

# 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

This last couple of weeks there's been a familiar buzz in the air. No, not the inevitable flies, wasps and bees that have come with the warmer weather – the buzz of the build up to the PersonAwards. This is the time of year where people find out if they've had a nomination for the PersonAwards. A number of you will have had the absolute delight of receiving a little card that tells you that someone who you have contact with through your work values you and cares about you enough to nominate you. How amazing is that?!

The magical thing about this is that receiving a card is completely unexpected. You might not even know who nominated you. That detail doesn't matter – what matters is that you've got a fabulous glow and an extra skip in your step purely because someone let you know you're awesome. That's how powerful positive feedback is. Not only that, it creates a similar feeling for the person giving the recognition. It's just like wrapping up a gift for someone and seeing the joy in that person's face when they open it. Priceless.



All of this is happening with increased focus right now because of the PersonAwards, but the wonderful thing is that you can do it any time.

A High Five, a little note – whatever way works for you to let someone you work with know that you think they are a total star. You have the power, so don't wait for permission - go ahead and make someone's day brighter.

*Kat*

## This month's highlights

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| 10 - Wellbeing    | 18 - Back Page Bake Off |
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If you're reading this online, you can click for more information where you see this logo.

## COST OF LIVING TIPS

In August's Chat with Kat we shared information on how to control living costs. These resources have now been added to the staff intranet under: Benefits, Bills & Money, Health and Carers, along with extra links for Persona staff here <https://tinyurl.com/CostLivingHelp>.

We've also created a page on Persona's website with information that you can share with friends, family and the carers and relatives of people we support. You can find it here <https://tinyurl.com/CostLivingBury>.

Thank you to everyone who has contributed - if you have a tip to share, please email it to [info@personasupport.org](mailto:info@personasupport.org).



## WELCOME, NICOLA!

The Shared Lives team were thrilled to have Nicola Lowe join them in July. Mo Arthur, Registered Manager, says 'She already feels part of our 'Shared Lives Family'; she has shown great enthusiasm and warmth towards our carers and everyone who uses the scheme. Nicola will be part of some exciting new projects we are currently working on.'

Nicola says 'I'm very excited and over the moon to join Shared Lives, which I think is an amazing service and feels like one big family. I've had the honour to meet some amazing people and I love the person centred approach.'

## PICK YOUR FINALISTS!

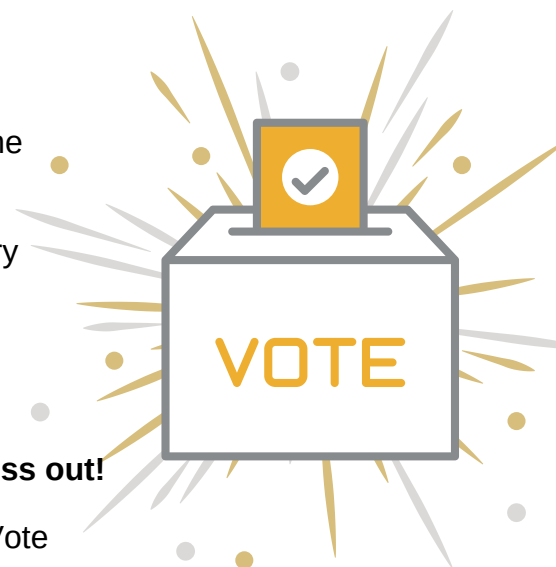
Shortlisting for the PersonAwards took place in July and now it's time for you to have your say!

Each staff member can vote anonymously for 3 finalists per category on the survey link below.

The winners of each category will be based on the finalist who receives the most votes.

