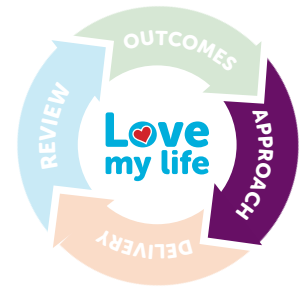# Love my life

FitzRoy's outcomes focussed model of support

Approach

To achieve the outcomes we know matter to those we support we actively promote self-advocacy, and empower people to make and express choices about the support that they need. This includes:

1. **Engagement and involvement through co-production**
2. **Policy framework and control**
3. **Person-centred practice**
4. **Communication tools and technology**

1. Engagement and involvement through coproduction

Outcomes are best achieved through support that maximises independence through wellbeing, health promotion, personal development and building strong social networks. This facilitates new opportunities and lifestyle choices that are not solely rooted in services but truly connected to the local community. FitzRoy does this through creative support planning designed and co-produced during meetings and reviews with individuals, their families and other stakeholders to ensure the right amount of support.

FitzRoy's approach to co-production centres on a close and responsive partnership with the people we support, their circles of support, care managers and others involved in their lives. We ensure families have access to our local managers to discuss their relative's support where appropriate, and give feedback on issues important to them. We use a range of communication tools bespoke to individual needs, including MAP, PATH and tools specific to individual communication passports.

FitzRoy Forums

We encourage everyone we support to meet with us to plan and discuss their service and give feedback on what could be better. We run a national service user group called Nationwide which is attended by senior managers and board members. The national group is well attended, and gives the people we support a powerful voice in the governance of FitzRoy.

Recruitment Troop

Choosing the right staff plays a crucial role in developing self-advocacy. Because of this, we train and support people to be part of the recruitment process. Through our Recruitment Troop training, people are empowered to get involved at all stages; from advertising to application and interview.

2. Policy framework and control

Our ways of working are captured in policy and guidance documents which form the basis of staff induction and training. We ensure our policies remain up to date by undertaking regular reviews and making specific improvements identified by our learning loops and feedback.

3. Person-centred practice

Our core values guide our practice, in particular, 'We see the person'. We work using an Active Support model 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 and this is regularly reviewed. Progression notes are recorded to ensure activities support people's goals.

Our multidisciplinary approach means that safeguarding is effectively shared across a range of teams involved in the support of one individual. These teams commonly include: Nursing teams, Social workers, Occupational Therapists, Physiotherapists, Dieticians, Dentists, Psychologists, GPs, Independent Mental Capacity Advocacy (IMCA).

Positive risk management

Our positive approach to risk management is an important way to help individuals become confident and independent. Through awareness and training, we help each person we support understand things such as road safety awareness, fire safety, handling money and communicating with others outside of the home. We use a structured approach which:

- Identifies the benefits of connecting with the local community and developing independence. This considers any associated risks plus the impact on wellbeing of achieving new goals.

- Encourages individuals to build and maintain connections with their families, friends, peers, and create new opportunities to be a part of wider society.

- Delivers a graduated support programme at a pace determined by the individual, starting with intensive assistance, and moving to increased independence.

- Trains and supports individuals to understand their rights, be knowledgeable about forms of abuse, and ensure that their personal safety is paramount.

- Utilises assistive technology to enable independence to be achieved safely and effectively.

Positive behaviour support

FitzRoy invests in positive behaviour training so staff understand why people develop challenging behaviour. Every member of our team is confident reducing and de-escalating behaviours, and recording information. Staff follow Behaviour Support Plans, helping them calm outbursts and spot signs of behavioural change that indicate someone is becoming agitated. In addition, we use PROACT-SCIPr-UK® (Positive Range of Options to Avoid Crisis and use Therapy and Strategies for Crisis Intervention and Prevention). This holistic methodology and toolkit, accredited by BILD, is an invaluable tool when supporting individuals presenting challenging behaviour, appropriately.

> **FitzRoy invests in positive behaviour training so staff understand why people develop challenging behaviour.**

4. Communication tools and Assistive Technology

Communication Passports

Everyone is unique in how they express themselves. To ensure we truly understand each person, we use Communication Passports to understand each person's preferred methods of communication.

This person-centred technique helps people express themselves through various methods: Makaton, BSL, Braille, touch, and pictures. It helps build trust and we invest time in conversations that cement strong relationships so people feel comfortable discussing their history, and what is important to them.

> **Everyone is unique in how they express themselves.**

Assistive Technology

> **Technology can liberate people through increased choice, control, and independence.**

Whether it is a device to help someone speak, 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

At the service level, we undertake a 7-point assistive technology assessment, covering; mobile technology; communication aids; telecare; telehealth; ICT; prompting and environmental controls. We work with service users, families, carers and professionals to agree best individual (personal tech) solutions and environmental technologies (service wide) including these in our service design days for the physical disability units as set out in our Implementation Plan.