



FitzRoy
transforming lives

Impact report

2013/14

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Every day FitzRoy staff work hard to bring about a better quality of life for people with learning disabilities.

As a values-driven organisation, we put the people we support at the heart of everything we do, and this helps us transform lives.

The heart of FitzRoy

FitzRoy's vision is a society where people are treated as equals regardless of any disability, and we are on a mission to support more and more people with learning and physical disabilities to lead the lives they choose.

- Supporting the people who use our services to have a stronger voice about the issues that affect them
- Promoting independence
- Ensuring the people we support have a say in the staff we recruit and the care they receive
- Constantly improving the quality of our services
- Building links with the communities we work in

Who we support and the type of care we provide

In 2013/14 we supported 550 people – some were in more than one of our services

180
in Registered Care or Nursing

298
at our Day and Community Services

205
with FitzRoy Supported Living or Support at Home services

Volunteering

We had
141
volunteers from the community

We helped
41
people with learning disabilities to volunteer, with 25% of them doing more than one placement

Raising money

Our small team of fundraisers, helped by committed staff and Trustees giving their time at events, raised a massive £419,000 in 12 months. We are really grateful for all of the generous donations from charitable trusts and legacies. We have seen an increase in corporate volunteering with teams of work colleagues joining in to transform gardens, build summer houses, and help out with decorating.



There is nothing more important to FitzRoy staff than providing the best possible care for people with learning disabilities, and over the last year we have had fantastic results developing and improving our services.

In September we welcomed our new Chair of Trustees, Mary-Anne McIntyre. After nine years on FitzRoy's Board Mary-Anne brings a wealth of experience, and a strong vision for the organisation, building on our past successes.

Despite the significant financial challenges facing our sector at the moment, we remain in a strong position, and continue to deliver pioneering services that transform lives. We have made excellent headway in bringing alive our five year strategic plan with notable success in finding new ways to:

- reach wider audiences through empowering those we support to have a voice in their communities
- transform individual lives by offering as much choice and independence as possible
- ensure financial sustainability by consistently reviewing all areas of expenditure for best practice
- expand into new markets

Enjoy reading about some of our key achievements over the year and, in particular, the stories from our service users about the impact we have had on their lives. It is always most powerful to hear from them, and we are lucky to have so many who tell us how their lives are changing. As such we are ever determined to continue in the bold and pioneering tradition of FitzRoy's founders, and we remain committed to ambitious plans to provide the best possible care for all the people we support every day.

All the best,

Anna

Anna Galliford,
Chief Executive

It is with great pleasure I took over as Chair of Trustees for FitzRoy in 2013.

There have been many challenges in the past year, and looking ahead we have still more to face. Despite this we've achieved what we set out to do. This is due to a clear strategic approach, and a guiding set of values, that inform the work of all at FitzRoy. We continue to help more people, improve our standards of care, and raise funds to help us promote the independence of all our service users.

On behalf of the Trustees I am very grateful for the dedication and commitment of all the staff at FitzRoy who bring such expertise to their work.

With best wishes,



Mary-Anne McIntyre,
Chair of Trustees

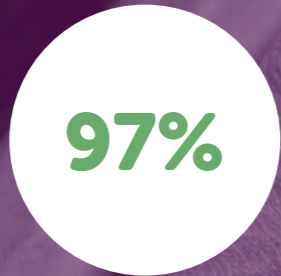


WE'VE HELPED MORE PEOPLE THIS YEAR

This is what they told us...



said their relative or friend is **happy at a FitzRoy home, or day, service.**



are pleased that their **relative or friend has their needs met by FitzRoy.**



told us **FitzRoy staff are professional and approachable.**

FitzRoy staff have worked incredibly hard all year. See how we've helped more people than ever...

We supported the people who use our services to have a stronger voice about the issues that affect them

Our goal was to reach wider audiences, and support the people who use our services to have a stronger voice about issues that affect them.