**PersonAwards voting is open until 15th September so don't miss out!**


[Click here to cast your vote: https://tinyurl.com/PersonAwardsVote](https://tinyurl.com/PersonAwardsVote)



## MUSICAL MEMORIES

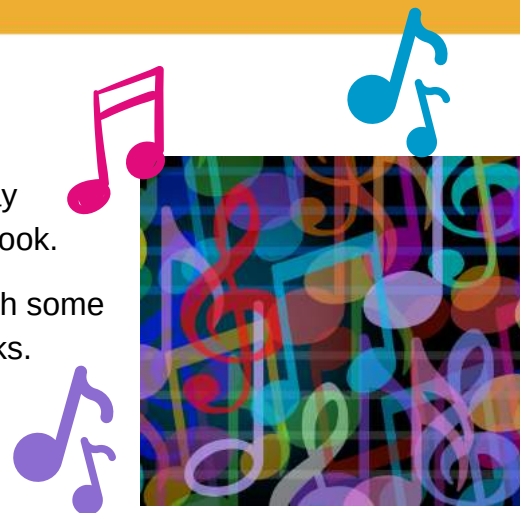
Face to face sessions are back! Join in at The Elms every Friday from 10am - 12pm, starting on the 9th September; no need to book.

The sessions are a sing-a-long where everyone is welcome, with some sessions including live music and some featuring recorded tracks.

 Click here for more details <https://tinyurl.com/MusicMGP>

### Social Spaces

Musical Memories are taking part in our Social Spaces offer, which makes use of our buildings free to community organisations or groups that meet certain criteria. To find out more, visit our Community Spaces webpage.



## LAST MONTH WE SAID...

### HELLO & WELCOME TO:

Mark Gilroy - Operations Manager  
Lindsay Abbott - Casual Support Worker  
Kelly Edwards - Casual Support Worker  
Jacqueline Pollitt - Casual Support Worker  
Chloe Westhead-Unsworth - Casual Support Worker

### GOODBYE & GOOD LUCK TO:

Jordan Booth - Kickstarter  
Liam Percival - Kickstarter  
Christine Carroll - Casual Support Worker  
Rebecca Griffiths - Casual Support Worker  
Catrina Kay - Casual Support Worker  
Kim O'Rourke - Casual Domestic Assistant  
Helen Dunbar - Customer Relations Asst  
Rob Laing - Day Service Manager  
Victoria Stancliff - Support Worker  
Nikki Ledger - Registered Manager  
Gareth Monk - Registered Manager


## CHAT WITH KAT

Kat hosts a Teams call once a month where you can ask her any questions you might have.

Specific topics will be discussed and after each session the update will be published in that month's summary on the intranet.

**If you have a question but cannot attend, please send them to [info@personasupport.org](mailto:info@personasupport.org) and they'll be passed on.**

**Next meeting: Chat with Kat will be back at 11:30am on 6th September**

 To catch up on previous chats and for the meeting link, click <https://tinyurl.com/ChatwiKat>



## What Being Well Means to Me

A lot, but my workplace has offered me a lot with my condition.

Being 100% okay whether that is mentally or physically.

Being able to function in my day to day life without being hindered by illness. Having good physical and mental health.

Being able to manage my time and work life.

Being happy and stress free.

Being happy in what you do, enjoying the effort & dedication of your work personally & professionally. Being active & knowing that having a bad day is okay.

Being happy in your job, having good circle of friends and seeing family.

Being happy within myself and my work.

Being able to keep independent. Able to work. Feeling part of something.

Being happy. Doing what I enjoy. Having fun.

Being content, happy, energetic & enjoying my life.

Looking after myself as well as others.

A smile on my face, doing a job I love.

Working as part of a good team.

Being healthy, being positive & feeling positive.

Being physically fit and having the means to deal with any personal issues.

Being supported at work.

Stress free, no illness and being happy.

Being kind to others.

Being supported and appreciated.

Well enough to actively come to work.

Feeling happy. Being able to be honest with all around me. Good work life balance.

Enjoying my interaction with people we support & keeping a good life balance.

Having a good personal and work life balance.

