic and extends far beyond the devastating amount of lives it has taken. Our economy and the way we live has been changed for the long term. Whilst for many this will have a detrimental impact, there are still opportunities and challenges to embrace. Persona is a unique organisation and it is this which will enable us to be an integral part of Building Back Better in Bury. If we can embrace our Adaptable and Enthusiastic values and take some leaps of faith we can forge a strong future for our customers and our staff teams. As with any change we will find some bumps along the road and we'll have to place our trust in each other. We are fast approaching our 5th birthday as an organisation and I believe we have created the solid foundations we need to move forward into a new chapter as a key partner in the transformation of health and care in Bury. I look forward to going on the next chapter of our journey with you.

*Kat*

## This month's highlights

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## 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 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 will be shared soon, keep an eye on the intranet.**

**They will be every 4th Tuesday of the month, starting 22nd September, 11.30 am - 12.30 pm.**



## ANNOUNCEMENTS

### HELLO & WELCOME

Sharon Kirkham – Waking Nights Support Worker  
Rachel McDonough – Waking Nights Support Worker  
Catrina Kay – Casual Support Worker

### GOODBYE & GOOD LUCK

Rita Myers, Night Care Assistant  
James Kemp, Support Worker

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

## MICROSOFT TEAMS

Staff at Fir St (Supported Living) have been part of a trial, rolling out a new digital communication tool called Microsoft Teams. Staff felt they needed a way to communicate with each other that was secure, instant and that they could use purely for work purposes to help create boundaries between work and home. Microsoft Teams is a digital communication tool that can do all these things and works like many platforms you've probably already used, all rolled into one! Teams features include:

- Secure, instant messaging (like WhatsApp or Facebook Messenger), so sensitive information can be communicated.
- You can open documents just like in an email.
- You can have team video calls in the same way as Zoom.



Staff involved in the trial have been meeting to discuss how they can get the most out of using Teams and what support they may need to get started. Over the next few weeks they will be helping us to understand the challenges and benefits of using Teams, so that it can hopefully be rolled out further across Persona in the near future.

# STAFF NEWS

Save the Date!

**Persona's Celebration Day**

**1st October 2020**

**1.30 pm - 3.30 pm**

Due to a global pandemic it is not possible to hold our annual employee awards ceremony - The PersonAwards in the usual way. Instead, 1st October will be a Virtual Birthday celebration. We will be 5 years old, which is the 'wood' anniversary. So we will be sending out wooden plaques for a crafty activity. Be your usual creative selves with them!

It is also an opportunity to say thank you and recognise everyone who has gone above and beyond. You guys have gone to the moon and back with your care and support for your customers and colleagues!

On the day, the party will be starting at 1.30 pm! Join us for a fun Zoom call! There will be speeches, quizzes, sing a longs, prizes and hopefully lots of laughs along the way.

Your manager will have more details about your budgets for getting decorations and party food for the day.



Please make sure you are familiar with how to join a Zoom call, so you don't miss out! In last month's newsletter there was a how to guide. **If you don't know how to project a Zoom call onto a bigger screen please can you email [info@personasupport.org](mailto:info@personasupport.org) or talk to your manager.**



**So dust off your glad rags! You've got a Birthday Party to attend!**

More details will be launched in the coming weeks, with log in details and other preparatory information.

To all the LD staff that helped out at Spurr House during this difficult time.

## Thank You!

from all the staff at Spurr House

I want to send a  
Hive 5 to the whole of **Spurr House!** I have been  
at Spurr for the last few months, and to say I was  
nervous would have been an understatement, it is a  
whole different job role from what I would normally be  
doing. It took me a while to find my feet and learn how  
everything are done, and I wouldn't have done it without  
the incredible staff at Spurr, they have all been so  
supportive and caring throughout my stay.  
Everyone works so hard, everyday, no matter  
what challenges are thrown their way, they are  
such an amazing team! Thank you so much  
to everyone for making me feel  
so welcomed.

**Naomi Egan**

Thank you for your  
support while Eric  
attended Grundy. He  
thoroughly enjoyed attending  
and taking part in the activities  
and meeting with other service  
users.

