

FitzRoy
transforming lives

**Join
FitzRoy**

**Enjoy a
life** not
defined
by disability

Why we exist

FitzRoy is driven by a vision of a world where people with disabilities can live the life they choose; in homes in their communities and treated as equals regardless of their disability. We support people to achieve their goals, develop skills, grow in confidence, and look forward to each day. We do this by providing the right amount of tailored support – not too much and not too little.

Through our collaborative approach each person can:

- Make meaningful choices about how they live and what they do
- Achieve as much independence as possible
- Live a healthy life – physically, emotionally, and mentally
- Have access to opportunities that lead to wellbeing, independence, and employment opportunities
- Participate in society and achieve their goals
- Choose the support they want and the staff they need





FitzRoy values

We see the Person

FitzRoy began with one mother's belief that her child deserved more 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 wherever we find them.

We are Creative

We dare to imagine a world where people are treated as equals regardless of their disability.

A few FitzRoy facts

How we began

FitzRoy was started in 1962 by Elizabeth FitzRoy and John Williams, pioneering parents who wanted their children with disabilities to have a better life than the one available at the time. They wanted people with disabilities to have the opportunity to live in homes in their communities, rather than in institutions hidden and cut off from life.

FitzRoy Services

Today we remain firmly rooted in the strong values and ethos that Elizabeth FitzRoy and John Williams held. By listening to and engaging with the people we support, we are continually developing our approaches to personal and individualised support. We support people with a range of learning and physical disabilities and autism in supported living, registered care, day and community services, membership groups, out and about in the community, and in their own homes.



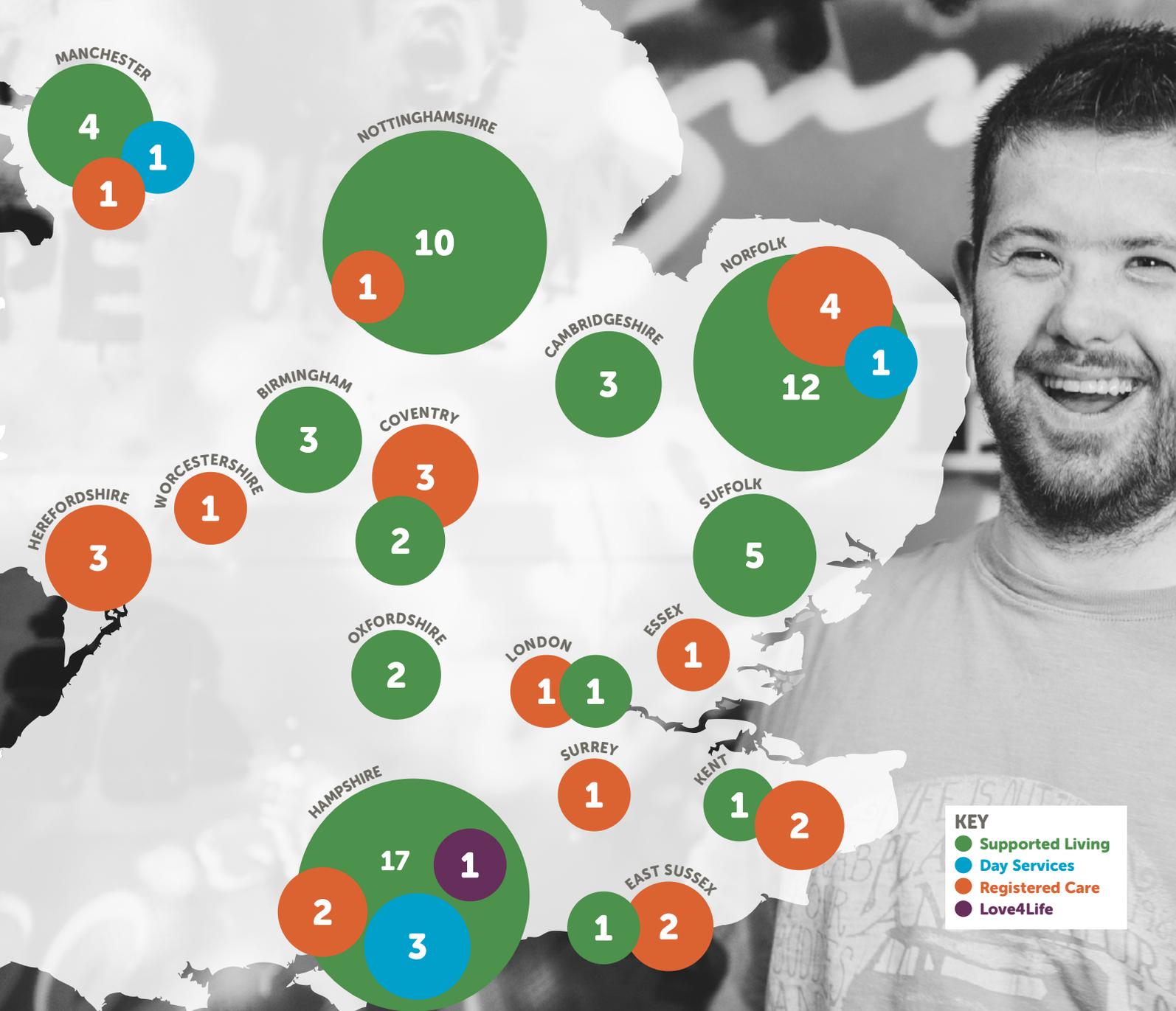
SEE THE PERSON means allowing people to be themselves and grow into who they are, and who they'd like to be. Seeing past any disability and not assuming someone can't do something. It's about seeing what someone can achieve and helping them make it happen.

