

# 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

I am blessed to work alongside amazing people. It might seem like I am stating the obvious here but it's important that on occasions we pause a minute and appreciate and be grateful for what is positive around us.



Over the past few weeks I have been reminded of the wonderful place that Persona is. Firstly I have been able to get out and about in services for the first time since the pandemic began. Easing of covid-19 restrictions has meant that it has been possible for us to begin to spend time in services again and I was delighted to visit Escape, Elmhurst, Woodbury and the Elms. I was blown away by the welcome I received in all of these teams and by the energy and positivity that was present across the board.

Secondly I have spent significant time with colleagues in older peoples day services as we work through the challenge of a staff consultation on the fundamental restructure of the services. Challenging times indeed, but the staff teams from Pinfold and Grundy were an absolute inspiration in their positivity, compassion for each other and focus on customers. Despite the significant changes and reductions they face I never heard one negative comment.

I know the same is being experienced in interactions with colleagues at Spurr House who are in equally challenging circumstances. What an absolute pleasure to work alongside people who live our values so strongly and conduct themselves with utter professionalism and dignity.

You are a true inspiration to us all and for that I thank you and am proud to say that I work alongside you.

*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



Next 'Chat with Kat' is on 28th Sep

11:30am

For previous Chat's:

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

If you attended this month's Chat with Kat you might have noticed it felt a little bit different. That's because we had a number of questions which were raised by operational services that we were able to respond to. Kat would love every Chat with Kat to work in this way so please feel free to raise any questions you'd like answering and we'll be happy to address it in our next Chat with Kat.

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

*Kickstart Care and Support Assistants:*

Deyse De Sousa Ramos

Cara French

Lauren Howarth

Jayden Siggery

Amina Younis

### GOODBYE AND GOOD LUCK

Michelle Pitt - Care Assistant

Pauline Worthington - Support Worker LD

Giuseppina Iannaccone - Domestic Assistant

Jessica White - Kickstart Domestic Assistant

Jane Coghlan - Domestic Assistant

## KICKSTARTER SUCCESS

How time flies! Our first cohort of Kickstarters have completed their placements with Persona and we couldn't be prouder. Kickstarters and Managers gathered at The Green for a celebration presentation and to take stock of their achievements. Future plans are now clearer in their minds, which just proves how valuable this Government scheme is!



We are still looking for Nutrition and Hydration champions to join the mission and help promote simple and easy ways to help our customers live their best life through eating and drinking well.

Talk to your manager today about what it would entail or head over to the Themed Quarter intranet page: <https://tinyurl.com/5uk9ebbh>

### *What tantalises your soup taste buds?*

Making soup is a great way to not only get in hydration but also get vegetables into your system. Thinking ahead and using your freezer for your meals can not only benefit your wallet but also add minutes back to your day, as a tasty and nutritious meal that's within your grasp!

### *Jenny's Spicy Mushroom and Courgette Soup*

This is a firm favourite of mine, especially in the winter months. It's great to batch cook on a Sunday, and once the soup has cooled I use tupperware containers to parcel off lunch time sized portions. I then put them in the freezer ready for when I need a super quick and tasty meal.

- 1 deep pan
- Blender
- Knife
- Oil
- Garlic
- Ground cumin
- Vegetable stock cube
- 1 pint water
- 1 punnet of mushrooms
- 1 onion
- 3 courgettes (more or less depending on size)
- Cheeky slice of blue cheese



1. Chop up your onions, mushrooms and courgettes into chunks. Add to a deep pan and drizzle with oil.
2. If you want to add a real kick to the soup, add garlic, salt, a decent amount of pepper and ground cumin.
3. Start the veg off on a medium heat while you prepare the stock.
4. Add a vegetable stock cube to 1 pint of water. Make sure it is all dissolved before adding it to the veg.
5. Bring to a gentle boil until the veg is soft.
6. Take off the heat and then use a blender to make it smooth.
7. Serve with a nice big cheeky slice of blue cheese...if you want to!
8. Enjoy!

