



**FitzRoy**  
transforming lives

# Making life better for people with disabilities

**Impact  
report** 2014/15

**This year we went**  
further than ever in committing  
ourselves to finding out  
**what the people**  
who use our services want,  
**and we made**  
**their needs our**  
**top priority.**

With person-centred care  
as our guiding light,  
**FitzRoy delivered**  
**ambitious plans,**  
**helping more people,**  
**and giving voice**  
**to the concerns**  
of people with learning disabilities,  
**and their families.**

# Message from the Chief Executive and Chair of Trustees

**It has been a fantastic year of growth as we strengthened our expertise in supporting people with complex needs and extended our service provision to people with mental health issues. We also made it our mission to recognise and reward our staff – too often the unsung heroes of social care – at our first Pride of FitzRoy awards.**

We wanted to ensure our values truly reflect the charity so we updated them to three simple statements that highlight the deep beliefs driving FitzRoy staff.

- **We see the person** FitzRoy began with one mother's belief in her child, and still today we see the unique value in every person we help.
- **We are brave** we stand beside people with disabilities and their families, and together we face our challenges, never giving up.
- **We are creative** and we dare to imagine a world where people are treated as equals, regardless of their disability.

We have remained in a strong financial position, which is essential to the future of our charity, but it is only half of the equation. The other half can be found in the lives being transformed in FitzRoy services through exceptional care and support; this is where our impact is felt by the people that matter the most.

In this Impact Report we've included some of the stories we hear about daily. These will show you just how we made the needs and aspirations of the people we support a reality, illustrating the true value and impact of person-centred care at FitzRoy.

With best wishes

*Mary-Anne*

Mary-Anne McIntyre,  
Chair of Trustees



*Anna*

Anna Galliford,  
Chief Executive



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**our values**  
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FitzRoy Values

**We see  
the person**



FitzRoy began with one mother's belief in her child, and still  
today we see the unique value in every person we help.

# We are brave



**We stand beside people with disabilities and their families, and together we face our challenges, never giving up.**

# We are creative



**And we dare to imagine a world where people are treated as equals, regardless of their disability.**

# #cantlivewithout

From the simple things like a morning coffee, to the fundamentals like a loving relationship, we all have things we can't live without - and it's no different for people with learning disabilities. Yet, too often, they end up going without the everyday things we take for granted.

**We want this to change.**

#cantlivewithout

We asked the people we support what they wanted, needed, and quite frankly couldn't live without, and these are some of the things they told us...

ListeningToMyMusic

MyMorningCoffee

MyOwnSpace

BeingUnderstood

Relationships

Outings

HavingFun

Love

MyOwnCupOfTea

# #cantlivewithout

MyOwnFrontDoor

MyFriends

MakingMyOwnChoices

HopeForAJob

HavingVisitors

BeingRespected

LearningNewThings

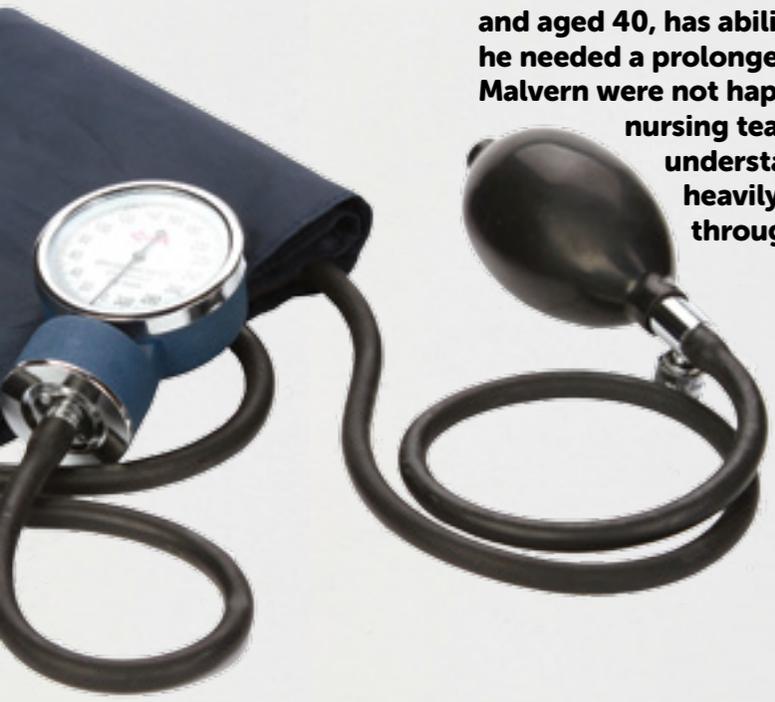
**By listening to the people who use our services every day, and never giving up, we reduced loneliness, prevented isolation, challenged misconceptions, helped people communicate, brought about positive change, created opportunities, and helped people learn and reach their goals.**