**Victoria Marden, Social Care  
Officer/Social Work  
Apprentice**

Kay and I fed back regarding the very  
positive impression we had from the  
Persona Supported Living and Outreach  
staff. They were kind, compassionate,  
respectful and a dedicated team who know  
their clients extremely well and are strong  
champions and advocates for them.

**Sarah Tomlinson, Local Area Contact  
for the LeDeR Programme,  
Bury - Quality & Performance Manager**

would you please  
tell the management  
and staff of this home  
that I send my warmest heart felt  
thank you to them all, the staff who  
have helped me in this home have  
been amazing and I could not fault  
one thing in my stay here, I have  
really enjoyed my stay thank you.

**Emanuel Cohen, on leaving  
Elmhurst Short Stay**

Just wanted to say  
thank you to you for being so caring and  
positive throughout my diagnosis and  
treatment. You have got the balance right  
between recognising I am still me, but also  
have a medical condition which needs to take  
priority for the moment. Your care and  
positivity have had such a positive impact on  
me and how I see my future.

All with positivity.

Just wanted to acknowledge  
this.

**Mary Lynch**

## HIVE FIVES

**Hive Fives are an excellent way to show your gratitude and appreciation for all the hard work that everyone is doing during this time. Here is just a selection of some of the many staff being recognised for living the Persona values.**

**Congratulations to everyone!**



Hive-Fives



**Lisa Mumford**

Great to see you using your initiative to resolve areas in Woodbury. Impressed to see you putting your IT skills in practice and thinking outside the box. Your dedication to the team and the customers is clearly demonstrated and greatly appreciated. Well done!

**Enthusiastic**

**Deborah Hothersall**

For all your hard work at Peachment, you have made such a big difference to the building and tenants enjoy seeing you. You always have a smile for everyone, even when you have lots going on at home, you are always willing to help where needed, and care about your colleagues, I really appreciate all you do, thanks Debbie

**Respectful**

**Victoria Wilson**

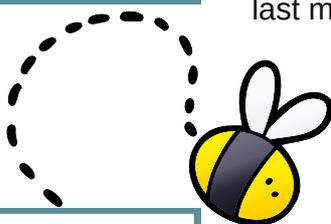
Vicky is amazing at her job, she always puts a smile on my face and everyone at Spurr House, not only does she do her domestic job, but she spends time interacting with the residents and helping out where ever she can, she does such an amazing job! Thank you Vicky for everything you do!

**Caring**



**Ann B Porter**

What can you I say you are and continue to be a massive support to me Ann. Being on the end of the phone booking training at your centre and waiting in for deliveries of equipment. I could not have got through these last months coordinating all the sessions without your help and your jolly attitude. Thank You Ann it is a pleasure to work with you!



**Karen Wood**

Karen has given 110% in proving the customers the most amazing activites. Karen always starts the day with a smile and so much enthusiasm. Karen goes above and beyond to make the customers stay the most enjoyable with her amazing activites. I always look forward to see what she has in store for the week.

## Technology in Care

Welcome to the final month of our themed quarter

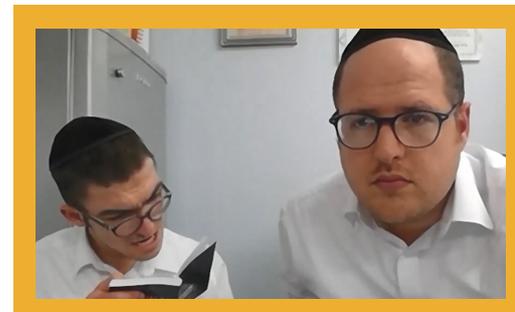
### Technology in Care!

In the last month of Technology in Care we look at how customers have been using technology to stay connected, how technology could be a simple pendant that is around your neck and how that simple device can improve care and help manage stress. Have a look on the intranet for more case studies and also don't forget that September is Festival of Learning 'have a go' month, so why not try out 'Let's get digital' on Altura?