What we achieved

People with learning disabilities, and their families, told us that one of the biggest challenges they face is a lack of long-term planning. They felt local authorities viewed them as part of a 12-month budget cycle, rather than as individuals with plans.

Our research with 100 Local Authorities produced alarming findings, and in January we launched a report called **A Plan for Life**, to call for change.

The findings: 87% of local authorities said long-term planning was the single greatest opportunity to improve wellbeing, and 67% agreed it would reduce long-term care costs, yet 64% of commissioners admitted they were under pressure to cut costs at the expense of quality, with nearly half planning one year ahead or less.

A Plan for Life hit the news, including national, regional, social care, public sector, and third sector. Our campaign was shared on social media and sent to senior figures in local authorities, families of people with learning disabilities, along with an easy read version for the people we support.



"He's a young man enjoying life, with people his age. He was ready to move – and it's lovely for me as I can just be his mum again."

Why A Plan for Life matters

Peter was diagnosed with an autistic spectrum condition at three. His mum tells his story.

"We fought for five years to get him into a specialist school and everything was OK until he left and went to live in a residential home for people with his condition. There, his behaviour started to deteriorate and became challenging, he was badly treated, and in the end when he moved back home, he was traumatised. He'd spend hours staring out of the window. He was 20 years old, living at home and we were in a crisis.

Peter needed support all the time and it wore us out. We couldn't go out, and if he became challenging in the house, I would crawl under the dining table and pull the chairs around me to protect myself. I just wanted him to be cared for like every other mum wants their child to be cared for. We decided to look at supported living."

It was the start of a long road. Eventually, they found a property and chose FitzRoy to provide the support. FitzRoy staff worked with Pat and Rob for about nine months before Peter was ready to move in. That planning time has made all the difference. Pat and Rob wrote guidelines and plans about routines, so staff could learn about his preferences and needs and be able to support him from day one. The FitzRoy team built strong relationships with the housing provider and Peter's care manager to pull all the elements together.

"We felt strongly that with a move the only change for Peter should be his address, everything else needed to stay the same because routines are so important for people with autism. That was the challenge we set for FitzRoy – and they didn't just meet it, they exceeded it. Leading up to the move our anxiety was very high; I didn't want Peter to feel that he was losing his mum. There was heaviness in my heart that was like nothing else I had ever felt. That's all gone now. Even if I won the lottery it wouldn't feel this good!"

Peter now eats a more varied diet, and has managed trips to the cinema – previously unheard of. Pat and Rob have meetings every other week with the FitzRoy team. Long-term planning has been the key ingredient in the success of Peter's story.



"Technology has allowed Tony to communicate verbally for the first time!"

Denise

We promoted independence

Our goal was to raise money to provide equipment and devices that are otherwise unaffordable to the people we support, that can help them become more independent.

What we achieved

We used donations of over **£67,000** to provide a wide range of assistive technologies that have brought a huge amount of independence to the people FitzRoy support. Staff have been trained to support people to use the technology, particularly to communicate via Skype to families or friends. Now many more of the people we support are enjoying the simplicity and ease of communicating with things like iPads. We have also provided numerous aids to ensure comfortable and dignified bathing, personal care, and transition from wheelchair to bed or chair.

Why it matters

We take it for granted that we can make a cup of tea or make some toast in our own kitchen; but without specialist devices, such as one cup water boilers, or talking microwaves, it is not easy for many of the people we support to do these things for themselves safely.

This is why we are determined that all our staff have the right training to allow them to provide a high level of personal and nursing care to those with severe disabilities. We make sure the people we support have the things they need as they grow and change, whenever possible.

"Without verbal communication Tony had always had to rely on staff knowing him well enough to interpret his needs and desires. This all changed when we used money from fundraising to buy him an iPad with a communication app. He quickly got to grips with it and has been having a great time downloading different voices and 'talking to staff' and the people he lives with. All the frustration and stress of not being understood, which he has lived with for so many years, has finally gone. Recently he used it to ask Maxine if she will be his girlfriend, she is thinking about it!"