Feeling good, happy in my own skin, feeling valued, enjoying life, learning new things and being me.

Healthy mind, healthy body, healthy soul. Being happy. Mentally understanding my own needs.

Healthy, wealthy & wise.

Looking after myself as well as others.

Feeling less stressed at work. Having time off and being able to do things and enjoy outside of work.

Feeling happy and fulfilled; well, fed and no worries.

Fit and healthy.

Work life balance. Being flexible with rotas.

Smiling, laughing and buzzing off the people around me.

### Answer Cancer Session

July's rescheduled cancer awareness session is at 2pm on 15th September and it's at Sunnybank Community Centre. Any questions about going, or about joining the session? Please speak to your manager.



### Bury 10k: join us & support a local cancer charity

To tie in with our Cancer Awareness themed quarter, we're dedicating our Bury 10k entries to raising funds for Bury Cancer Support Centre - please get involved and run or walk the race!

A few people have signed up to do the Bury 10K already, and have claimed half their entry fee back from Persona.

**Connect, Be Active and Give to Others;** raise funds for a good cause, meet some new people or spend time with friends, get some fitness tips to your inbox and take part in live training sessions if you want to.



There's a good spread of walkers and runners, first timers and pros on our 10k team - why not come and join us?

**There's still time to sign up!**

Find out how you can do this here: <https://tinyurl.com/BuryTenK>

**Bury 10k:  
Sunday 18th September 2022**

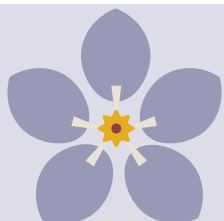
Visit our JustGiving page & support the team: <https://www.justgiving.com/fundraising/bury10k22>



**Fundraising update:** Naomi and Ann from Queensberry Day Service have completed their 10 mile swim challenge, swimming 10.5 miles each!

After swimming three or four times a week, they have raised £760 for Breast Cancer Now! Well done Naomi and Ann!

### September is World Alzheimer's Month



On 19th & 27th September and 5th October, we'll have unlimited access (from midnight to midnight) to watch a Dementia training video by Haylo Theatre. Please link in with your manager to find out if they are arranging for your team to watch together, or whether to access it on your own. You'll find details here over the coming weeks <https://tinyurl.com/TrainingOppP>

**Want to know more about the themed quarter?**

<https://tinyurl.com/ThemedQuart>

## Chat Direct With Care Control Once a Month in Huddle

Starting Thursday 1st September, Lorna Prowse, Care Control Key Account Manager, will join us on Teams, on the first Thursday of each month from 12 noon to 1pm; anyone is welcome to join.

Huddles are your opportunity to feed back on how you find using Care Control, to discuss any issues, and hear about latest developments and top tips from Lorna.

## Update on Care Control in Our Services

**Peachment Place** now has wi-fi throughout the building. Angela Duncan is working to ensure there is good coverage throughout the site. Once final checks are complete, we will start using electronic Medication Administration (eMAR) for people we support there. Angela has supplied computer tablets which will be better for staff using the Care Control eMAR application, as the screen is bigger to display the eMAR sheet.

**Learning Disability Day Services (LDDS)** have been using the system for recording Care Notes, Activities and Fluid and Food monitoring for several months now and are trialling the eMAR application. Staff have reported a few issues which we are working with Care Control to resolve.

Trialling new software is important as some things only come to light when you start using it – sometimes because of the way Persona does things, rather than an issue with software. The next phase will be reporting Incidents (P1As) using the electronic form on the system. We have checked settings and asked Care Control if the categories we monitor can be added to their system.

**Get Social at Grundy** started to transfer their care plans to Care Control last month. As they support over 100 people, we expect this will take 3-4 months to complete.

**Supported Living** have around three-quarters of rotas live on the system, being updated by co-ordinators. We need to get the remaining rotas live, so that we have a complete set of information which helps the On Call team to have the latest rotas on the system. Most care plans have been transferred to Care Control, but records which are kept in hard copy, such as Risk Assessments and Consent forms, still need uploading.