Louise Farrell-Clarke, Service Manager, Hampshire Day Services



Where we work

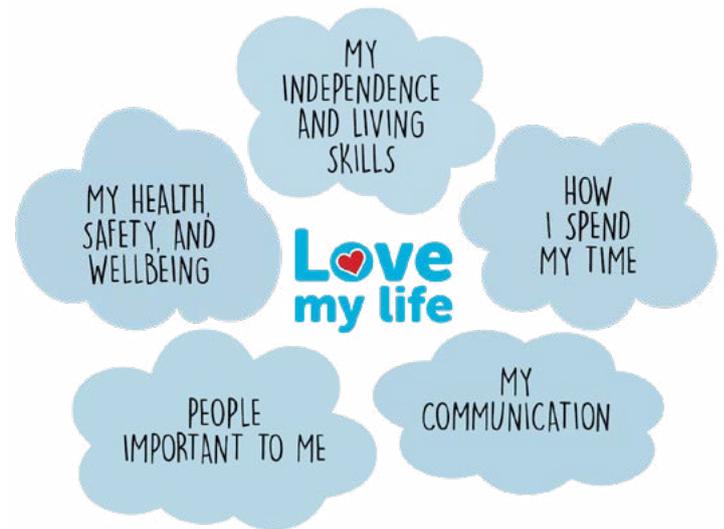
FitzRoy services
and their locations



Nothing about you without you

LoveMyLife

'Nothing about you without you' is a FitzRoy approach to active support that ensures the people we work with have increased levels of self-determination, and reduced dependency. We support people to improve their lives through setting goals and learning skills. This can be going out, making friends, budgeting, shopping, or cooking a meal, and bigger goals like finding work, becoming a volunteer, and moving home. Love my Life is FitzRoy's model of support ensuring the people who use our services are empowered to make and express their choices about the way they live and the things they do. We support people to plan how to live their lives and achieve as much independence and pride in their achievements as possible. We know the plan works because it is created by the people we support, and it is built around the five life-outcomes that they told us matter most to them.



“**Finding FitzRoy
was like winning
the lottery.**”
Family Member

Working together

To get the best for each person at FitzRoy we work in partnership with commissioners, care managers, and key agencies. This reduces the likelihood of individuals facing the trauma of reaching a crisis. Our partnership working approach has a myriad of benefits:

- Promoting wellbeing, reducing reliance on health services.
- Encouraging friendships and relationships, and ensuring people maintain their own networks and wellbeing.
- The best housing related support.
- People do as much as possible for themselves retaining their dignity.
- Access to the right support with finances, ensuring as much independence as possible.



“

The vision that FitzRoy have for the people they support is evident. The induction and training is the best I have seen in the 27+ years I have worked in the care support sector.

As a manager, I feel fully supported with my role and even though the support is not visible day to day, I know it is there and nothing is ever too much trouble.