*What's your favourite soup recipe?*

## PERSONA THEMED QUARTER Nutrition and Hydration

The Elton Outreach team have got stuck in with their iced lolly creations. This month they made Tropical Bursts!

A tantalising feast for the taste buds whilst keeping you cool and hydrated in the hot weather. Their lollies consisted of pineapple, lemon and lime with a sugar free Teddy Bear in the middle!



Escape and Hoyles were hot on Elton's tails and ready to make some iced lollies. Everyone had their own variation. Aiden had vanilla milk, while Paul made two lollies. One with strawberry and mango juice topped off with orange. The other lolly was a milky adventure of mango and strawberry! Jayson had a lovely mixture of strawberry pieces frozen in strawberry milk. Max had the ultimate fruity frozen mixture of mango, strawberry, blueberry and kiwi pieces, topped up with orange juice, which just goes to show how iced lollies are not only a great way to keep hydrated but also a great way to get your 5 a day! And we simply can't get over Hanif's epic cherry Vimto with a dash of blackcurrant lolly! We love that he up-cycled a Vimto bottle to make it!



Well done everyone for taking part! Thank you for sending in your recipes and pictures.

**Send in your ideas of how to keep your nutrition and hydration levels happy and healthy to [info@personasupport.org](mailto:info@personasupport.org), and we will share them!**

### Next Themed Quarter will be... Oral Health



The next quarter's theme will be oral health care, this is an area of paramount importance to everyone's health. We are looking at champions from all services who have an interest in this topic and in working together plan a way to highlight this area within Persona. If you are interested in becoming a champion, please have a chat with your line manager.

Over the coming months we will be sharing some top tips for when you are using Care Control Academy.

### Making use of the transcripts

There are transcripts available for the Care Control academy videos, it might help to have the transcripts up when doing the Care Control academy training or printed out to help you with the e-learning. You will see an option to view lesson transcripts when you go to watch a video you can also access them here <https://tinyurl.com/CCTranscripts>

### Scrolling on Care Control Academy

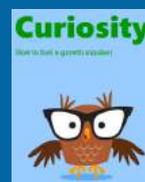
If you are doing your Care Control Academy training on a computer or a laptop if you need to scroll up, you will need to click your mouse in the menu box and drag it upwards, like you would when using your finger to scroll on a smartphone.

Check out this Curiosity bitesized book on the Learning Hub.



[tinyurl.com/CuriosityLiggyWebb](https://tinyurl.com/CuriosityLiggyWebb)

Being curious can improve your understanding of the world around you. Find out the physical and mental benefits of curiosity.



We totally understand that a future working with technology was not what you originally signed up for when you started your care career. We understand that you may feel daunted by it all. This is why we need you to talk to your managers if you feel like this. Help is at hand with a wealth of support on the intranet and on our Learning Hub. Technology is here to stay and will become part of your day to day job. We will support you to make sure that you feel comfortable using it. There will be a lot of training and support available as we start using the new system.

### Technology Guidance



Technology Guidance

[FIND OUT MORE](#)

This very handy font of information is located in the Staff Information section of the intranet. There you will find:

- useful ICT contacts
- How to get on your email account and email contact details
- Link to the 'Let's Get Digital' Learning Hub course and audit
- Technology and Communications
- How to access Microsoft Teams, which will be super useful for when you want to join the daily Care Control Huddles
- How to download files from the internet onto a tablet
- And some Best Practice information

**If you have a technology query and the answer is not there, please let us know. If you have thought it, someone else will have as well.**

**NEW! FAQs added to the Care Control Intranet page.**

**Any questions, please join the daily Care Control Huddles**



<https://tinyurl.com/CCHuddle>

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

### VOTING IS OPEN!



New Board members Barry Topham and Stuart Belfield joined us at the Business Lodge to go through all the nominations and select the shortlist for the award categories.

