

FitzRoy
transforming lives

**Above
and**

beyond



Impact Report
2023

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A message from our Chair of Trustees, Martin Kyndt

Since FitzRoy was founded by a brave mother as a pioneering alternative to institutionalised care, we have supported hundreds of people with learning disabilities and autism to live the life they choose.

However, 60 years on, we know there are still people living in institutions who, with the right support, could thrive living in their own homes, in their own communities. There is an urgent need for social care reform and a greater political commitment. Policymakers need a better understanding of the social care sector as it relates to working age adults. A range of housing and care models should be available to ensure that people do not languish in institutions, but are quickly assessed and, where appropriate, moved on into supported living.

Over the past few years, we have seen the complexity of the support needs of our beneficiaries steadily increasing. We now support more people with their mental health, delivering complex mental health services. There is no doubt that the people we support are extremely vulnerable, with many having underlying health conditions.

As we head into our next 60 years, the need for person-centred care – the right support, in the right home – is at the forefront of our minds, and how we continue to deliver that. We will carry on providing excellent and life-transforming support.



“As Elizabeth
FitzRoy said to
all those families
60 years ago:
**FitzRoy is here
for you. And we
will remain so.**”

A handwritten signature in cursive script, reading 'Martin Kyndt'. The ink is dark and the signature is fluid and personal.

Martin Kyndt
Chair of Trustees

FitzRoy at a glance

In 2022–23 FitzRoy:

Supported

850

people with a learning disability, autism and mental health needs

69

supported living services

19

care homes

4

day services

91%

staff felt proud to work at FitzRoy



The future for FitzRoy

A message from Anna

This has been an exciting year for FitzRoy. Not only did we celebrate the 60th year since Elizabeth FitzRoy opened our first service in Surrey, but we have also spent the year taking stock – looking at what we have achieved in the last 60 years, but also who we are today and who we want to be in the future.

Covid-19 changed our DNA as an organisation. It made us closer – we have never felt more like the FitzRoy family – and it made us braver. We have been talking to our staff, our families and the people we support about who we will be in the coming 60 years. With their input, we are developing an exciting and aspirational strategy that we will launch next year.

As part of our determination to deliver outstanding services, we've developed a Centre of Excellence – designed to build and share good practice in the delivery of mental health and complex support needs services. This enables staff to confidently support people in a range of settings, including supported living, residential care and day services.

Our programme of work around assistive technology, active support, positive behaviour support and total communication continued this year, enabling the people we support to be safe, active, understood, and to live more fulfilling lives.

Our specialist positive behaviour support team is embedded across the organisation, informing good practice, developing improved ways of working with the people we support, and putting them – and their families – front and centre of how we improve their support.

Much of the team's work has been focussed on supporting people through transition, either from a hospital setting to supported living, or from children's social services to adult. This also encompasses supporting people through changes in their life such as bereavement and grief.

Our aim – as it was 60 years ago – **is to keep people out of institutions and living at home, thriving in their local community.**



A handwritten signature in black ink that reads "Anna Galliford".

Anna Galliford
FitzRoy Chief
Executive

The voices of the people we support



“They’ve given him their time and given him a life and they’ve involved me in everything too... now he’s just a different person. Without FitzRoy I think he’d still be sectioned now, living an awful life.”

Tracey, Steven’s sister



FitzRoy's Nationwide forum meets four times a year, and members contribute new ideas and help us develop better communications.

They supported the development of the annual **Satisfaction Survey** questionnaire that we send to people we support, their families, and the professionals that work with them.

Key results

People we support

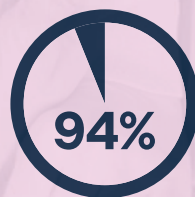


100% agreed that they are supported to do the things that are important to them



99% agreed that they are supported to make decisions and choices about their life

Their family and friends




94% agree that their relative gets the support they need from us

Professionals that work with them



98% agreed that they were confident that the person gets the right support at the right time



“I love all Elvis’ music,
I have been a fan for years.
I bought a red suit jacket
Elvis wore in Jailhouse Rock.
It was a dream come true.”