**Elmhurst Short Stay** went live on 1st August on Unit B with care plans and recording care notes including personal care, food and fluid, activities, support to use the bathroom, and sleep checks. Over the next few weeks this will start in lounges A and C, capturing good quality recording for everyone we support. Staff have commented how small, portable and simple to use the Pocket device is; they love how they can quickly build notes using prepopulated fields or by using speech to text.

Around half the staff team at Elmhurst have been trained so far. In early September, Rose will be doing more training with seniors on care plan input and setting up the monitoring task reminders for our longer-term customers there.


*A BIG shout out to all the Elmhurst Team  
for being **adaptable**, **honest**, and **enthusiastic** in embracing the new system,  
and suggesting ways that improvements can be made.*

Any questions? Join us at the daily Care Control Huddles:

 <https://tinyurl.com/CCHuddle>

## Professional Care Workers' Week

12th - 16th September




We would like to say  
thank you to every one of you,  
for all the hard work you do  
every day of the year,  
supporting people to  
**#LiveTheirBestLife.**

**Would you like to share the love and let someone you work with,  
or someone who supports you, know how much their efforts mean to you?**

**There are lots of ways you can say thank you.**

If you would like to say thanks to one of your colleagues, why not send them a High Five? You can find links in your emails, on the intranet (see below) or use the Benekit app. Alternatively you could ask your manager for a High Five postcard to send them, you can send praise via Teams or you could just say it in person, if you think they'll prefer that.

If you'd like to thank someone who supports you, you can send a compliment online or on paper here:  <https://tinyurl.com/TellUSP>

**Read all about High Five and Benekit here:**

 <https://tinyurl.com/AboutHigh5>



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

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



## Laura Wolstenholme

**Respectful**

I just want to acknowledge Laura's professionalism during a recent situation which occurred. I was feeling emotionally challenged and haven't slept properly for months. I really appreciate Laura's calm, wise and informative approach which has helped bring me to a place I can try to move forward. Thank you Laura for a job well done.

## Lisa McLaughlin

**Enthusiastic**

Thanks for accommodating our visit this morning, I would have loved to stay all day. The Elms is such a happy and welcoming environment and it was easy to see how happy everyone using the centre was, thank you Lisa and please pass my thanks onto your team.

## Zoe Brady

Zoe has been wonderful and so helpful during the interview and induction process!

## Lorraine Watson

**Adaptable**

Thank you for your adaptability in recent weeks. We have had a lot of new staff introduced to the service and your input with inductions and doing extra shifts has meant continuity for the people we support.

## Martin Hankinson

Thank you for your 'handyman' help, it was much appreciated by myself and people we support.

## Alison Whittaker and Mandy Jones-Bradburn

**Caring**

Sending a big thank you to you for going above and beyond to care for someone who was admitted to hospital, helping them to settle and to feel safe in an unfamiliar place.

## Cindy Dickens

Thank you for a lovely first day yesterday Cindy! I really appreciate all the support and information you gave me. You really helped me gain a thorough understanding of specific equipment and its use. You really showed your passion for the role and for those you support.

## Liane Caldwell

**Honest**

Just wanted to say thank you for your quick response to a query and your really helpful and honest feedback. Much appreciated.

## When should you use PAM Assist?



Whenever you find yourself worrying about someone's welfare



Whenever a problem surfaces or a crisis strikes in life or at work



Whenever you encounter a situation that makes you think 'How should I handle this?'