*"There have been great stories and it shows how collectively you've positively impacted on customers and helped people to live their best lives"*

*-Stuart Belfield*

Now it's over to staff to choose their winners!

Head over to the PersonAwards Intranet page for the Survey Monkey link.

There you will find the shortlisted nominee testimonies of why they have been nominated.

Choose 3 of your favourite.

The nominee with the most points will win the award.

<https://tinyurl.com/PAwardsNoms>

**Voting is from  
16th August - 19th September**

**Barry and Stuart really struggled to narrow down the field as there were so many fantastic nominations. If you haven't been shortlisted, please don't feel disheartened as we think you are all fantastic!**

## Professional Care Workers' Week 6th - 10th September

*We would like to send a huge thank you to all the carers that work for and interact with Persona. You are amazing!*



Showing gratitude is one of the easiest ways to improve your wellbeing. Making you feel good by making someone else feel good. A simple and cost free exchange which we like to do at Persona in a number of ways.

### For Staff

The Persona High 5 system which is provided by Wrkit, is an online platform for colleagues at Persona to pass on their thanks and congratulations for a job well done, as teamwork makes the dream work. On the next page you can see a selection of praise given across our value themes of

**Respectful**, **Adaptable**, **Enthusiastic**, **Caring** and **Honest**.

Add yours by going to [www.persona.wrkit.com](http://www.persona.wrkit.com)



### For Customers



Feedback is very important to Persona. Feedback, good or bad, gives us the opportunity to improve.

On the compliments page

<https://tinyurl.com/lj6wasjbr> you will see some of the positive feedback that we have received from customers and teams outside of Persona, and it means the world to us! If you would like to let us know how we are getting on, there are a number of ways to do this:

**Email:** [info@personasupport.org](mailto:info@personasupport.org)

**Internet:** Fill in our contact form on [www.personasupport.org/contact](http://www.personasupport.org/contact)

**Phone:** 0161 253 6000

**Address:** Persona Care & Support, Grundy Centre, Wellington Road, Bury BL9 9AH





**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.**

### **Nikki Ledger**

**Respectful**

Myself and Jackie wanted to thank you for being a supportive manager, who respects us as individuals and will listen to our points of view without judgement. Over the last year we have been met with lots of challenges, but you have always made time in your very busy day to support us to navigate us through those challenges with a smile on your face, and continue to do so.

### **Michelle McMahon**

**Enthusiastic**

The Medication and Consent to Care Easy Read Documents you have produced are so well thought out and the Persona Care and Support plan page is just brilliant, love it!

### **Angela Duncan**

Angela I want to say thank you for your help this morning with my IT issues. Your enthusiasm has helped me to learn and develop my IT awareness and I feel more confident about learning and growing. Thank you for sharing your knowledge. I want you to know you have made a real difference.

### **Teresa Hassane**

**Adaptable**

Thank you Teresa for going above and beyond at the last minute. It is clear to see you live your adaptable value daily, including the weekends! This is much appreciated, Thank you! From your customers and On-Call :-)

### **Mel Little**

**Caring**

Just wanted to say how much I appreciate your dedication to the service and say a huge thank you for Saturday night. You went above and beyond to make sure your staff team were supported and your customers were kept safe. After a very challenging shift, you still continued to work through the night and completed an incredibly long shift. I couldn't be prouder to have you on the team.

### **Paula Lythgoe**

**Honest**

Thank you for meeting me on Monday. Your knowledge of the customers, staff and families, for me was great to talk to you about, to gain a better overview. It was also great to see how you communicated your challenges, and took on the solutions advised. I am very much looking forward to revisting these again next week to progress further actions.



To everyone at Grundy, Thank you for everything you did for my Mum Madge. She loved her days at Grundy.

Love Naydine



**Grundy**  
Day Service

Grundy Manager, Anna, received a phone call from a lady whose Mum attended a taster session at Grundy this week. The lady lives in Spain and wanted to let us know, she had spoken with her Mum and carer following the taster session and she had been informed that her Mum had had a wonderful time, she hadn't left the house in such a long time and thinks it's amazing that there is a place like Grundy that people can come. Her Mum kept telling her on the phone what a wonderful time she had had and that she can't wait to come again.