### Staying connected during Covid-19

If Covid-19 has taught us anything, it is the importance of staying connected. How better to do that, than with technology so you can not only hear people's voices, but see them too, through video calls on programmes like WhatsApp and Zoom. Naturally we would prefer the 3D, real-life article, but these days we have to settle for the 2D version.

Covid might have limited us socially, but it hasn't stopped life progressing. Special moments still come around and naturally, you want to share them with those you are closest to. For Shared Lives customer Chayim, he was able to connect with family in Israel to celebrate something he previously thought was unachievable. He has recently completed a full section of Mishna, an important part of the Jewish faith, which Chayim has spent months studying for. Using Zoom, he and his Shared Lives carer Avremi shared what he has achieved by a reading of the Mishna, after which he was congratulated by his family from different parts of the world. This connection and recognition is essential for wellbeing. If you are struggling with your wellbeing, please look on the intranet wellbeing hub and page 9 for hub updates.



The opportunity to connect is still out there. Last month on the newsletter's back page, we shared a guide to joining a Zoom conversation and if you keep an eye on the Interactive Activities section of our Activity Hub, there will be live sessions for you to join soon.



September is 'Have a Go' month with Festival of Learning. Why don't you check out the all-new beginner's course '**Let's get digital**' on Altura? This course has been designed to take the mystery out of the common ways to use the Internet and lingo associated with the digital world. Take a deep breath and plunge into the great wide world of digital. We are confident that you won't look back!

# Technology in Care

## Falls Prevention with Technology

At the end of September we have Falls Prevention Awareness Week. With us still in our Technology in Care quarter we talked to Registered Manager Ruth Holden at Elmhurst Short Stay, to discuss what technology they use as a way to prevent falls.

Technology is constantly evolving and creating new devices that can be used to improve care; fall pendants are one such device.

*"A falls pendant is quite a new thing at Elmhurst"* says Ruth, *"we needed it due to a number of people we identified at the point of admission, who were at a higher risk of falls."* Ruth goes on to say that a falls pendant is worn around the neck of a customer and contains a drop sensor. The nifty thing about this bit of kit is that when a customer falls, the pendant automatically activates the alarm that is sent on the loop to all the carers around Elmhurst through the Tunstall intercom system. A staff member then answers the call and can instantly talk to the customer to see what is wrong. If the customer has just bent over to pick something up, the carer is able to deactivate the alarm and return to the duties they were doing. If something more serious has occurred, action stations can be activated quicker and if senior carers or managers need to be on hand this can happen much more quickly than relying on going to the room to assess the situation and then getting the necessary help.

*"We have had success with it. We have a lady staying at the moment who is at a higher risk of falls. She wears it all the time now. At this moment in time, touch wood, she's not had any falls. But it's there for her if she does."*

Elmhurst also use a bed sensor and floor pressure mat that can alert staff to when customers are moving. This is another step towards reducing the risk of falls. The sensor mat is placed on a bed and Ruth tells me about a lady receiving near end of life care, who could get agitated early in the morning.

As soon as she releases some pressure on the bed sensor mat, an alarm goes to the carers on duty and they can go to help her, even before the lady activates the pressure mat on the floor beside her bed.

It's all about reducing the risk and any undue stress for customers, their relatives and staff. For example, Ruth speaks about the benefits of the system during the busy morning routine, when staff have multiple customers to care for, support and get ready for their day. Staff can talk to any customers who have activated the alarm to assess their needs and also to reassure them when they will be seen to, without having to leave the customer they are caring for at that moment. This technology is reducing risk, helping the work load of staff and improving care for customers. As Ruth says it's a "brilliant bit of kit".



# WELLBEING

This month we've added lots to the wellbeing hub, including help line information from **The Samaritans** and also the **Getting Help Line**. You'll find these under 'Access Confidential Support Now'.

Local walks around Bury have been also added to the '**GM Walking**' page as part of the #GMWay campaign & you can still find a selection of socially distanced walking groups in the area to join.

'**Help with your Finances**' has helpful tips and a list of places you can get support to keep your financial wellbeing healthy.