Denise Wareing, Service Manager, FitzRoy Newhaven.

Chris was born with no arms but managed to feed himself using his feet for many years. As he got older he found this impossible, and he had to rely on someone else feeding him again. Since purchasing a Neater Eater appliance however, he is feeding himself and enjoying his independence once more.





"We had a coffee, or tea, and at 10am we started the interviews."

Dean

We ensured FitzRoy service users had a say in the staff we recruit and the care they receive

Our goal was to continue to give those we support a real say in how the organisation works, and the type of care they receive.

What we achieved

We facilitate service user groups that improve communication between the people we support and staff, and help the people we support to have a voice within the organisation about the things that matter to them. Groups from each region discuss ideas and issues and get their opinions heard. FitzRoy Nationwide enables people,

regardless of where they live, to have a collective voice in their care and to influence the thinking and focus of the organisation.

We have seen great engagement in our forums, with new service users joining and becoming active members.

The people we support have been getting more involved in the staff recruitment process, taking part in staff interviews, and helping to choose the successful candidates.

The three forums across the regions we work in have been involved with Disability Awareness Training, successfully developing training modules with high quality, clear training on disability issues.

Nationwide, our national service user forum, presented their new initiative, Quality Advisors, to the Trustees.

Through this new scheme, service users will offer peer-to-peer support to help others, who are not part of the forums, to voice any concerns they have about their support, and help them change things.

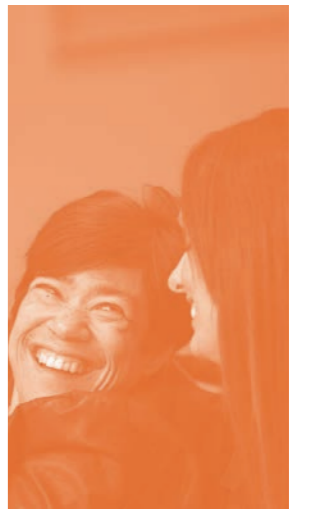
Why it matters

As this story illustrates, FitzRoy service users, are empowered to have a real say in who we recruit.

"On 21 May I went to Petersfield to help interview for a new Director of Human Resources. It was a very interesting day. We set off from Newhaven at 8am and arrived at 9.30. We had a coffee, or tea, and at 10am we started the interviews. There were three of us on the panel representing FitzRoy, and four candidates. I cannot give names, as I am not allowed to, but after each candidate had been seen, we gave feedback. After all the people had been seen one of us stayed behind to give feedback to Anna Galliford, FitzRoy Chief Executive. It was a very long day but a very interesting one as I got to meet someone who may end up working for FitzRoy." Dean

"I have got to go to loads of different places and met loads of new people. It has given me confidence to speak up for me and other people, I love it."

Maxine



We improved the quality of FitzRoy services

Our goal was to keep improving our services to ensure FitzRoy staff can work to the best of their abilities, and to ensure that anyone who comes to FitzRoy gets the best care available.

What we achieved

CQC inspections.

We have improved, achieving an overall rating of 90% of services fully compliant with statutory regulations, higher than the sector average of 80%. We were scored as fully compliant in 97% of the required regulated activities and judged to have only minor aspects of non-compliance in the remaining 3%.

Satisfaction Survey.

In our annual Satisfaction Survey, given to families, carers, and professionals involved with the people we support, we received a fantastic 96.5% satisfaction rating, up from 93.2% last year.

"I'm so relieved my relative is so well cared for and loved. I am able to visit at any time and know even when I turn up unannounced I will find caring staff and a happy atmosphere."

"We are so pleased. He is still reaching his potential with staff help. The happiness at Timber Grove gives us great peace of mind."

"My son is very happy and he is well looked after and his needs are very well met. I don't get to see him as often as I would like now that I haven't got a car, but the staff are very good at arranging to give me a lift as often as possible."

"We are extremely thankful for our daughter's placement at FitzRoy. She is so happy and well cared for, what would we do without you! The staff are all wonderful and so happy, it just gets better as the years go on."