Hi Ruth,

Thank you to you and your team for supporting myself and my dad Alan during his stay at Elmhurst. Allowing me and my family to go away and not worry. I really appreciate it.

Thanks Nicola

**Elmhurst**  
Short Stay



Shared Lives have gone above and beyond to support her and make this a positive experience for her. Since being with shared lives the customer's mood has improved and her relationship with her parents has also improved.

- Helen Lavers

I would just like to thank all the staff at Spurr for their professionalism when dealing with a particularly challenging customer this weekend. It has been a challenging few days for you all but you coped so well. -Steve Hampson, Social Worker

**Spurr House**  
Short Stay



*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.**



## The Wellbeing Hub is 2 years old!



Wellbeing is about more than just 'not being ill' and the hub is full of ideas to help you live your best life. Some, like EAP PAM Assist, are only for Persona staff but a lot of the information might also help someone else you're worried about, at work or at home.

To celebrate this milestone we've made a couple of additions to hub, which we hope will make it even easier to use.

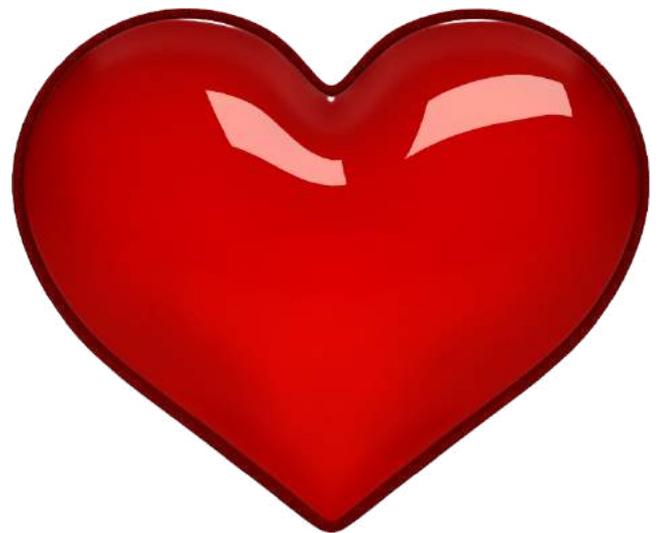
*As you know, all the information on the main hub is split into five areas:*

**Access Confidential Support Now, Physical Wellbeing, Mental Wellbeing, Inspiration for Wellbeing, Opportunities to Connect- Be Active- Take Notice- Keep learning- Give to Others.**

### Heart Health and **Being Active**

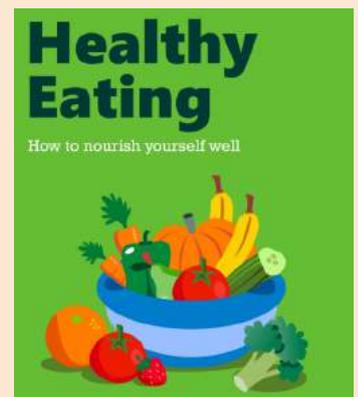
We've seen a spike in absences relating to heart and blood circulation over the summer. This could be due to several reasons but one way we can all try to improve our heart health is by being active.

That sounds so simple, but this year Joel has found himself being less active than usual, even though he's a keen runner. Find out what's been inspiring him to **Be Active** in different ways, including the Olympics and a sightseeing trip to London, on our new **Help Your Heart** page <https://tinyurl.com/9ct66tta>



The **Bury 10k** is going virtual this year and is open from 1st - 30th September. Find out more on our new **Stay Active** page.

What is healthy eating? Learn about nutrients and portion control, what to limit or avoid to stay well, good mood food, weight management and the effects of food on your immunity. This Liggy Webb book is available now on the Learning Hub.