When you need support as a manager or as a wellbeing champion

### Money

Benefits  
Budgeting  
Credit Cards  
Debt  
Interest Rates

Identity Theft  
Reduced Income  
Scams

### Personal Life

Bereavement  
Caring for family  
Divorce  
Housing  
Growing Older  
Legal Problems  
Discrimination  
Addiction  
Family friction  
Loneliness

### Work

Conflict  
Starting a New Job/Role  
Mediation  
Employment Disputes  
Returning to work after:  
-Illness  
-A Caring Break  
-Maternity Leave  
-Bereavement

### Health

Accident/Injury  
Addiction  
Menopause  
Men's Health  
Terminal illness  
Trauma  
Understanding a Diagnosis  
Long Term Conditions

You can get help with many more worries - visit the page for more info or just give PAM a ring

# HELP

## How can you get support?

- by **telephone\*** for advice, support, counselling & CBT from trained counsellors
- **online chat** for advice, support & e-counselling
- **video calls** for counselling & CBT
- **tools, courses, worksheets & articles** in the app



## What to expect when you call

The phone line is always open; it's never on voicemail. Just call the number and choose from 3 options to talk to someone - you'll need to know our organisational code. Click below to get these.

Click here for more about PAM Assist,  
the organisational code & telephone number



<https://tinyurl.com/EAP-PAM-P>

## Have you registered for the free app yet?

You can use PAM Assist on your own phone or tablet or via the website and access all these options which are spread over 6 tabs:

(More details and how to guides are on the Wellbeing Hub page.)

### Hub



- your monthly **Wellness Guide** & online quarterly **Compass** magazine
- focussed articles
- telephone number for support line & link to online counselling - **LifeChat** (for yourself and as a line manager or a wellbeing champion)

### Today



- articles suggested for you, weekly **Expert Exchange** article & online course reminder
- **Mood Monitor** (click + to make an entry) & link to **Activity Assessment\***
- weekly meditation

### Assess



- view the results of your **Wellbeing Assessments** (find the quizzes on the Today tab\*)
- click on each area to get personalised suggestions on where to start

### Talk



- link to chat online with a counsellor (for yourself and as a line manager or a wellbeing champion)

### Tools



- video & worksheet based CBT programme - 4 topics (10 mins per module)
- **Stepping Stones** goal & habit tracker
- **Mind Matters** guided mindfulness sessions - 4 topics (10 mins each)
- online courses - 4 topics (under 5 mins per module)
- **Move Medicine** virtual gym sessions - 30 sessions (10 mins - 1 hour each)
- **Expert Exchange** podcasts (up to 30 mins each)
- **Inspiring Ideas** to help with motivation & resilience

### Media



- a library of articles searchable by keyword and split into 5 areas: Fitness, Health, Mind, Nutrition, Legal

'Counselling can be just a one off chat if that's what you need.  
It's not a weakness to ask for help in this way, it's a strength.'

## World Values Day: How Should Persona Mark It This Year?

20th October 2022

Each year the organisation World Values Day chooses a theme and this year it's **Values in the Community**.

Here's a message from them:


*"We're inviting you to help us reclaim social media feeds on 20th October for #WorldValuesDay2022, filling them with some much-needed positivity and celebrating the values that help guide our lives, strengthen our communities and bring us closer together!"*

### Why are values important?

At Persona, our values are really important to us. Not only do we wear them every day on our lanyards, but they actually only exist because of everyone who works here.

Our values were launched in 2018 and they were built from staff feedback on what's important to us and based on the things we see every day across our services.


Each value is accompanied by behaviour statements to explain what we mean by each value and to give an example of what our values look like in practice.

You can read more about our values here  <https://tinyurl.com/ValuesPurpose>.

### Get involved this World Values Day

#### How can you contribute?

We will be doing a social media post from Persona to share our values, but we'd love it if you could give us your ideas to be a part of that and to share on the day. Send in your ideas for us to share on social media or you can comment on the post we'll share on the day.

Alternatively you can share your own social media post using the hashtag #WorldValuesDay - find some inspiration here  <https://tinyurl.com/4k6b4s4m>.