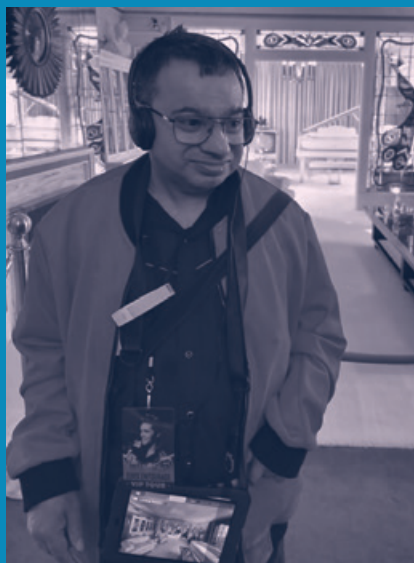
Lucky

Supporting
people with a
learning disability

Lucky fulfils his lifelong dream

Service manager Debbie said: “Ever since I have known Lucky he has wanted to go to Graceland. He has a learning disability and needs support with most everyday activities. We talked to him about Graceland, looking at his finances and working out how much he would need to save each week so he could celebrate his 60th birthday there. He had to save a lot of money and we supported him with his budgeting, he had to make a lot of sacrifices, but he was determined to go.

“We planned the holiday together with a travel agency, Lucky was very clear on what he wanted to do in Memphis, and we were on hand to make sure that the hotels were right for him and his medications would be safe. The agent came up with a bespoke package for Lucky that covered all the trips he wanted to make.



“Because of his learning disability and other health issues, Lucky is quite vulnerable, so it was lovely to see his growing confidence on the trip. It was such an achievement for him to have saved the money, and obviously a bit of the Elvis magic must have rubbed off on him too. At the airport on our way home, he was very assertive when there was a problem with the luggage, he went off saying “I am going to sort this out.” It wasn’t just the holiday of a lifetime for Lucky, it was also that we supported him to do what he thought was unachievable. It was a real confidence booster for him.

“Everybody keeps saying we’ve done such a great thing supporting Lucky to achieve this dream, but it is just part of our job. It’s only when you take a step back and realise you’ve helped someone to experience their lifelong ambition. **It is incredible that we’ve been a part of that.**”

Debbie, service manager



Supporting autistic people

We offer tailored support for autistic people, who often require a lifetime of specialist care. Our support focuses largely on communication – verbal, non-verbal, reference objects, their responses to their environment and understanding their sensory needs. Our aim is to enable them to develop their confidence and independence and to thrive in their local community.

Alice is thriving in her new home

Alice moved into our Surrey care home after attending a residential school. This transition came with many challenges but by working closely with Alice's family and understanding everything we can about her, we developed a bespoke support plan that meets her needs.

Our Positive Behaviour Support expert Elaine said: "We needed to understand the causes of Alice's distress and how best to support her going forward. We looked at every element of her life, including her life history, diagnosis, medical conditions, family life and background. We looked at how Alice communicates and her sensory needs, and went over past records, as well as spending time with her family to understand her as a person.

Everybody pulled together so we were able to get a very clear understanding and framework of what we needed to do to provide the best support for Alice. The staff teams at her care home and our local day service learned new ways to support, engage, and interact with Alice, which increased her opportunity to engage and interact with the world around her."

"The staff teams have been fantastic and we can see they are all trying to make our girl's life better. There's still much to be done, but everyone seems to be on board and wanting to do their best for her. Elaine's input has been invaluable not only to the staff teams, but to Alice's dad and me as well. She clearly knows her stuff and has our girl sussed. Her enthusiasm and vitality is infectious, her knowledge in this field vast – I've asked if I can have a mini-sized Elaine to carry around in my handbag!"