### Connect

## #Book Chat

This informal group is back from September! We meet at 4pm on the last Thursday of each month. You don't need to be a serious reader and we don't discuss anything other than books we've enjoyed (or hated!). Find out how to join on the **Reading to Relax** page.





**You'll notice now that on the main hub page, the wellbeing logo is a link.** This goes to a new **How it Works** page showing who maintains the hub, user confidentiality, how to get help using the hub and reviews. It also explains more about the Five Ways to Wellbeing which we've based the hub around.

**We're also introducing five new topic pages** - the first one is **Stay Active**. All the relevant hub content will be here, giving you a new way to find things all in one place. You can find these new pages at the bottom of the How it Works page, as well as in the main five areas of the hub.



The other topic pages coming soon are: Eat Well, Sleep Well, Know Yourself and Manage Stress.

## Mindfulness Day - 12th Sept - How to **Take Notice** around other people

Last month we suggested a mindful shower as a way to practise taking notice, but you can't spend all day in the shower! So here are **3 ways to be mindful during the day** - you can even use these at work. Practising spending more time in the present (and less time worrying about the future or getting stuck in the past) makes it easier to find good things to focus on and improve your wellbeing, as well as sharing the benefits with those around you.



### Take Notice around other people

- Focus on the person you are interacting with. Listen without thinking about what you will say next and give them time to talk.
- Share a smile or a laugh - tell a funny story or joke and join in when there is good feeling in the room. Smiles are infectious and make everyone feel good.
- Do something nice for someone and focus on how it makes you feel - where do you feel it? Can you name the feeling or describe what it feels and looks like?

### Resilience

How to cultivate inner strength and bounce ability



'Resilience is emotional sunscreen.' But what's the difference between resilience and toughing it out? Learn to deal with change, cultivate inner strength and bounce ability in this Liggy Webb book, on the Learning Hub.

<https://tinyurl.com/LWBitesize>

### Connect



The first Menopause Cafe meets on Teams at 2pm on Wednesday 8th September. Details are on the **Menopause Cafe** page <https://tinyurl.com/menopausecafe>. Everyone is welcome to attend in their own time. Please speak to your manager if you'd like to come to the cafe, but you're working.



## Mel's change of direction to Bury Shared Lives

I think the coronavirus pandemic has made a lot of people re-evaluate their lives and look at what they can change to enjoy their lives more. I would say this has been the case for me. I like getting to know people and making them feel at ease. If I can support someone to have a good day, become more independent or just take a break from their usual routine in a safe, fun environment so their loved ones can have a much deserved rest, then that really makes me happy.



For the past 12 years I have worked in learning disability services and I have always found the jobs where I am able to directly make a positive difference to an individual's life the most rewarding. I saw offering respite support for Shared Lives as a great way of doing that, so I became a carer early in 2021.

With Shared Lives you can be yourself and authentically share your life with someone; the good and the bad which is how real life is. This can be an invaluable experience to customers and help them grow and learn.

Although it is early days, Verity has quite quickly felt that she has a safe place to go to and can be herself. She lost her Mum a few years ago and has missed having a woman to talk to. I'm a friend she can confide in and do girly things with, like painting our nails, watching films and having a gossip. She really looks forward to her stay with me and she will text me in the week letting me know how she feels. She seems happier and has been video calling all her friends to introduce me and Dexter the dog- I think they want to come and visit too!

## Queensberry's trip to the seaside



Staff and customers had a grand day out at Blackpool this month. Taking a minibus up the M61, they soon found themselves marvelling at the creatures at Blackpool zoo. Refreshing themselves with some sea air along the front, and enjoying the classic seaside lunch of fish and chips. Cracking day out!



## Ramsbottom makes us smile



Customers at the Ramsbottom Centre got creative with their doors this month. For 'Tell a Joke' Day on the 16th of August, they decorated the door that everyone goes through during the day. Changing low moods to high moods, cheering everyone up with their favourite joke. **What's your favourite joke?** Here are some of ours...