**Do you have any other ideas to celebrate World Values Day?**

**How else do you think we should mark it?**

#### When do you need to get involved?

Please email your ideas to [info@personasupport.org](mailto:info@personasupport.org), or talk to your manager **before Friday 2nd October**.

Respectful

Enthusiastic

Adaptable

Caring

Honest



*Respite*

*Long Term*

*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

 <https://personasupport.org/bury-shared-lives>  
or call 0161 253 7211

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

Connect

Take  
Notice

Be Active

Keep  
Learning

Give to  
Others

## Fun in the Sun at Hoyles

Hoyles and Queensberry Day Services came together to enjoy the hot weather.

A fantastic day was had by all with good food, good music and good company.



## Verity Joins the Panel

Verity has been using Shared Lives for some time now and is excited to be part of the Shared Lives panel; interviewing applicants on behalf of people who use the scheme and helping to decide if they can be carers. The panel is made up of care professionals and Verity has worked with the Shared Lives Committee to write some questions about important considerations when choosing carers to work with us.

“I enjoyed interviewing because I like meeting new people. Diane had told me what to expect and she was there to help me all the way through.

Because I am supported by Shared Lives, I understand what makes someone a good carer. I was a bit nervous at my first panel meeting, but when everyone joined the meeting and we introduced ourselves I felt ok and wasn't nervous anymore. Afterwards, I felt relieved that I had done it and now I know what to expect next time and I feel a bit excited about doing it again.” Verity says.



## Rob Retires from LD Day Services

Rob joined the LD Day Service in 1993 as a Day Service Officer at Whittle Pike Day Centre. He's always been a 'happy go lucky' guy, full of fun and enthusiasm for the people we support; the only difference being that back then he had more hair!

Rob joined the management team in the late 1990's and was key in transforming day services in Bury, decommissioning 4 large day centres and replacing them with smaller core bases and outreach groups that could deliver more person-centred support. Rob used his knowledge of people's needs to make sure that new sites were fit for purpose and used his leisure service contacts from a previous role to improve the accessibility of leisure facilities in Bury.



He always tries to think out of the box and be flexible, but Rob's also there to give hands on practical support when he can. He won't ask anyone to do anything he wouldn't do himself and isn't afraid to get his hands dirty; over the years Rob has worn many hats and has taken on the roles of 'handyman' and 'van driver' to keep buildings running and help get people to and from services.

Rob has been a loyal and dedicated member of the team, always working hard on getting the best out of the people around him. Those who have worked with him say that he has always looked out for them and will 'fight the corner' for the people he manages and supports.

Some of us have worked with Rob for decades while others may have only known him a few months or years, but everyone says the same - he is very approachable and everyone can speak to him if they need support. He's always been at the end of the phone to help and he has always kept the best interest of staff and people we support at the heart of what he does.

Rob's retirement signifies the end of an era, and he will be greatly missed by everyone in the LD Day Service. Although it feels extremely sad to lose the knowledge, experience, support and 'fun' that Rob has brought to the service over the past 30 years, we genuinely wish him every happiness for the future as he embarks on the next chapter of his life in Wales...though he will always be welcome to pop in for a brew anytime he is back in Bury!



## What Exactly is Inclusion?

*"The act of including someone or something as part of a group, list etc or a person or thing that is included."*

Simply put, inclusion in the workplace is about ensuring that everyone feels valued and respected as an individual.

### What's the difference between inclusion, equality and equity?



Here, everyone is getting the same support. They are all being treated equally.



Here, people have different supports so they have equal access to the game. They are being treated equitably.



Here, no supports are needed because the systemic barrier to inclusion has been removed.

**Equality** is about the fair treatment of everyone and is often linked to the legislative framework in the UK, The Equality Act 2010.

**Equity** is about creating equal possible outcomes for everyone because, despite effort and merit, people can experience substantial barriers in the workplace.