Awards

In February, our **supported living service in Trafford** was recognised for the quality of its support to service users.

We received a **Dignity in Care Award from Trafford Borough Council** for our work at Salcombe Close in the borough.

The team from our **day and community service in Norfolk** was nominated as a finalist in the **'Putting People First' category of the 2014 National Home Care Awards**, for their work with their service user group, Bright Sparks.

We received three nominations in the Learning Disability Awards 2014.

Why it matters

As this story illustrates, first class care transforms lives.

"Before we opened Lethrede, a FitzRoy Supported Living home in Suffolk, Neil, who has autism, was placed over 150 miles away from his family. His Mum, sometimes accompanied by his brother, would travel the long journey to see him. She took his favourite chocolates and other things he loved. Neil would take her gifts and then say goodbye and return to his bedroom. Rarely would her visit last more than thirty minutes. This heart-breaking situation went on for several years.

Neil needed specialist support to fulfil meaningful relationships, communicate his needs and wishes positively, and to access his community. Living with autism, Neil can struggle with relationships, understanding emotions, and social pressures.

Things changed for all the family when Neil moved to a FitzRoy Supported Living home, Lethrede, which is only 20 minutes away from his Mum. Paying special attention to his need for routines, FitzRoy staff made sure his bedroom had exactly the same colours and the furniture was in the same place. With a lot of long-term planning and dedicated expert support, the staff created a caring environment in which Neil could feel safe.

The transformation in Neil has been huge. After a year of gaining confidence he took part in a sponsored bounce and invited his Mum and brother to watch. They stayed for several hours enjoying the BBQ to celebrate Neil's new house being open for a year. During the visit Neil pulled his Mum close and kissed her on the head. Grinning, she said,

"I've got my boy back."

We all had tears in our eyes.

"The whole family are over the moon and last Mother's Day Neil bought chocolates to give his Mum when she visited; gone were the days of her being left on the doorstep. In another lovely twist, Neil's brother has joined FitzRoy as a Support Worker, enjoying the fulfilling daily life of caring for adults with learning disabilities."

Carly Stannard



"We were delighted with how Neil settled in to his new home – the staff team working with Neil did a tremendous job in planning the move so that everything could go as smoothly as possible. We are so pleased that Neil has his own car so that he can go out in to the community. There was only a shared mini bus in his last place, and Neil has always struggled to socialise with the other people he has been living with – so sharing the vehicle caused him anxiety. Now, with the help of his support staff, he can go out on longer journeys which are much more fun for him.

The move has allowed Neil to live a fuller life and his health, including his weight, has improved as a result. We can't thank FitzRoy enough for the way that they have supported Neil over the past three years."

Neil's Mum.

We built stronger partnerships with the community

Our goal was to strengthen links with communities to promote independence and choice for the people we support. Through building strong links we can work with communities to help people with learning disabilities have as much choice and independence as possible.

What we achieved

Staff at our services developed strong links with local groups, employers, and other organisations, to build partnerships and open up opportunities. This has meant we can help people we support find work, learn new skills, pursue a new hobby, and realise a dream of living on their own.

It also meant we increased the amount of volunteers in each community, who give

their time freely, and bring important skills which enhance the ways we can support each person to be independent.

We've engaged with more local groups. The Petersfield Lions helped at the Pompey Charity Football Match, providing marshalling and support on the day. A team from Aviva in Norwich laid a patio and updated a garden, and the Petersfield Triathlon chose FitzRoy as their charity, donating all proceeds to our work.