**What did one toilet say to the other?**

*You look a bit flushed.*

**Why couldn't the pony sing a lullaby?**

*She was a little horse.*

**What did the ocean say to the pirate?**

*Nothing, it just waved.*

## Vida turns 92

I think everyone is likely to say that Vida doesn't look her age. This youthful-looking 92-year-young celebrated last month and was delighted that she received new picture books to add to her collection. You may remember last year we asked for help to expand her picture book library. Read all about that here: <https://tinyurl.com/yn632593>



## Norman's Bees

At Persona, we are very aware of the importance of nature in our customer's wellbeing. After hearing about new customer Norman's interest in bees and gardening, staff at Grundy jumped at the chance of getting him involved in creating his own bee garden. To start off the wild chrysanthemums, common poppies and a self healing plant, Norman planted them in a mini greenhouse. It won't be long until Norman can see and be proud of his efforts as he helps to create a 'buzz' about the Grundy garden.

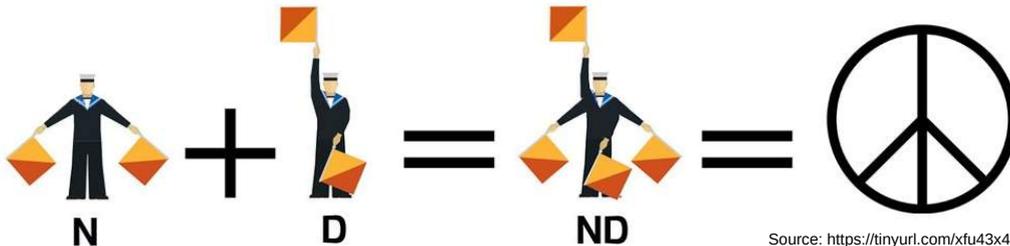
The first International Day of Peace was in 1981. 20 years on and it's just as important as it was then. This year's theme is '*Recovering better for a sustainable and equitable world*' this is because of, yes, you guessed it, Covid. Even though 687 million vaccines have been given, there are still over 100 countries that haven't had a single dose. The Security Council has called for a sustained humanitarian pause to local conflicts so help can be given.

## Symbols of Peace



Throughout the ages, many different things have been used to symbolise peace. Above is just a small selection which we will be looking at.

The peace sign was first internationally recognised in 1958 when Gerald Holtom presented it to the Direct Action Committee to be used as a symbol for the Campaign for Nuclear Disarmament. It embodies the Semaphore symbols for N and D in the circle. The symbol wasn't trade marked or copyrighted and by the 1960's it was a common symbol used for peace.



Source: <https://tinyurl.com/xfu43x48>

The dove has been used by many different cultures throughout the ages. Your first thought may go to the Bible story of Noah, who sent a dove out from the arc to see if the flood waters had receded and God had forgiven them. The dove came back with an olive branch (which we will look at next). Christian's have since symbolised a dove with deliverance and forgiveness. The ancient Greeks associated the dove with love and renewal of life. More recently, it was Pablo Picasso who made the dove the symbol of peace when it was chosen for the emblem for the World Peace Congress in 1949.