If you're feeling isolated and love reading, films or just talking about life in general, the **#BookChat** group has started up again for monthly meetings via Zoom. Have a look at the '**Read to Relax**' page for details of how to join in. We've also updated the information about how you can access books from Bury Libraries now.

You may qualify for a free wellbeing course with Bury Adult Learning if you are experiencing mild to moderate mental health conditions such as stress, anxiety and low mood. Courses will run in September and November and include baking, improve your mood with food, apps for wellbeing and art for anxiety and stress. Search for '**Wellbeing Courses**'.

..and don't forget the ultimate way to connect, take notice, be active and give to others this month...



## The Persona Bake Off

It's our 5th Birthday, so the theme for this year is:  
**Birthday Cake!**

*This year's competition will be virtual & solely based on looks, but we do hope you let us know what they were like to eat!*

Get your cake entry pictures in by  
 9th September to  
[info@personasupport.org](mailto:info@personasupport.org)

This year the judges are YOU!

Most LIKED cake picture on Persona's  
 facebook page WINS!



Voting is from 10th- 16th (12 noon)

Winner of the Bake Off Spoon will be  
 announced at 2 pm September 16th



# ESCAPE

sponsored walk to  
raise money for

**MACMILLAN  
CANCER SUPPORT**



From Monday 21st- Friday  
25th Sept

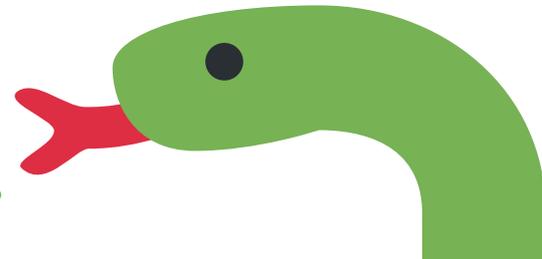
There will also be a 50p  
cake stall



For more information  
please contact Julie Pierce 0161 253 5100

To donate:  
[www.justgiving.com/fundraising/escapewalk](http://www.justgiving.com/fundraising/escapewalk)

## Help out the Rammy Rock Snake!



Ramsbottom Centre and the local residents  
have started our own snake trail and want to  
invite you all to contribute.

The trail at Tottington isn't accessible to our  
customers and it is such a lovely idea we didn't  
want to be left out.

All contributions are appreciated  
Socially distanced collection can be arranged.

**Big thanks to Escape who have already  
contributed.**

**For more information contact Liz:**

**01706 827 010**

**The Ramsbottom  
Centre**

## Help Vida build a library!



Meet Vida, a confirmed bookworm!

She recently celebrated her 91st birthday and still enjoys life to the maximum - her favourite pastime is reading picture books, closely followed by being read to by her support team.

Because reading the books is keeping her mind stimulated and active and she gets so much from them, the team (Joanne, Shirley, Michelle, Mike C, Michael K, Ewelina, Rahila, Davie, Dawn, Celia and Terri) have decided to help Vida to set up a library of picture books in her own front room. She is hoping to open the library up to other customers after lockdown, when they can come and borrow the books from her library.

### Can you help Vida's dream to come true?

Do you have any picture books you don't need any more which you could donate to this amazing cause? Please email [info@personasupport.org](mailto:info@personasupport.org) if you can help. Thank you!

## Elton's Co-op Fundraising

Last October, Friends of Elton Community Centre, with help from Co-op, started fundraising for improvements to the centre. The goal was to raise enough to go towards a new changing room and a sensory garden. Those of you familiar with Elton will know of Graham's mighty sunflowers. Unfortunately, at the moment the raised beds are not looking happy. The changing rooms are in need of new electric fittings and other sensory engagement tools to make the experience more enjoyable.

At the time of writing, their total is at £474.92 which has been raised by people shopping at Co-op as members. For each £1 they have spent, 1% has gone to their chosen cause. Thank you to all those who have chosen Elton. The hope was for more, but I think we can thank Covid for that. Can they make it to £500 by the time the scheme ends in October?