Staff

”

Experts in communication

To ensure we truly understand each person, we learn everyone's preferred methods of communication. This means people express themselves through Makaton, BSL, Braille, touch, and pictures. It builds trust and cements strong relationships so people feel comfortable discussing their history, and what is important to them. We also use assistive and personalised technologies to enable the people we support to achieve greater levels of independence in their lives.

Advocates for healthy living

The best outcomes happen when people are in control of their health, with information they understand. We are signed up to the Health Charter by Public Health England, and ensure the people we support agree a Health Action Plan. Using a technique called 'sorting important' we work with people to identify ways they can balance being happy and content with being healthy and safe. This includes supporting and encouraging individuals to make healthy choices in relation to:

- Diet
- Hygiene
- Physical activity and exercise
- An active and social lifestyle.



“

SEE THE PERSON
means understanding
what someone would
like and what their
dreams are. We use
'See the Person' to
challenge ourselves
in our support. ”

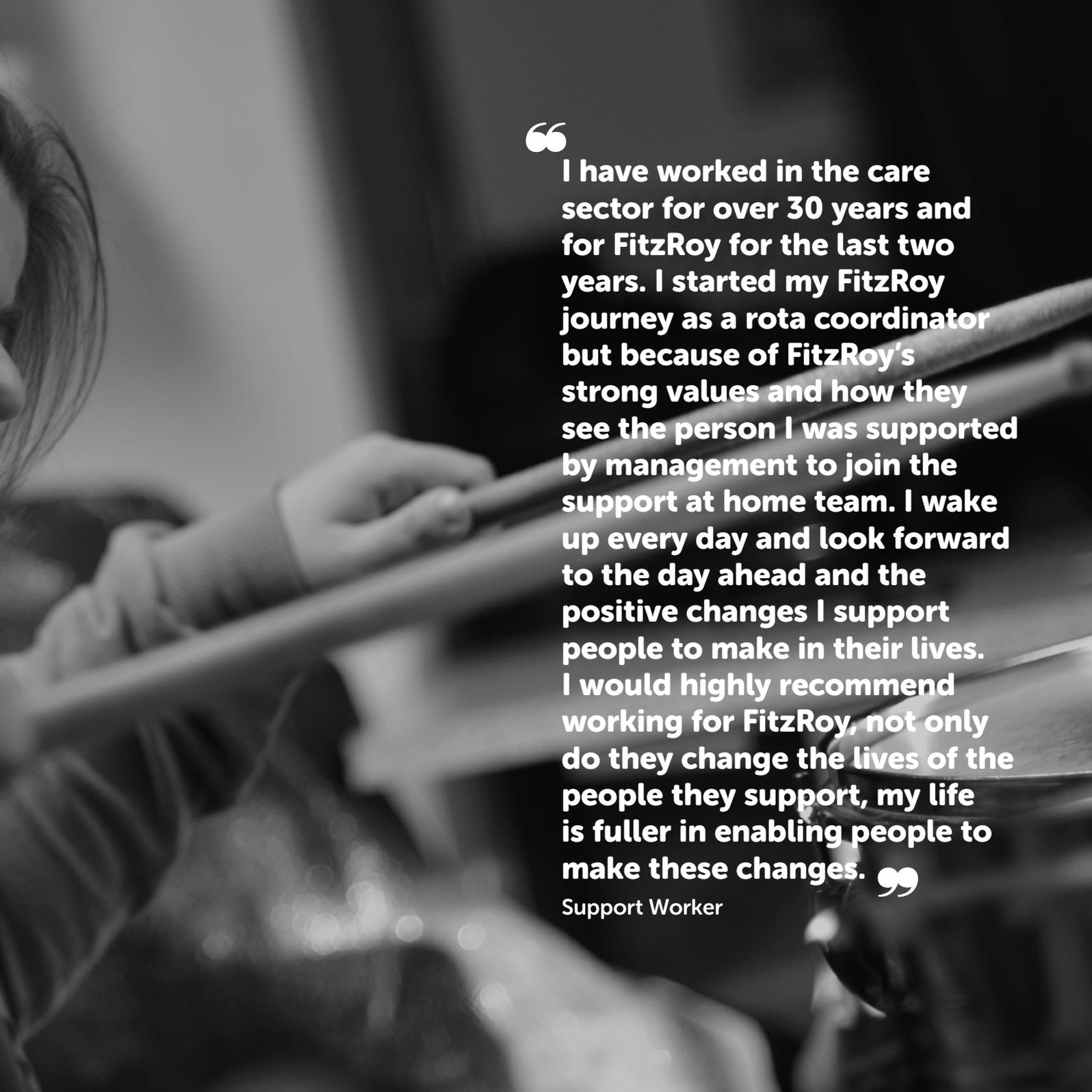
Phil Ganny,
Service Manager

Person-centred active support

Our core values guide our practice. We use an Active Support approach to enable the people we support to gain life skills, become more independent and achieve their goals. Everyone has a person-centred support plan to achieve the outcomes they've identified as important to them to live a full life.

