



The people we support know best

Our services work best when the people who use them help us to improve them. We train people we support to become FitzRoy Quality Advisors. As Quality Advisors, they visit our services across the country and talk to people using our services to find out what they think. They report their findings to our Quality Managers. This gives us a valuable and independent insight into our services, and we use the findings to improve our work.

Malcolm, a FitzRoy Quality Advisor, told us more:

“

I have a question sheet that I take and I ask people what they think about their service and write down their answers. I'm enjoying the travelling and going to different places and seeing how they are run. In the training, I learnt the correct way to ask questions and the different situations we could face, for instance what to do when someone doesn't understand you. The best thing I have learnt is ways to communicate with different people who have different needs. One person might be able to talk and some people might use sign language.

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Malcolm has visited a few FitzRoy locations as have other Quality Advisors. His contribution to FitzRoy through his Quality Advisor role has meant that the FitzRoy services have celebrated successes and worked on areas of improvement identified by his visit. For some people having someone who's not a staff member to listen to their views has been invaluable and they have opened up with their feedback. We are committed to continuous improvement and this is invaluable for us.

”

Kirsty Millward,
FitzRoy Quality Manager

See the person

Steven had a long period of feeling unsettled before he joined FitzRoy in Nottinghamshire. With FitzRoy's help, he has turned his life around. Kimberley Knights, FitzRoy Deputy Manager, told us how.

“

Steven had yo-yoed between supported living and hospital for over 18 months. After short periods of settled behaviour Steven would display challenging behaviour that providers felt unable to manage. When he joined FitzRoy at Hall Drive, we were determined to stop the yo-yoing, and help him overcome his challenging behaviours.

His flat was full of all his belongings, but the staff team soon realised this was too much for him, and they moved many of them out of sight. This helped calm Steven, and prevent him from harming himself and others. His environment was adapted to be just right for him.

After much learning, we felt Steven had settled enough to start integrating everyday items back into his flat. We began with a kettle, once we were sure he could cope with it

on his worktop, we followed it with a tea canister. Steven has always been a tea belly and would often interact with staff making a brew, passing a cup and getting the milk out. Through FitzRoy's Active Support, Steven is now calm and settled, and recently made himself his first cup of tea, his first of many no doubt!

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FitzRoy Values

We see 
the person

We are brave



**We are
creative**



Read more inspiring
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FitzRoy going strong!

Many of you will have read about the social care crisis in the news. It is true that many organisations in our sector have been facing funding cuts and increasing costs, and we've all had to think creatively to remain strong for the people we support. It is therefore a huge achievement that FitzRoy has continued to grow as an organisation, and we can provide long-term support for everyone we work with.

Our fundraising campaigns have also been hugely successful, providing vital funds for equipment for many that we support. In addition, Love4Life, our dating and relationship project in Hampshire, is flourishing and has reached 100 members. An amazing achievement. Thank you to everyone who has contributed to the success of FitzRoy - fundraisers, families, people with disabilities, staff, and volunteers.

Anna Galliford,
Chief Executive, FitzRoy



The best job in the world

We caught up with Nic, a Support Worker at our Rural Skills project in Hampshire, to find out why he chose to work in the learning disability sector.

“

I chose this career after growing up with my sister, who has a learning disability. I felt my experience with her would be valuable. Lots of people underestimated her when we were young. They assumed she couldn't do the things people without learning disabilities could. Of course, they were all wrong!

I wanted to be able to teach people with learning disabilities life skills. For instance, one of our guys, Mark,



couldn't use a tape measure when he came here, now he uses it on his own. Each person needs a different level of support. If someone is just starting out, we will hold our hand over theirs while they are learning how to cut wood, for example. Eventually they gain the skills and the confidence for us to take our hand away and do it themselves.

I enjoy coming to work as I have great friendships with everyone

support. It's so rewarding to see people achieve things and have pride in what they do. Seeing someone enjoying a session and growing in confidence is brilliant, and why I enjoy my job. ”



Join us in our mission to transform lives and wake up every day feeling good about your work. Visit www.fitzroy.org to see our latest vacancies.

Book your place for the Great South Run on 22 October 2017!



Hurry as places are booking up for this well-known race - 10 miles around the historic dockyards of Portsmouth. Take in the iconic sights of Southsea and Portsmouth, including the Portsmouth Historic Dockyard, home of HMS Victory, past Spinnaker Tower, and finishing on the seafront with beautiful views of the Isle of Wight. Large crowds will cheer you on your way, and the vibrant happy atmosphere makes it a fabulous day out for all. The money you raise will transform lives for people with disabilities. Book now, and we'll support you every step of the way.

Get in touch with Jim Apted, Community Fundraiser, to book the Great South Run, and other FitzRoy fundraising events.
Email: fundraising@fitzroy.org
Call: 01730 711 104

Good luck to all the brave people abseiling the Spinnaker Tower for FitzRoy this summer. #youareamazing

Donation Form

Help us transform lives. Your donation, large or small, will support someone with a learning disability to live more independently.

Thank you.

Online donations visit www.fitzroy.org/donate

Cheque Donations please make your cheque payable to **FitzRoy Support** and return it to FREEPOST RLTB-UUSU-LCKT, FitzRoy House, 8 Hylton Road, Petersfield, GU32 3JY

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I am a UK taxpayer and would like FitzRoy to treat all donations I have made in the last four years, and all donations I make hereafter, as Gift Aid donations. I confirm I have paid or will pay an amount of Income Tax and/or Capital Gains Tax for each tax year (6 April to 5 April) that is at least equal to the amount of tax that all charities or Community Amateur Sports Clubs (CASCs) that I donate to will reclaim on my gifts for that year. I understand that other taxes such as VAT and Council Tax do not qualify.

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A big cheer to our dragon boat racers!

In Salford and Portsmouth brave teams picked up their oars and raced in dragon boats to raise money for FitzRoy. We had six boats, each with teams of almost 20 people!



Huge thanks go to:

the FitzRoy Flotsams, the Santander Sailors, Purple Dragons from Purple and Vestey Foods, Cupids Arrow from FitzRoy Love4Life and Basepoint, Electric Eels and Electric Slayers both from SSEN, and of course the FitzRoy Love Boat with FitzRoy staff.



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thank
you
very
much