## Hawaii came to The Elms

The Elms were one of the lucky winners of the Scarecrow competition that was announced last month. To celebrate, their Roots voucher went towards a Hawaiian Themed party.



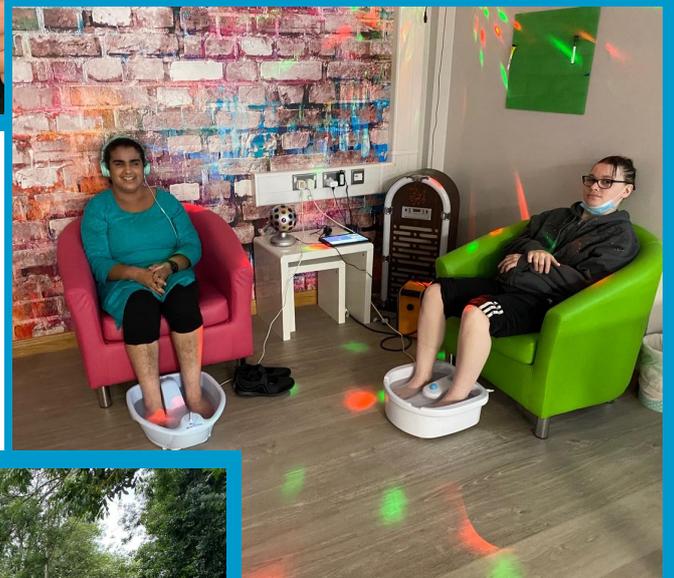
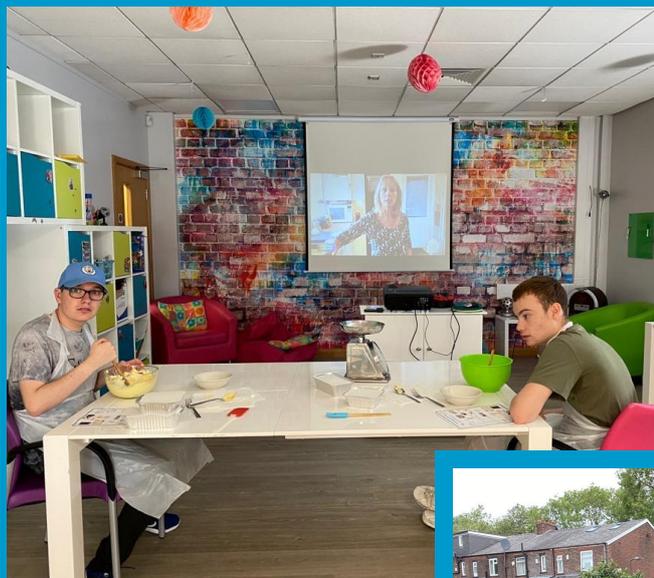
Looks like they all had a brilliant time!

Even though we are not 100% back to normal, we were able to reopen Restart and Escape last month. By the smiles on their faces, the customers were glad to be back!

## Back to some sort of normal



Re-Start  
Centre



Hanif was so excited to be back at Re-Start he just couldn't believe his eyes! Sharon was quick to learn a new skill for Support Co-ordinator Jane. She set to making bean bags for a group activity!





## MP James Daley PPE delivery

We are all so grateful for the PPE donations that we've had over the past 5 months. This month we were happy to receive a donation from local Bury MP James Daley and his office.



## Stories from Ascot

Francine is one of the carers at Spurr House. One of the things that she really enjoys doing is to really get to know her customers. We take a look back now on her meeting with Dorothea a couple of months ago. Francine says:

\*\*\*\*

We have had some lovely experiences with the customers on Ascot lounge at Spurr House. One such customer Dorothea, has been sharing her life stories. As she has been sharing these with us she has laughed, been really animated, and full of expression, which was lovely to see.