Our multidisciplinary approach means that safeguarding is shared across a range of teams involved in the support of one individual. These include nursing teams, socialworkers, Occupational Therapists, Physiotherapists, Dieticians, Dentists, Psychologists, GPs, Independent Mental Capacity Advocacy (IMCA). We also use PROACT-SCIPrUK® a positive range of options to avoid crisis and we use therapy and strategies for crisis intervention and prevention. This holistic methodology and toolkit, accredited by the British Institute of Learning Disabilities, is an invaluable tool when supporting individuals.





“

I have worked in the care sector for over 30 years and for FitzRoy for the last two years. I started my FitzRoy journey as a rota coordinator but because of FitzRoy's strong values and how they see the person I was supported by management to join the support at home team. I wake up every day and look forward to the day ahead and the positive changes I support people to make in their lives. I would highly recommend working for FitzRoy, not only do they change the lives of the people they support, my life is fuller in enabling people to make these changes. ”

Support Worker



Transforming lives

at FitzRoy



INDEPENDENCE

Adam started his journey to independence when he moved to FitzRoy Supported Living in Suffolk.

Harry, Deputy Manager, told us how life just keeps getting better for Adam.

“

Adam started his journey to independence when he moved to FitzRoy Supported Living in Suffolk. Harry, Deputy Manager, told us how life just keeps getting better for Adam.

“When Adam first moved to FitzRoy, he lived in a supported living house with other residents who received round the clock support.

Staff saw that Adam had the potential to be more independent, so started to empower him to do more things for himself to help build confidence. Eventually Adam's independence grew so much, that his support team and social services felt he was ready for his own home.

A new flat was built for him within the grounds of the main supported living house. He is now so independent that he needs very little support from staff.

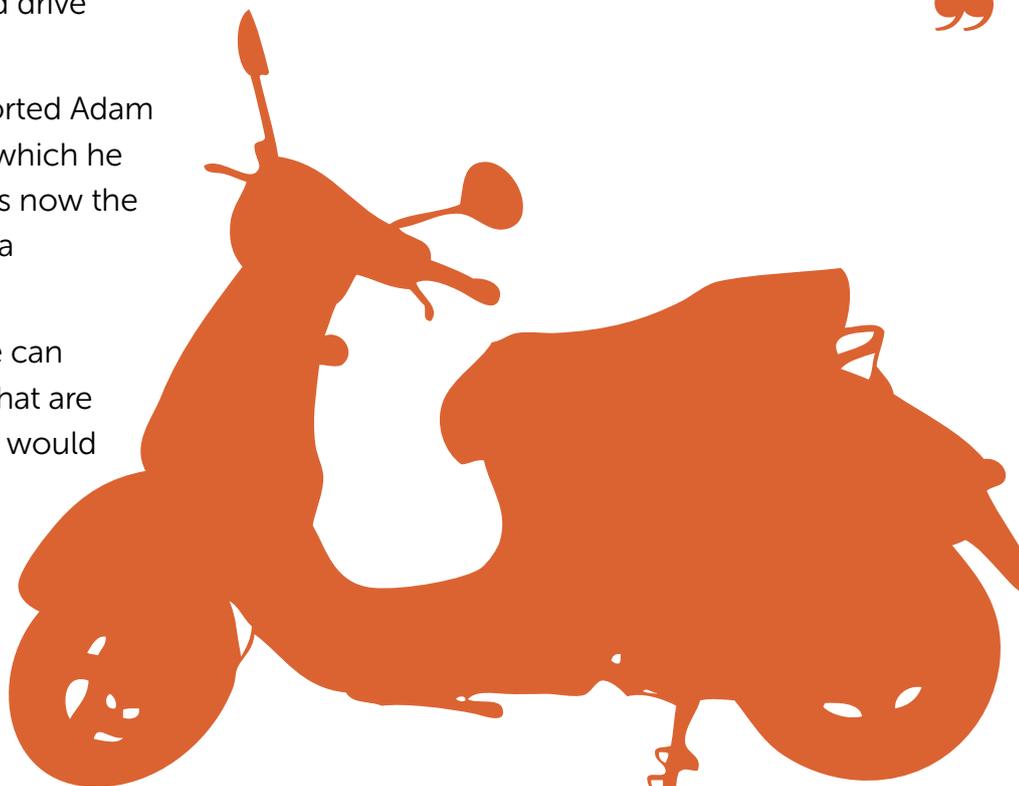
Adam is extremely fit and is a member of a running club, where he goes to train in the evenings twice a week. He also takes part in running events with the club and has won lots of medals. He had been cycling the five miles into town and back on training nights, but that's not great in the winter when it's dark, and we were often picking him up. That's when we had the idea of encouraging Adam to get his licence so he could drive a scooter.

