

Frances Taylor
Foundation

IN OUR
OWN
WORDS



Dignity and respect for
the individual







The Frances Taylor Foundation is a modern, diverse and dynamic provider of social care and support. We work mainly for people with learning disabilities, and also older people. We challenge people to strive for greater independence, and for richer interaction with the people and the world around them. We support people with a wide range of support and care needs, including some people with complex needs arising from a range of disabilities, and physical or mental health conditions.

We are committed to being a great employer, and to developing and training our staff. We believe that everyone has gifts they may use for the benefit of others. We aim to ensure that our staff have the space and opportunity to offer something of themselves to the people they support.

We are a successful not-for-profit enterprise, rooted in the long history and strong values of an international women's Catholic Congregation, the Poor Servants of the Mother of God, now a registered charity.

We celebrate difference, and we work for, and employ, people of any faith or none.

On later pages, people describe the Frances Taylor Foundation in their own words.

We currently work in three parts of the UK: Greater London, Liverpool and Merseyside, and Brighton and Hove.



Our vision is that people lead life to the full, with their dignity respected, independence supported, and uniqueness valued.

We believe that each person must be at the centre of their world, and at the centre of the support and care they may require to lead life to the full in their own way.

We are committed to personalisation, in whatever circumstances we support people.

SERVICES OFFERED INCLUDE:

Supported Living • Where people live in their own house or flat, by themselves or with others, and receive support and/or care separately from the provision of accommodation. Support may be reduced as people become more independent, or increased if – for example, through healthcare needs or ageing – their needs increase.

Care Homes • Where people live in their own room, but an otherwise shared environment, with care and accommodation provided together. Independence and community involvement are actively encouraged and many people lead as independent lives as people in supported living.

Community Support • People are offered support at home, out and about in the community, and/or through clubs and shared activities.

Day Activities • People are supported to make the most of their days, through a range of activities, both in specialist buildings and in the community.

Care Home With Nursing • One care home for older people offers on-site nursing care.

We strive to ensure that all our services which are registered with the Care Quality Commission are rated as Good – which in 2017 we achieved.

We support around **370 people**, and employ over **400 staff**.



PAULA GREEN

SENIOR CARE AND SUPPORT WORKER,
ST. JOSEPH'S HOME,
MERSEYSIDE

When I was born in a small town in Scotland, my father was in the merchant navy. With the arrival of myself and my younger brother, my father changed careers and joined the prison service. We moved around the country with his various postings. My teenage years were spent living in prison quarters in London. I trained and worked as a dental nurse, but later found myself a lone mother. My only real option was to move to my parents' house in Southport. The pace of life seemed slow after London, but I'm settled now.

I worked for years as a cashier at a bookmakers, being promoted to deputy manager. When the shop was earmarked for closure, I decided on a career change, and found a job in homecare. I just loved the work and wonder now why it took me so long to make the move. FTF was recommended by a friend, and I started here in 2016.

PERSONALISATION

Personalisation means recognising people as individuals, with their own strengths and preferences, and putting them at the centre of their own care and support. Here at FTF we promote independence and individuality.

Everyone at St. Joseph's Home has a "making it happen" file where we gather everything we know about the person. This includes a one-page profile, what's important to the person, and how they communicate – for example, body language, facial expressions, vocalisations. Most people here do not use words, but we know their likes and dislikes, and what they will do if they are happy, or upset or angry. This means we offer real choice in important everyday things like what to eat, or the décor of people's rooms. We know what makes for a good day in the person's life.

We make a note when there's been a great interaction with someone – there's plenty to record!



SPENCER FRANCOUL

HOME AND COMMUNITY SUPPORT,
BRIGHTON AND HOVE

SUPPORT IN THE COMMUNITY

I have spent my life in this area, living with my Mum and Dad, although Dad is in a care home now. I enjoyed school and then went to a centre which was like a farm. There were tractors and other machinery. I worked in the kitchen, preparing hot food for everyone else there.

At home I try to help out by getting the vegetables ready, and keeping my room tidy. I used to like going on long walks in the countryside with Mum, but she can't walk very far now, so that has stopped.

Music is very important to me. I like Daniel O'Donnell and know the words to many of his songs. I like singing – and recently sang at my Dad's care home.