**Their stories show some of the ways we did it...**

**NO ONE UNDERSTOOD**

Trevor Orchard's son Nathan has no verbal communication skills and aged 40, has abilities similar to a three month old. So, when he needed a prolonged stay in hospital, the team at FitzRoy Malvern were not happy about leaving him in the sole care of the nursing team. They were worried that they wouldn't understand Nathan or his needs, as he relies so heavily on people knowing what he is expressing through small movements and eye contact.



*"I remember seeing Rita, Louise, the two Simons, Helena, Rob, Nicky, Selina and Rose by his bedside. No doubt, many others were involved who I did not personally see. Back at Malvern, shifts had to be re-arranged to ensure that everyone was well looked after. The whole team stepped up to the plate and demonstrated total and dedicated support for Nathan whilst he was in hospital."*

Trevor

**Because of FitzRoy his needs are understood**

The whole team from FitzRoy Malvern was involved in looking after Nathan 24/7.



SELF-HARM  
and  
behavioural  
difficulties

When Neils, who has learning disabilities and communication difficulties, moved to FitzRoy's Vernon Close he had few life skills and a vocabulary of around twenty words. He had behavioural difficulties and harmed himself. He became very agitated when he went out.

**Because of FitzRoy he has power and control over his life**

But then, his link worker had the idea of recording his existing vocabulary and using a communication book to confirm the meaning of his words. Now Neils is able to express himself, explain what he wants and have a dialogue with his staff team. Pictures have been added so that staff can use them as a reference guide.

Today Neils can not only communicate with many more words, he can make his own food, wash his clothes, and his behavioural difficulties have diminished. His new-found independence means he has the confidence to go out and about enjoying life.

Staff and the people who live at FitzRoy Huw's in Nottingham were keen to find a way to remember some of the people that had passed away over the years. The project was prompted by the sad and sudden death of a long-term resident last year.

NEED TO  
GRIEVE

By designing a sensory garden for everyone to enjoy, a space was created for a time of quiet reflection and a chance to remember friends. The team designed the new area, and approached local businesses for assistance. Great efforts were made to involve the people we support at Huw's and their families every step of the way. Staff volunteered lots of their spare time and created a memory wall with photographs of friends and name plaques.

They invited family and friends to the opening of the sensory garden and asked guests to bring a sensory plant. Everyone brought something from herbs to beautiful flowers to plants with amazing smells!

**What was a derelict area is now a beautiful space that everyone loves.**

**Because of FitzRoy they can reflect and remember their friends**

Low self-esteem

A diverse group of people with significant physical disabilities, sensory impairments and communication difficulties joined a music group at FitzRoy's Day and Community Service in Trafford.

They had found it challenging to feel included in some other group sessions because they had little or no verbal communication which could prove very isolating.

## Because of FitzRoy their voices are heard and talents realised

By working in a very creative and imaginative way the team have ensured all of the people who take part in the group have been able to perform and have their voices heard. With time and patience each person has contributed to the recordings by playing instruments, speaking, whistling or vocalising, and specialist technology

has been used to sample vocal sounds. With the help of a professional volunteer musician, they successfully produced a number of finished songs including Starfish Arms and So Delightful, and shared them on the internet and social media.

Producing songs which the group have been able to share with family and friends has had a hugely positive impact on the self-esteem of the people in the group.

**"Everyone has a voice through music and gets to play different instruments to add to the story."**

Luke, volunteer musician

# LOST CONFIDENCE

One of the tenants at FitzRoy's Supported Living service in Cheshire had a fall and fractured his hip, which needed surgery to fit a metal plate. This caused him a lot of distress and he lost his confidence in walking. The hospital refused to send him for reablement services to regain his

skills, as he is unable to communicate verbally. He was discharged from hospital with two hoists and a night worker. He was not weight-bearing at all and required hoisting. For someone who had always been very independent this was disastrous.