The stories range from:

- How her father was a prisoner of war in Germany and the effect it had on her.
- Her experiences during the war years.
- Her school years at Bury Convent school, which is now Holy Cross, and how special the nuns who taught there were to her. When they found out she loved cleaning, they asked her if she could clean brass. She said yes, and so whilst other pupils were doing other chores she was given the brass to do. It always cheered her up whilst doing this for them.
- Her time as a teacher at St Peters, here in Bury; how she loved working with the children and seeing them grasp new things as they studied in her classroom. One boy she used to teach ended up working as the Queen's footman when she went to visit Japan - Dorothea is so proud of him.

Whilst sitting with her one day I asked if she liked music; she shared that she used to play the piano. We chatted about the various types of music she likes and then I put some relaxing piano music on for her from YouTube. She thought this was marvellous and sat back to listen to it. She so enjoyed it that she made the comment how lovely it was compared to today's music which she finds awful to listen to - it 'makes her want to take her hearing aids out'. Dorothea is a lovely lady, and if anyone sits with her just ask her how she is what happy memories she has of her life, her face will light up as she'll happily open up to you.

\*\*\*\*

It's a lovely example of the caring nature of Persona staff and also how many interesting stories there are to be told by our older generation. Let's all get asking! You never know what gem could be waiting for you!

# Wild flowers of Britain

E	O	T	R	N	F	E	C	E	G	S	G	K	L
I	C	I	V	Y	T	B	P	B	C	H	E	T	O
M	O	P	E	S	R	C	H	V	O	O	E	O	E
E	R	D	R	S	G	G	E	P	N	L	E	L	N
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W	E	E	N	E	L	I	G	C	E	S	R	O	O
E	R	E	N	W	I	I	U	E	X	L	W	V	C
E	O	O	K	I	N	G	C	U	P	I	M	E	L
T	H	S	O	W	R	O	N	A	C	P	X	G	W
M	M	E	F	O	P	K	R	O	P	P	E	E	L



1. I am the flower emblem for Lancashire. I am a household favourite and the universal symbol of love, affection and romance. What is my name? **Red Rose**
2. I am the flower emblem for Surrey, Worcestershire and Northamptonshire. I am a member of the primrose family and I grow in pretty clusters of small yellow flowers on stalks. What am I called? **Cowslip**
3. I am the flower emblem for Oxfordshire. I am a bulbous plant and my tiny purple checkered flowers resemble bells nodding on a snaky stalk in springtime. What is my name? **Fritillary**
4. I am the flower emblem for Essex and Norfolk. I normally thrive well in cornfields as well as on chalk ground. My brightly coloured flowers have papery thin petals and tall stems. I am a constant reminder for us not to forget all those brave people who served in the wars. What am I called? **Poppy**
5. I am the flower emblem for Kent. My flower has been known to send many people into a drunken stupor. I am usually grown up strings in a field and then harvested in July/August. What is my name? **Hop**
6. I am the flower emblem for Staffordshire. My foliage can be many shades of green with autumnal hues of yellow and russet, or even grey. My tiny spike like flowers can run from white, through pink and mauve to ruby and deep purple. I can be found growing abundantly on heathland and moors. What am I called? **Heather**
7. I am the flower emblem for Warwickshire. I have a heady scent and suggestive twining growth. My pale pink, yellow or creamy white bell-shaped flowers produce a sweet, edible nectar attractive to moths, butterflies, bees and other pollinating insects. What is my name? **Honey Suckle**



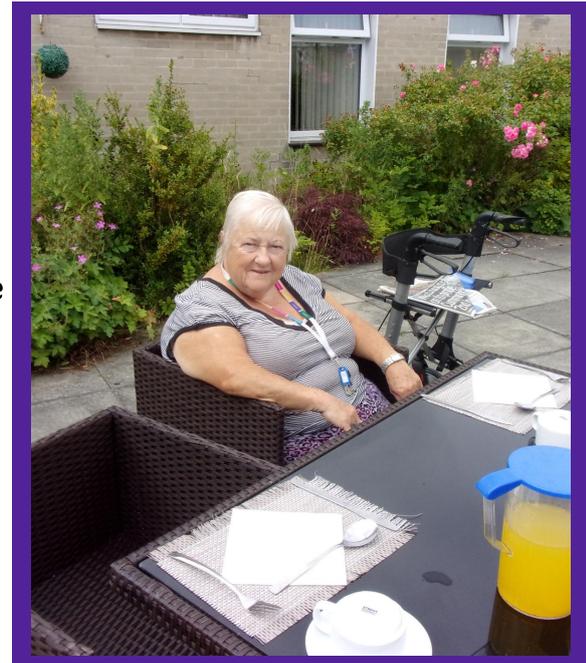
Head over to the Activity HUB on the Persona website for more fun activities and games.