Natalie, Alice's mum



Supporting people with their mental health



Many of the people we support have mental health needs. We also support people who have severe mental illness and who may also have additional support needs, including substance use as well as learning disabilities or autism. We deliver person-centred, trauma-informed care that acknowledges the person's past experiences and supports them on their road to recovery through collaboration, building relationships and empowerment. In response, we have developed a clinical framework to ensure that this area of growth is fully supported, and that our reputation as a trusted provider delivering trauma-informed care is secure.

Safely reducing Richard's medication

Richard lives in one of our supported living services in Nottingham.

Area manager Kim said: "When Richard first came to us, he had previously been sectioned under the Mental Health Act. He was heavily medicated and was struggling, he was hair pulling or would raise his hands and say 'Attack' and would continually ask for medicine. Unfortunately, the medications he was prescribed did not affect his behaviour or support his mood. It became a vicious cycle of 'this one isn't working, let's add another.'

"Due to the side effects of his medications, Richard would spend a considerable amount of time sleeping. Some days, he would sleep for up to 22 hours."

"Working with everyone involved in Richard's care, we put together a four-week plan to taper off one of his medications, and since then he has become more active, regularly

going outside, playing basketball and football, and visiting the local shop almost every day.

"Our approach was based on taking gradual steps with Richard. Initially, we began by taking short walks down to the end of the road, passing by the shop. Then staff would go in and buy something for him, and eventually, Richard gained the confidence to go into the shop himself. Our aim is to get Richard confident enough to go to the bigger supermarkets and do his weekly food shops himself.

"We had noticed Richard's interest in watching people play football, so we bought him a football so he could familiarise himself with it at home. Gradually, we took walks to the football pitch, and over time, Richard felt comfortable enough to join in and play football. It's lovely just seeing him being able to get involved and be out in his local community.

"We have seen a big improvement with Richard. Before his medication was reduced, we would try to take him out, but he wouldn't go anywhere, now Richard will go out with his brother and me, walk to the local pub and **happily sit outside**, and have a drink.

Richard's dad



The difference you make

An enormous thank you to all our generous supporters!

This year we raised a fantastic £45,000 for our Above and Beyond fund, which will provide those vital extras for the people we support, to help them reach their goals and the life-affirming activities that rely on fundraising and it's our supporters who have made those activities possible.

The Pastures

It took three years of fundraising, plus the incredible support from the families of our residents, but the brand-new activity space at The Pastures, our care home in Norfolk, finally opened this year!

The additional space – including kitchen and multisensory areas – means we are able to expand our social, educational and therapeutic programme.

Thank you to everyone who joined us in celebrating our 60th anniversary – either by donating to our Above and Beyond fund, taking part in our fundraising events, or coming to one of our celebrations at Petersfield Museum and our newest, purpose built care home, Silver Birches in London.

The significant investment in our hugely successful and ever-growing transformation programme has been possible thanks to gifts in Wills. Through digital transformation we are making all our processes more effective and efficient. This 'behind the scenes' work gives us more time with the people we support as we go fully digital, reducing paperwork and form-filling, and helps to ensure the sustainability of the charity.

celebrating **60** years





Financial summary

£41.3m Total income

- 98% Operational income
- 2% donations and legacies

£42.7 Total expenditure

- 91.2% supporting people with learning disabilities, mental health needs and autism
- 8.8% central support

Thank you to everyone who supported us over the year, including the generous support of the following charitable trusts and foundations:

Baron Davenport's Charity Trust

P F Charitable Trust

The Edward Cadbury Charitable Trust

The Oliver Ford Foundation

The Eveson Charitable Trust

The Lawson Trust

The Mr & Mrs Leslie and Joan Smith Charitable Trust

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transforming lives

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Angela Murphy
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& Business Development

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Comms & Fundraising

Roberta Wheeler
Director of Human Resources

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.



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