We bought books and supported Adam to study for his CBT course, which he successfully completed. He is now the proud owner of a new Honda Vision scooter.

Having his scooter means he can now visit friends and family that are further away than his bicycle would allow him to go. ”

**Harry Kambadza,
Deputy Manager**

“
**Being on the road
and having this
new-found independence
has meant so much to
Adam, he couldn't quite
believe it at first!**
”



**Love
your life**



Ending loneliness through Love4Life

We run a fully fundraised project to keep people safe when making friends and finding love. The sad reality is that many people with disabilities are lonely, isolated, and vulnerable. Our project transforms lives by connecting people and providing opportunities for people with disabilities that many of us take for granted. That's why Love4Life is so important. It offers a safe environment for people with learning disabilities and autism to develop and sustain friendships and relationships.

Empowering through technology

Whether it is a device to help someone communicate, a responsive on call system, an iPad, or a button to open your own bedroom door, using assistive technology is essential to helping people achieve their goals. It brings:

- More dignity and privacy
- More choice and control
- Increased independence and sometimes a reduction in support
- Improved communication
- Increased safety and security
- Opportunity and empowerment



“ It is very important that we See the Person, as it means people with disabilities are more likely to have opportunities to choose their life and live as independently as possible. ”

Maureen, Support Worker, FitzRoy



“

**Very caring and
the residents know
their staff well.**

Family Member

”

Speak up in a FitzRoy Forum

These groups from each region are open to everyone we support to discuss ideas and issues, and be listened to. This includes Nationwide, a national group with a collective voice giving the people we support a say in FitzRoy governance.

Experts by experience, people we support with disabilities, train FitzRoy staff and volunteers to help them develop awareness of the issues that individuals living with a disability face. Groups deliver presentations and training on disability issues. They bring their own powerful experiences adding impact and inspiring those being trained.

Expand your experience through supported volunteer schemes and ASDAN qualifications

In partnership with professionals and companies, we train people in lifelong skills such as cooking, ICT, budgeting and finance, literacy and numeracy, communication skills, as well as social and recreational activities.

“
**SEE THE PERSON
means seeing
all of someone.
I feel it is more
than being
person-centred,
which is a
buzzword. It is
actually seeing
someone for
who they are.**”

Wendy Moring,
Service Manager

“**The support is second to none and we are very fortunate that she is in a safe and secure environment.**”

Family Member

Championing families

FitzRoy was started by families, and is committed to understanding the challenges they face. We build strong relationships with families that can last a lifetime. This not only helps us get to know each person, their background, their culture, and preferences, it ensures we adapt and change the support as each person grows and develops.

Exceptional staff and award-winning training

People are at the heart of FitzRoy, and staff form the backbone of our work. Through our award-winning training scheme, staff become experts in learning disabilities, autism, Asperger's, dementia, sensory impairment, mental health, epilepsy and behaviours that challenge. We take a values-based approach to recruitment and involve those we support throughout the process. Continuity of care is as important to us, as it is to the people we support and their families. We achieve this through a focus on the quality of care delivered, values-led staff, and exceptional training.



“**Management are very helpful and approachable, we feel very welcome to visit and discuss any concerns.**”

Family Member



Going the extra mile

We fundraise to provide over and above basic elements such as accommodation, food and daily support. Through fundraised money we offer the extras that add huge value, for example,

being able to support someone to have a sensory garden, computer, tracking hoist, day trips, equipment and tools to learn new skills such as horticulture, assistive technology around the home such as a talking microwave.