## Because of FitzRoy his dignity has been restored

The staff team worked tirelessly to ensure he was back on his feet as soon as possible. Within a couple of days of being home he started to gain his dignity back. Slowly he started to walk a little more often, and he hasn't used his hoist for a while now. He is regaining confidence and the staff are sure that he will walk again.



# COULDN'T GO OUT WITH FRIENDS

When five young men supported by FitzRoy in Cambridgeshire went for a meal together, it was the first time it had been possible in twelve years. They are all on the autistic spectrum, and only one has verbal communication.

Some had only ever been able to go out individually with at least two support workers. Any outing had to be meticulously planned to address anxiety levels and identify coping mechanisms. So an outing with all five was a huge challenge.

## Because of FitzRoy they can now socialise

The staff were determined to get everyone out together, and used all of their knowledge and understanding about each person to help them to share a meal at their local curry house.

One of the young waiters was so impressed he offered to help pay for the meal!

## ISOLATED AND STRUGGLING

"When you first came to see me, I was feeling very isolated and was struggling with many aspects of my daily living and care. This was mostly due to disabling flashbacks which make it difficult for me to manage even simple everyday tasks and to safely go to public places on my own. Sometimes, I would also resort to self-harm in response to my symptoms and because I couldn't envisage a good future."

Working closely with community mental health services, FitzRoy's Nottingham Supported Living team helped to transform the life of 46 year old Belinda, a Post Traumatic Stress Disorder sufferer. Belinda lives alone so we tailored a flexible support plan to meet her

needs around personal care, collecting and providing help with medication, motivating her to improve her home environment, assisting with shopping and meal planning, and giving her the opportunity to enjoy new activities. She shared the journey she's been on.

**Because of FitzRoy she has a bright future**

"You took the time to get to know me, what I liked and didn't like, and we discussed what would help me to make positive steps forward in my recovery. You put a plan in place to help with daily living and to reduce my isolation. You took the time to work with my psychologist to ensure I am supported to attend therapy appointments and the team can all help to slowly improve my exposure and response to stimuli that triggers my PTSD.

I'm hopeful that I will be a stronger and more resilient person. I can see a future where I return to work and am living a positive and independent life, contributing to the lives of my family, friends and society. One day, I might even be able to help other people like my support team helps me. I can't express how grateful I am to FitzRoy and the very dedicated workers who support me in a practical, non-judgemental way."

Enabling Belinda to regain control over her life has been the biggest achievement so far; it was important to ensure she had choice. She could choose how we supported her and felt empowered by our team to help herself. As a result, she's already made great strides in starting to overcome some of her anxieties and is making positive decisions to help stay safe and healthy. It is fantastic that Belinda now feels she has the support in place to move forward.

# Other things we are proud of

We raised £250k and set up FitzRoy Waterloo, a pioneering new service which runs sessions helping people with disabilities learn new skills and develop independence. Because of FitzRoy they keep learning, discovering, and making new friendships.

★ We gave a voice to the concerns that people with learning disabilities and their families have, reaching more people than ever before in the local, national and sector press.

★ We shone a light on important issues such as funding cuts, the move away from institutional care post the Winterbourne View scandal, and overcoming prejudices that prevent people with disabilities finding employment.

★ We urged decision makers to look beyond the budgets and see the person, and Government to commit to policies which help people form life-long relationships and gain meaningful employment.

★ We encouraged the move towards integration between health and social care but warned of the dangers of underfunding for such a big shift.

★ We engaged with more people than ever on social media and through our website.

**Because of FitzRoy the issues facing people with learning disabilities are now being seen and heard by more people, creating greater understanding, and motivating change.**

A FitzRoy Star received a standing ovation at the age of 89

John Williams, one of FitzRoy's founders, was recognised for his extraordinary achievements in challenging society's attitude to people with learning disabilities

He won the Jim Mansell award for Outstanding Contribution to the Learning Disability Sector, at the National Learning Disability Awards.

**"We are very proud of the work of both Elizabeth FitzRoy and John Williams, and their mission is still vital to our work today."**



(Some people use more than one of our services)

## Our small dedicated team of fundraisers worked with individuals, companies, and charitable trusts and raised nearly £500k.

**This money went directly to improving the lives of people we support, including things like a talking microwave to enable a person make their own food, a sensory room to liberate those with complex needs from a wheelchair, or an iPad which has meant someone can communicate with their friends and family for the first time.**

Fundraising events took off – brave souls abseiling down the Spinnaker Tower raised over £9k, the Petersfield Triathlon donated over £3k to FitzRoy, and we built relationships with new donors.