**Diversity** is the mix of people.

**Inclusion** is the culture in which the mix of people can come to work, feel comfortable and confident to be themselves, and work in a way that suits them and delivers business or service needs. Inclusion will ensure that everyone feels valued and importantly, adds value.

### Inclusion in the workplace

Having an inclusive culture empowers diverse talent, but it would be naïve to think that by focussing on inclusion we automatically relieve the inequalities that exist in the workplace.

With inclusion as our objective, it means that we are much more likely to see greater diversity in our workforces, fair treatment of everyone and greater equality of opportunities as outcomes.

**So what do you think? How inclusive are we at Persona?**

**Share your thoughts with us by contacting a member of Staff Your Voice, a member of the Workforce Team or email [workforce@personasupport.org](mailto:workforce@personasupport.org)**

The images are courtesy of Courtesy Advancing Equity and Inclusion: A Guide for Municipalities, by City for All Women Initiative (CAWI), Ottawa

Visit the intranet page for further reading

 <https://tinyurl.com/CulturCalendar>



## Progression at Persona

In our recent staff survey we asked you to rate this statement on a range of 1 to 10:

*"I believe there are opportunities for me to develop my career here"*

Your responses averaged a score of 6.5/10, so we want to focus on what we can do to develop and provide opportunities for progression for you at Persona.

**We also asked you what progression means to you, and you said:**

- Being adaptable
- Applying anything new learnt to further improve work
- Being able to go for a higher role to my current position
- Opportunities to personally develop
- Being able to work to my strengths
- Being recognised for my skills
- Continued learning
- Extending and expanding my skills
- Taking on work responsibility
- Having a goal of where I want to be in 12 months
- Having the opportunity to work in other areas of the organisation
- Joint working and learning from others
- Pushing my capabilities and stretching my skills
- Regular discussion about my performance

**What has been happening to support progression in Persona?**

- **Positive Behaviour Support training** for some staff in LDDS, to learn new skills and put them into practice within their teams
- **Advanced Dementia training** for staff within Older People's services to develop their skills and put these into practice within their teams
- Opportunities to become **Staff Champions** in specific areas across the organisation such as Oral Health, Dementia, Moving & Handling or Technology
- Regular **Supervisions and IMPACT appraisals** for staff and managers to discuss development
- All staff supported to achieve a minimum of a relevant **Level 2 Qualification**

**What next?**

We have received a number of suggestions about how we could support staff with their careers and progression, including having opportunities to shadow other roles or have a job swap as well as understanding who in the organisation is looking to develop themselves and how we may be able to support this. Therefore, we are looking to hold a:

**Career Conversations Day on Wednesday 28 September 2022 at The Green**

No need to book, just drop-in and have a chat with one of the Workforce Team.

If you can't make that day, just give us a call and we will arrange another time to have a chat.

To read more, click:

 <https://tinyurl.com/ProgressionP>

# BACK PAGE NEWS

## Show Us Your Showstopper!

### Roll up, roll up - sign up for this year's Persona Bake Off!

We're back face to face for the first time since 2019 and it's time to show off your baking skills again.

The judges last year were all people we support and they did such a great job that we're looking for more volunteer judges from our services - and this year judges will get to actually taste the entries!

If you'd like to be a judge, please speak to a member of staff before Thursday 8th September.



To enter the bake off, email [info@personasupport.org](mailto:info@personasupport.org) before Thursday 8th September.

Staff can find out all the details for entering and judging here <https://tinyurl.com/PBakeOff>

**Connect, Be Active, Take Notice and Keep Learning - and Get Set, BAKE!**

Connect

Be Active

Take Notice

Keep Learning

Give to Others

These are the #FiveWaysToWellbeing, approved by the NHS, that remind us how to keep well. You'll see them throughout each newsletter, to celebrate how people are living their best life.

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

## We support people to #LiveTheirBestLife

Follow us on social media:



@PersonaBury



Persona Care and Support



@personabury



@personacareandsupport



Persona Care and Support

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