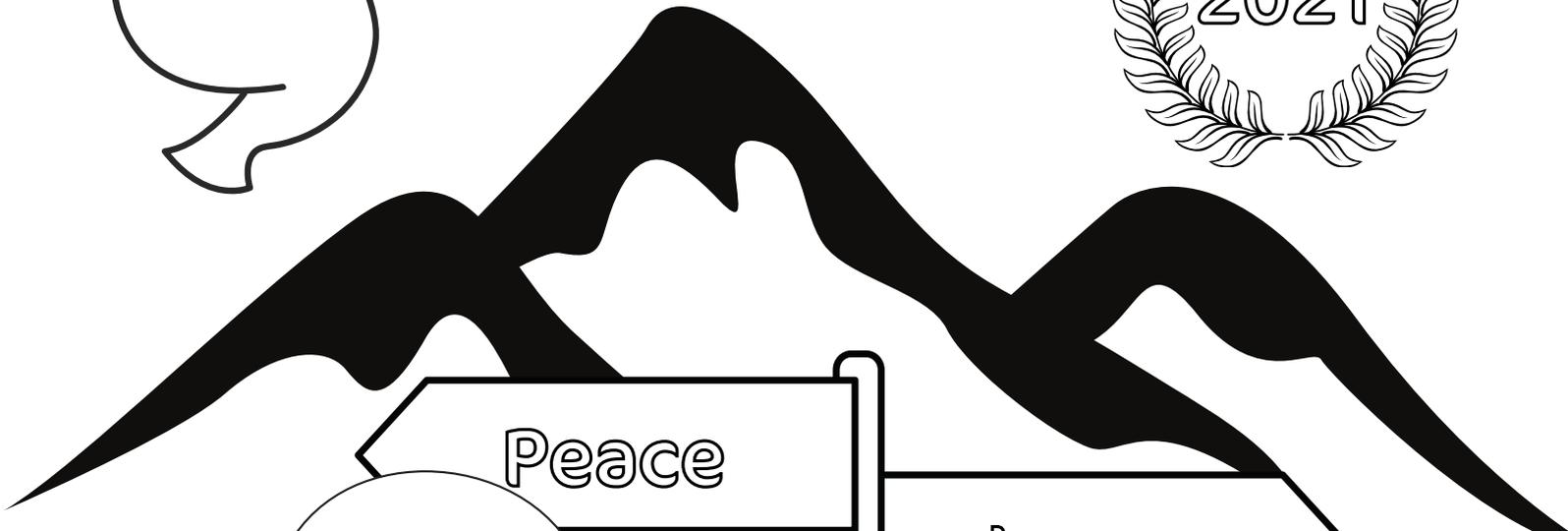
Source: <https://tinyurl.com/yyxmk4bk>

Now back to the olive branch. This symbol of peace dates back to 5 BC when the Ancient Greeks associated the olive branch with Eirene, the goddess of peace. Wars between states were not permitted when the Olympic Games were on. To mark this cease fire, Olympian winners were given crowns of olive branches to wear. More commonly now, the phrase of 'sending an olive branch' is said when someone wants to broker peace.

Check out the next page for an awesome colour in activity to do at home or in services.

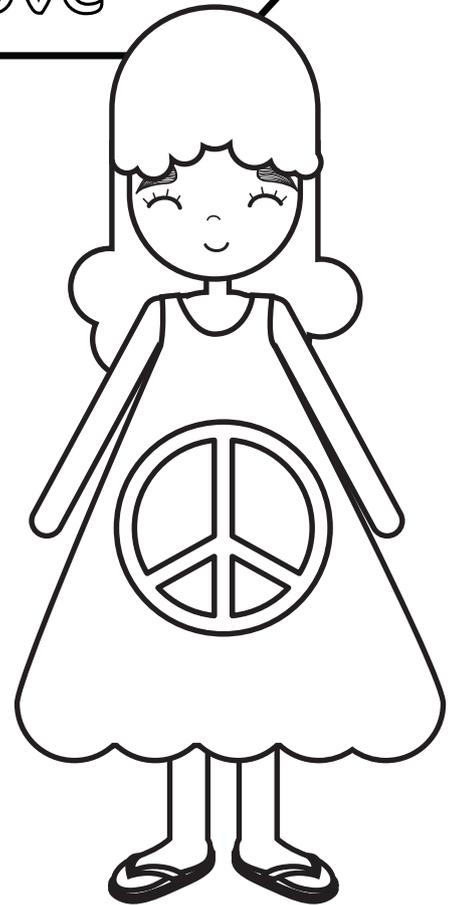
# International Day of Peace

## 21st September



Peace

Love





Congratulations to LDDS Support Worker Amy Jackson on the birth of her daughter Ria Grace.



Elton's Sunflowers are starting to bloom



Happy Birthday!