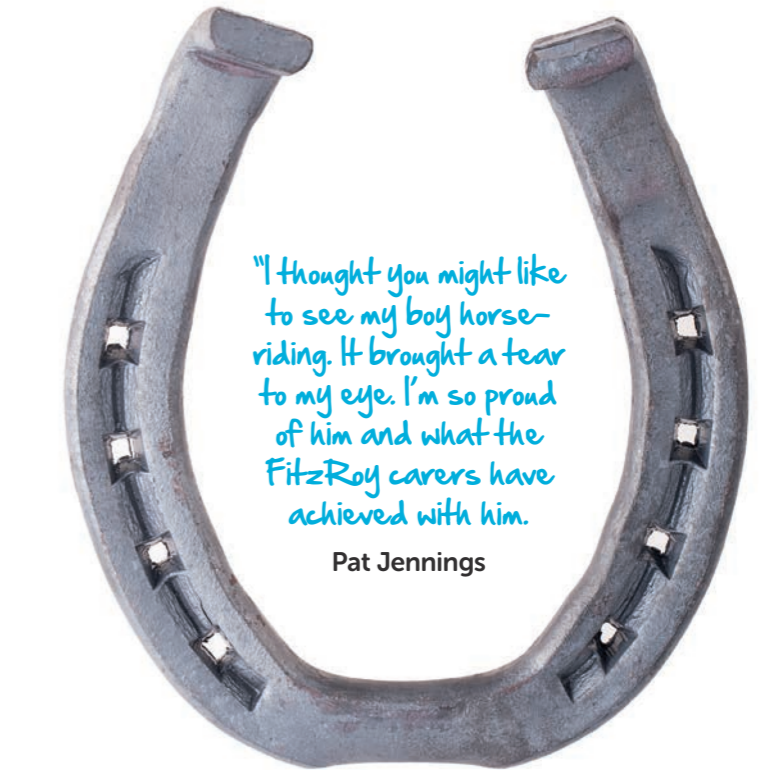
Why it matters

Learning new skills.

"I thought you might like to see my boy horse-riding. It brought a tear to my eye. I'm so proud of him and what the FitzRoy carers have achieved with him. If you had asked me two years ago if he could go horse-riding I would have said "no", but all the hard work, and meetings, have paid off. There is hope for parents that are worried, they just have to find FitzRoy! This photo says it all, look how happy Peter is. I've never been so happy. Your service is first class. I'm just so lucky I have found FitzRoy for my son. A big thank you!" **Pat Jennings**

Independence.

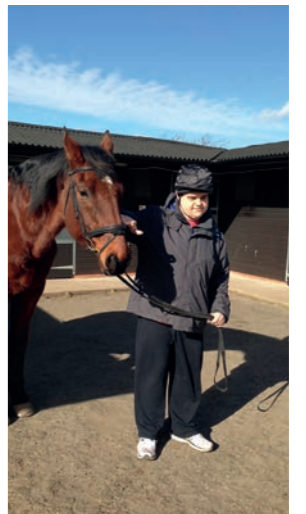
"When I was about three years old I came to live at Whitegates House, a FitzRoy Registered Care home in Liss. After many years living there, I moved into a housing association house with two friends. We had a shared tenancy and my support was provided by the FitzRoy team. As time passed I decided I would like to have a place of my own so we contacted the housing association, and after many years of waiting I had a phone call to say there was a flat I could look at. As soon as I saw it I said I would like it. I've had great fun choosing new carpets – red for my



lounge. I have lots of things still to get and choose. I have made lots of friends in my new home and they have really helped me to settle in. I love my new flat. I am very happy living here." **Colin**

Finding work.

Clare Smith a resident at Whitegates View, a FitzRoy Registered Care home, has started voluntary work at the Triangle Centre Café. She's delighted "I love making the teas and coffees for the customers. Everyone is very friendly and welcomed me with open arms."



**Thank you to all FitzRoy staff
who helped transform lives**

Sam Humphrey, Deputy Manager at FitzRoy Huws in Nottingham, tells us what motivates him.

"I originally came to FitzRoy Huws in 2011 when I was doing my learning disability nurse training and was surprised by how person-centred it was. Before I came I saw the Residential Care label and expected to walk into a building full of people who would be sitting around doing very little in the way of meaningful activities but I could not have been more wrong! FitzRoy Huws is a lively and vibrant environment and my 12 week placement was one of my favourites during training.

