

Making new experiences possible



Staff at The Maltings Day and Community service in Norfolk found out about a unique experience at a climbing wall and instantly thought of Kurt, who they support. Kerensa Palmer, Deputy Manager, told us more.



The Open Youth Trust in Norwich has special equipment to enable wheelchair users to experience climbing and I immediately thought of Kurt. Although he is able to walk he mostly uses a wheelchair, so I thought this would be wonderful. I have a great relationship with Kurt, his family, and his one-to-one support worker, so I put the idea over to them and they gave the go ahead.

"Kurt doesn't use verbal communication but it was evident he had a brilliant time as he was full of smiles.

"He laughed from the moment he was placed into the harness until the end of the session."

His one-to-one support worker, Sam, said he laughed from the moment he was placed into the harness until the end of the session.

"There is now a group of four people we support attending every week who take it in turns to climb. When they are not climbing they use other facilities that the trust provide such as a games room, a music room, and a dance studio. I am thrilled that the session was a huge success. It goes to show that disability doesn't have to be a barrier to new experiences.





Jesus encouraged him to touch trees and lamp posts, feel bark and plants, and listen to the sounds around him. Nicky has a heightened sense of smell, so he really enjoyed smelling leaves and plants. They walked outside for over half an hour and Nicky had a big smile on his face the whole time.

Nicky was happy and relaxed, a huge change from six months ago when he would spend just three hours of the day out of bed.

Louise Robertson, Deputy Service Manager said:

"To see such a transformation in Nicky shows how regular encouragement can benefit the people we support. Staff have worked hard to help Nicky, it's great to see him achieving something he has not been able to do in 10 years."

First trip outside in 10 years

Nicky, a 59-year-old gentleman that FitzRoy supports in Basingstoke, had not been outside in 10 years. Recently his support worker managed to persuade him to take a trip to the local shop...

A bad experience walking in the snow over a decade ago left Nicky feeling afraid and scared of leaving the house. He is blind and has autism and would get anxious and freeze as soon as he got to the front door. Staff have been encouraging Nicky to take that

first step outside and supporting him so he feels safe.

During a fire alarm test, Nicky's support worker Jesus encouraged him outside, and with constant reassurance persuaded him to walk to the local shop.

Louise and her staff now intend to keep up the trips outside and the next goal for Nicky is to attend a summer BBQ.



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FitzRoy staff praised for their excellent care

Staff at a FitzRoy registered care home, Hipswell Highway in Coventry, recently received excellent feedback from mental health professionals whom they have been working closely with.

Dr Hafsa Sheikh, Speciality Doctor, Intellectual Disability in Coventry said:

Paul Yarnold, Learning Disabilities Intensive Support Team, Coventry and Warwickshire Partnership NHS Trust said:

"We are always impressed with FitzRoy. Jayne and her team welcomed our input and were honest and open. Communication was effective, they embraced suggestions and demonstrated creativity in attempting to meet needs. It is evident that the therapeutic rapport between staff and the people they support is strong and effective. All staff showed genuine care and compassion and a willingness to go above and beyond as necessary."

"I am always impressed with the FitzRoy team at Hipswell Highway and at Lee Gordon House. The staff have always been compassionate with their residents and are extremely efficient in making sure all physical health aspects have been looked into."

We see 
the person

We are brave 

We are creative 

Huge feeling of job satisfaction

Service Manager of Trafford Day and Community Service, Chris Hughes, started her journey with FitzRoy as a Support Worker over ten years ago. Chris shared what she loves about her job.



"FitzRoy Trafford is an established day and community service with a mission to give people opportunities to do things they enjoy and get out into their community with the support they need. It's also a place where bonds and friendships have the chance to flourish.

"Knowing that we're making a difference really gets me out of bed in the morning. Instead of being

isolated and lonely at home, people get to come here and do something worthwhile with friends around them. I genuinely enjoy what I do and have a huge feeling of job satisfaction when people we support reach their goals. There is also a sense of being part of one big team with the people we support, their families, staff, and volunteers.

"Staff really believe in the ethos of FitzRoy. They help the people we support achieve the things that are important to them, which sometimes means thinking outside the box to help make something happen. They are great at advocating for people. For instance, they highlight when someone's needs have changed and help to get them reassessed to receive the right support. Staff make me proud because they go above and beyond.



To me 'See the Person', one of FitzRoy's values, is about seeing beyond disability and treating everyone equally. It's about helping to get the best out of people.



Take on a challenge for FitzRoy

Suffolk Trail Running Festival
Saturday 16 and Sunday 17 June

Nottingham Water Wipeout
Saturday 7 July

Big Fun Run Birmingham
Saturday 8 September

Manchester Half Marathon
Sunday 14 October

Great South Run
Sunday 21 October

Let us know if you are taking part in an event for FitzRoy.

Email jim.apted@fitzroy.org or call 01730 711 104

New garden at The Maltings



FitzRoy's day and community service in Fakenham, The Maltings, will soon open a brand new garden. The existing garden had sadly fallen into disrepair since its installation in 2004. However, thanks to over £10,000 in donations from Charitable Trusts, £5,000 from Fakenham Council, £2,000 from Fakenham Racecourse, and almost £1,000 from local businesses, the garden is being restored to its former glory.



The new garden will be a place where members of The Maltings can learn horticultural skills and enjoy picnics and BBQs together. It will also be a calm and relaxing environment for people who experience anxiety and challenging behaviour.

Work has already started and members are looking forward to being able to grow plants and socialise in their garden this summer.



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