Transforming lives

at FitzRoy

LOVE LIFE

Residents at Boldshaves Oast, a FitzRoy registered care service in Kent, enjoyed a wonderful week packed full of activities thanks to a creative and passionate support team that went above and beyond.

The team was led by Service Manager Justine May, who told us more.



We wanted to do something that would promote a sense of inclusion and achievement for the people we support, so I sat down with some of the team at Boldshaves Oast; Tracy Davison and Megan Booker – Horticulture, Chris Hill – Woodwork and Tracy Carr – Arts & Craft. Out of that conversation, the Boldshaves Activity Week was born.

After a few months of planning the week was finally upon us. We had a morning and afternoon session planned for each day, and there was something for everyone. There was a group pizza bake, a session creating bunting and flags, a treasure hunt, an afternoon using natural products to make decorations, a day of music, song and dance, some light mediation and relaxation, and a good old fashioned school sports day. We had such a wonderful time pleasuring all the senses, enjoying sounds, smells and tastes.

At the end of the week we had a fabulous cowboy cookout where there was music, food, laughter, and a homemade bull piñata. Everyone worked together to make the big event happen and we had a whole host of people giving up their time and sharing their resources. Family and friends turned up and we even had guests who made a special effort to travel from other FitzRoy houses which the people we support loved, as it made them feel like part of a wider FitzRoy family.

We also had Natasha with her Pets As Therapy (PAT) dog Jake, and Kevin who came along with his African Drums and captivated the senses with amazing sounds.

Everyone had the best time experiencing new things together. It was full of highlights and wonderful moments. One that stood out for me was the song and dance session, where even residents who don't normally dance were moving to music.

Seeing the smiles on everyone's faces was really worth all of the planning and hard work



“It’s a rare and beautiful thing, in these times of digital technology and convenience, to work with a group of people who not only genuinely care for others, but willingly share their time and talent to enhance the lives of the people they support.”

we put in. The residents are still talking about the week, and will probably remember it for a long time. We can't wait to plan another next year.

Looking past a condition, acknowledging but not being led by a disability, removing the label, being brave enough to help someone achieve new goals, and really seeing the person is what we do best.

Membership and awards



Driving Up Quality

FitzRoy is committed to quality and being the very best we can possibly be for the people we support and their families. We have put in place a rigorous structure so we can confidently assess ourselves effectively against the Driving Up Quality Code.



Disability Confident

FitzRoy is proud to hold the Disability Confident symbol. The symbol is awarded to employers who have made commitments to employ, keep and develop the abilities of disabled staff. If an employer uses this symbol, it means they are confident about employing disabled people and will be keen to know about your abilities.



Exor Award for Supporting People with Learning Disabilities

Exor empowers organisations to meet their compliance and procurement policies across a wide range of areas, including efficiency, economic development, regeneration and risk management. In December 2011, FitzRoy received an award from the board in 'supporting people', demonstrating the high-quality health and safety procedures among our services.



Winner at the National Learning Disabilities 2014 for Outstanding Contribution

John Williams, FitzRoy co-founder won the Outstanding Contribution Award at the National Learning Disabilities Awards. The awards, organised by Care Talk in association with the British Institute of Learning Disabilities, pay tribute to individuals and organisations who support people with learning disabilities, and celebrate excellence in this area. The Outstanding Contribution Award recognises an individual who has made a long-term outstanding contribution to the lives of people with learning disabilities. Over fifty years ago, John Williams, a founding trustee of FitzRoy, worked with the founder Elizabeth FitzRoy as a volunteer, managing the charity whilst holding down a top job at the NHS. He gave his time because he was passionate in the belief that people with learning disabilities should lead ordinary lives and have the support they need to fulfil their potential instead of being hidden in institutional settings.



Winner - Good Web Guide Awards 2017

FitzRoy won the Charity category at the Good Web Guide awards in 2017. The judges said: "FitzRoy do a great job in a crowded and competitive charity sector. They present an easy way to find and locate services, they use video well and incorporate social well. What wins this category is their presentation of a clear user journey and good signposting on a site that encompasses numerous services and varied audiences – all with a strong, positive and optimistic tone of voice that runs throughout." "Great cause and institution, great reviews on social media, easy to use and informative website."

Join the conversation



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