I was lucky enough to join the Huws team in 2012 as a permanent member of staff. Throughout all of my nursing placements I have never found an organisation that is as person-centred as FitzRoy. I am now a Deputy Manager at Huws which means I am even more involved in the wide variety of activities available for the people we support.

When the opportunity to fundraise for FitzRoy by abseiling down the Spinnaker Tower came I only agreed initially because I didn't think I'd be chosen. Little did I know I would be so 'lucky'! FitzRoy and the people we support at Huws, have helped me to develop so much. Anything I can do to give something back to them is really important to me, even if it means abseiling down a building taller than Big Ben!"

Louise Macmillan, FitzRoy Support Worker, loves her job.

“I have loved working for FitzRoy since the day I started six years ago. I particularly love Rural Skills because we are lucky enough to be able to give all the people who visit different experiences and that’s when you see people’s skills and confidence grow. I really enjoy getting to know the people we support and helping them learn new skills and learning from them in return.

I am happy to fundraise if it helps the people we support to have more opportunities to do the things that they would like to do, and live their lives the way they choose to.”

Thank you to all our supporters who helped transform lives

We were delighted to secure two new Patrons during the year. **Lord and Lady Tanlaw** join us in what was an excellent year for fundraising.

We received a wonderful gift of £100,000 from the **Leyden House Trust**, given for extensive renovations needed at our Newhaven service.

Thank you to all of the people who supported us this year in helping us to transform lives – either through donations, events, legacies or by volunteering their time.

Each donation, large or small, helps us to provide the extras, and goes a long way to helping us transform a life. Here are just a few examples.

Voice

"Without FitzRoy, I would have lost my voice."

Lucy

We were able to provide Lucy with a new device to help her communicate by text to voice. She has no verbal communication so would otherwise have been isolated from conversations. She is a bright, lively and sociable young lady so takes the Lightwriter everywhere she goes.

Looking ahead

We have many projects to fund, including equipment and furniture for day and community services. Height adjustable art tables, computer stations and training kitchens are a high priority for people coming to daytime sessions at FitzRoy.

Friendship

Donations have enabled us to provide the transport for a group of gentlemen to regularly go out together. Wheelchair accessible transport is expensive to hire, so now they can make the most of the sunny weather and get down to the coast from their shared home in Kent. Strong friendships and shared interests make this a tight knit group, helping to combat isolation.

Independence

Providing the latest kitchen gadgets helps everyone to live more independently. For many it can mean the first time they don't have to rely on a member of staff to help them make lunch, or enjoy a hot drink, at any time of the day. Talking microwaves and one-cup heaters are safe and easy to use, along with easy-grip utensils and specialist cookware.



Finances

We have achieved a significant increase in our income and geographic footprint, in the last twelve months, which is reflected in our financial performance following our recent trend of achieving a consistent growth strategy.

This is partially driven by our increased presence in Nottinghamshire where we have built on our success and excellent reputation for providing support to people with complex needs, behaviours that challenge and autism. Within Nottinghamshire we have added an additional two locations to our supported living service, which now supports 16 people across 7 properties.

The future of social care will inevitably include funding constraints but the strong performance achieved by FitzRoy in the last few years, both in terms of growth, financial strength and impact, gives FitzRoy the opportunity to continue to provide real choice and independence to those we support.

Income and Expenditure	2013/14 £000's	2012/13 £000's
Income from Operations	21922	20664
Donations and Legacies	419	501
Interest and Investment Income	11	21
	22352	21186
Cost of care services	22057	20812
Fundraising and Communication costs	154	207
Governance Costs	123	129
	22334	21148
Surplus from Operations and Fundraising	18	38
Gain on sale of Fixed Assets	0	124
Funds received from Searchlight Workshops	0	1405
Unrealised -loss/ gain on Investments	6	6
Net Surplus for the Year	24	1573

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Marianne Radcliffe – Director of Fundraising and Communications
Lucy Campbell – Director of Finance and ICT
Robyn Wedderburn – Director of Human Resources



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