Alex and Hazel celebrated their 58th Wedding Anniversary at Peachment Place. Congratulations to the happy couple from all of us at Peachment.



Outside cafe culture arrived at Elmhurst with lunch being served outside!



Grundy Celebrated Indian independence day

Having struggled over lockdown, Kevin had a good day and found his smile!



Crumble Making fun at Elton!



# IN THE SPOTLIGHT

*Mindful Caring*

*By Karen Wood*

Look at any app store on a smartphone, search 'Mindfulness', and before you know it, the visible page is full. Many of us may already be familiar with mindfulness as a way of helping us manage our mental health - an excellent development of smartphone technology. But, it becomes easy to rely on an app, when mindfulness itself is simply the practice of becoming aware, or to use the common phrase, 'being in the moment'.



I was familiar with mindfulness as an intellectual concept long before I encountered its power to help me. It was my unconscious belief that what I did was more important than who I was when it came to work; a recipe for psychological meltdown. I came to a full stop. And I was employed in a Mental Health Trust. My counsellor asked if I would consider joining a new group aimed at introducing mindfulness as a way of managing psychological distress, and so began my mindfulness journey.

I can quite truthfully say that it has been one of the most effective interventions for me, but how can it help me in my new role as Activities Coordinator at Elmhurst? How can it enable me to bring care and compassion to my everyday conversations and actions?

Caring for vulnerable people is a 'full on' state. It takes physical energy, mental awareness, emotional intelligence and a good sense of humour! The volume of person-centred tasks is immense, and combined with the necessary routines of daily life, can sometimes make us feel that we are on the 'hamster treadmill', finding ourselves increasingly exhausted. A state that most carers would recognise, I'm sure.

Simply put, mindful caring is about developing our self-awareness, physiologically and emotionally, and, at the same time, being with those states. When helping someone with self-care, we can find ourselves just running on 'autopilot'. We might physically be there, but in our heads we're elsewhere, for example, what shopping we need, and did we remember to put the bins out! It's just how our brains work.

But we can learn to practice care differently and the benefits of doing so, both for those we work with and ourselves are immense. By being aware of what's really happening to us, bringing our attention to our bodies by noticing - for example, our breathing, or stiff shoulder muscles, plus how we're feeling, (upset, anxious, focussed on the next task), this is the acknowledgement (not the wish that things were different), that allows us to re-focus our attention to the 'now.' We become free to listen and observe attentively, and to work in a compassionate way. This is, after all, the point of 'person-centred care'.

Mindfulness applied to caring is not a 'magic wand', our common human frailties will always mean we never remove the 'L' plates! However, if we are willing to give ourselves to the practice of being both fully here and now, I believe our care for our customers will be authentic and our own wellbeing nurtured.

**For wellbeing inspiration, including ideas on being mindful,  
please visit the wellbeing hub on the intranet.**

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



# BACK PAGE NEWS

Save the Date!

**Persona's Celebration Day**

**1st October 2020**

**1.30 pm - 3.30 pm**

Persona Roots



We would like to inform our customers and staff that the Persona Roots service will be continuing, despite the easing of lockdown. Order forms will be circulated via email, on the intranet and via staff who are supporting or visiting customers at home.



If you'd like to share a story, photos, or an idea, please email us at [info@personasupport.org](mailto:info@personasupport.org)

Follow us on social media:



@personacareandsupport



@PersonaBury



@personabury



Persona Care and Support



Persona Care and Support

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

We support people to **#livetheirbestlife**