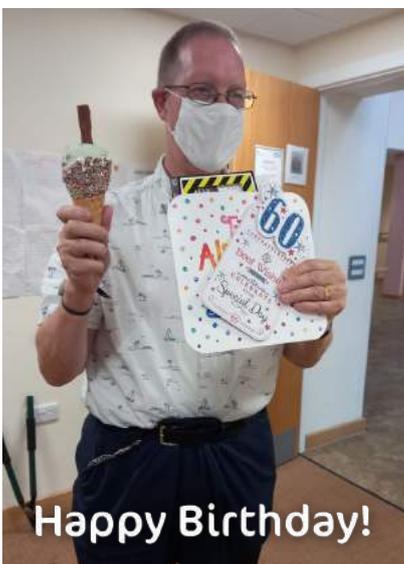
Christine and John enjoyed their first post lockdown holiday!



Victoria Centre have been getting on board with The Big Butterfly Count



Towering about Bob is Elmhurst's winning sunflower as it has now reached 12 feet!



Happy Birthday!



More excellent lollies from Hoyles and Elton

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## *So what is customer engagement?*

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**In a nutshell, customer engagement is the connection between a business and its customers.**



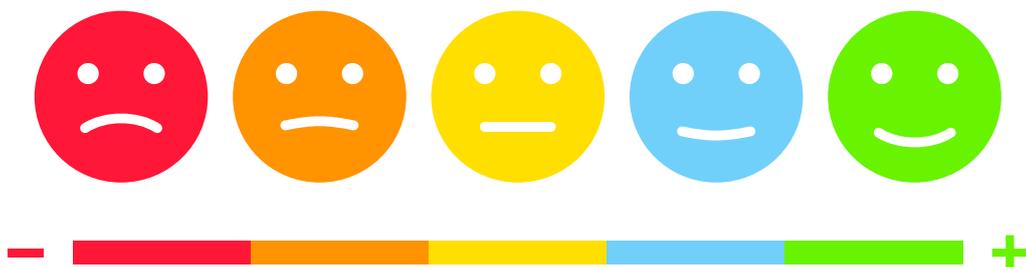
Within Persona this is the customers we support, and people who do not currently use Persona services (but who may do in the future). By engaging with customers, we can identify what is going well and where improvements could be made. Engagement with people who may be customers of the future can help shape the organisation ensuring it is sustainable and fit for the future.

How Persona customers think and feel about Persona is currently captured in various ways, such as review meetings, informal discussions, complaints, and compliments.

We need to ensure that we are consistently capturing customer's feedback. Therefore, we are introducing a customer satisfaction process. This will ensure that customers, and/or their relatives, are asked to share their views on the support and services they receive throughout the year. These results will be recorded and reported and will help us understand where we may need to make improvements, and also what we are really good at.

Work is also underway with managers to understand other ways in which we can engage meaningfully with customers, this may be a customer forum where customers are actively involved in planning and ideas for Persona going forward.

If you have any suggestions about ways in which customer engagement could be improved or developed, please feedback to your Manager who will then share it with the wider managers group.



# BACK PAGE NEWS

## Did you know?

Prior to 1752 England used the Julian calendar which was based on the solar year of 365.25 days and was put in place by Julius Caesar in 46 BC. But in 1752 England adopted the Gregorian calendar (365.2425 days), to bring it into line with the rest of Europe.

The problem was about how to align it. The problem was even debated in Parliament. So in September 1752: Wednesday September 2nd was followed by Thursday September 14th.

In those 11 lost days, people actually believed that their lives would be shortened by 11 days. We still follow the Gregorian calendar today. It was first introduced in 1582 by Pope Gregory XIII. The latest country to adopt the Gregorian calendar was Saudi Arabia in 2016.



*It's that time of year again!*

**Persona Bake Off 2021  
is back!**

**Don't forget to check out  
October's issue for full  
coverage.**



If you'd like to share a story, photos, or an idea,  
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**We support people to #livetheirbestlife**