Over 150 volunteers gave 2000 hours of their time to transform lives and over 190 corporate volunteers worked in teams on

projects transforming gardens and homes, bringing skills, enthusiasm, and joy every step of the way.

A special thank you to Lord and Lady Tanlaw, whose tremendous support in memory of their son Patrick enabled us to open a brand new service, FitzRoy Waterlooville.

**Thank you everyone, including Ford, Lloyds, BP, Zurich, Genband, and Scottish & Southern.**

# Don't take our word for it

**"He loves coming. I was apprehensive at first when the move was planned but it was the best thing that happened to him. I am so pleased with the support he gets."** Trafford Day and Community, family member



**"I have been the GP looking after a FitzRoy service, with my colleague, for the last 22 years. I think the care given to the residents there is exemplary, and your staff are marvellous. The staff are all caring and know their patients inside out. They ask sensible questions and are alert to changes in their patients' behaviours and symptoms."** GP

**"Volunteering at FitzRoy taught me a lot; how to communicate and work with people with learning disabilities. I realised that you don't always need words to communicate. The people with learning disabilities taught me how to smile more and worry less."** FitzRoy volunteer

**"She gets really good support from the staff team. I'm really grateful that they are a consistent team, it makes all the difference."** Suffolk, family member



**"Staff hold my hand in cookery and help me to use scissors in craft so I don't hurt myself, and they let me do things I wouldn't be able to do on my own."** FitzRoy service user



**"It's been really fantastic and it has changed my life completely. All the tutors are fantastic. All the activities are upbeat especially with the friends I've got."** FitzRoy service user

**"The care we observed staff delivering to people was outstanding."** CQC report



**Without fundraising, FitzRoy wouldn't be able to provide life-changing resources to transform the lives of people with disabilities.**

**Each donation, however large or small, helps us to provide the extras and goes a long way to helping us transform a life.**

## #cantlivewithoutYourSupport

To find out more about the ways you can support us, visit <http://www.fitzroy.org/fundraising/> or call us free on 01730 711 106/7

### Our finances: Income and expenditure 2014/2015

Income and Expenditure	2014/15 £000s	2013/14 £000s	2012/13 £000s	2011/12 £000s	2010/11 £000s
Income from Operations	22622	21922	20664	19462	18565
Donations and Legacies	465	419	501	476	215
Interest and Investment Income	13	11	21	18	30
	23100	22352	21186	19956	18810
Cost of Care Services	22653	22057	20812	19095	18234
Fundraising and Communication Costs	140	154	207	135	140
Governance Costs	123	123	129	117	117
	22916	22334	21148	19347	18491
Surplus from Operations and Fundraising	184	18	38	609	319
Gain on sale of Fixed Assets	172	0	124	125	0
Funds received from Searchlight Workshops	0	0	1405	0	0
Unrealised -loss/ gain on Investments	7	6	6	-3	5
Net Surplus for the Year	363	24	1573	731	324

## FitzRoy Trustees and Directors

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HRH Princess Alexandra KG, GCVO

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Lord and Lady Tanlaw  
Countess of Euston

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Anna Galliford – Chief Executive, Company Secretary  
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Marianne Radcliffe – Director of Fundraising and Communications  
Neil Taggart – Director of Operations  
Robyn Wedderburn – Director of Human Resources

**We are a national charity transforming the lives of people with learning disabilities.**

**As a values-driven organisation, the people we support are always at the heart of everything we do.**

**We work with our service users wherever they are, be that at home or in their community, to give them independence, support, and a voice about the things that matter to them.**

**FitzRoy**  
transforming lives

## Join the conversation



Find a service

**Call free on:** 0808 168 4662

**Email:** [services.helpline@fitzroy.org](mailto:services.helpline@fitzroy.org)

**Job vacancies:** [recruitment@fitzroy.org](mailto:recruitment@fitzroy.org)

**Web:** [www.fitzroy.org](http://www.fitzroy.org)

FitzRoy, FitzRoy House, 8 Hylton Road, Petersfield, Hampshire GU32 3JY

Tel: 01730 711 111.

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**FitzRoy works with you,  
wherever you are, at home  
and in the community, to give  
you independence, support,  
and a voice about the things  
that matter to you.**