I like all the Frances Taylor Foundation staff who support me in the community. Camilla came with me to a wrestling match and I had my photo taken with some of the wrestlers. I also like the cinema and concerts. The staff are helping me work towards travelling more independently.

The staff help me to keep an eye on my money and to keep it safe, making sure I get the right change. Not long ago, the DWP completely stopped my Personal Independence Payment benefit, and the staff supported me and Mum to appeal and get it paid again.

Now I don't do the long walks, I want to get fit. FTF supported me to apply to volunteer as a dog walker, and arranged for some taster sessions at a local gym.

I want to meet more people. Staff come with me to Heart Venture which is a disco, friendship, dating and meeting-up club.

I get worried about my Dad, and the staff have helped me get some counselling. People say I have a heart of gold.



SR. MARY WHELAN

SUPERIOR GENERAL

My family originates from a little village in Co. Kildare, Southern Ireland. As an SMG Sister I have lived in communities in Bristol, Liverpool, Cheshire and London, as well as in Kenya at the beginning of our mission there in 1985. My ministries and roles have included nursing, financial administration, Formation Ministry, psychotherapy and running a Family Centre. I commenced as Superior General of the Congregation in 2007, and have been responsible for the members of the Congregation as well as all the social care, education, nursing and pastoral care work carried out in our name throughout the world.

As Chair of the Trustees of the Congregation of the Poor Servants of the Mother of God, I have overseen the direction of the social care services carried out by the Frances Taylor Foundation, supported in this task by fellow Trustees, an Advisory Board and through the employment of the FTF Directorate Team.

CHARISM

Ensuring that the ethos and founding values of the Congregation – the ‘Charism’ – are preserved over time is of critical importance to the Trustees. The Congregation has been in existence since 1872 when our Foundress, Frances Taylor, received permission from the Pope to found the first English Congregation since the Reformation and the Dissolution of the Monasteries in the 1600s. The core values of PSMG services of Dignity, Commitment, Compassion, Empowerment and Care and Respect for the Individual – arising from working **with** rather than **for** those whom we serve – have been actively kept alive since the Congregation was founded.

Mother Magdalen encouraged the Sisters to: ‘Serve God always but not always in the same way.’ This maxim continues to inspire and challenge me in my own life of prayer, mission and ministry and in endeavouring to keep the Charism alive, reminding us that – ‘*A spirit which is not lived and shared will die*’.



SOFIA LAINEZ- CASTRO

SENIOR SUPPORT WORKER,
EXTRA CARE SUPPORTED LIVING,
BRIGHTON AND HOVE

EXTRA CARE SUPPORTED LIVING

I was born in Venezuela – my mother is Venezuelan and my father Spanish, but they first met in France where they have recently gone back to live.

When I was 14 years old, we moved to Spain. I went to university in Madrid and obtained a degree in agriculture and engineering, followed by a Masters in quality assurance and risk prevention. During my degree course, I had a scholarship to study in Sweden for a year where the classes were in English, so I had to learn the language. I moved to England while I was still studying – and went back to Madrid for exams.

Brighton was recommended as a place to live by a British neighbour in Spain, and I found a job in care, which was a completely new thing for me. Working with people makes me feel I am doing something productive and meaningful with my time.

We support people who live in seven flats opened in 2014, and three more single occupancy flats which opened in 2017 as a new young persons' transition service.

The ethos of Extra Care Supported Living is to promote maximum independence and community involvement. The “extra care” element refers to the complex needs of many of the people we support, and to the flexibility of the service to respond to increased support and care requirements as people’s needs and wishes change, or as they age.

I started work for FTF as a bank worker, then became a full time Support Worker, and in 2017 successfully applied to be a Senior Support Worker, when the new flats opened. The young people in the new flats have so much energy!

Here at FTF, our values are not just words on a piece of paper. We really do respect the individuality of the people we support.



KAREN ROBERTS

TEAM LEADER,
MARYVILLE NURSING HOME,
LONDON

OLDER PERSONS' SUPPORT

I was raised in Birmingham within a strict Jamaican family where the seeds of my Christian faith were planted. There was no choice about going to Sunday school or Bible study! Now, my faith remains an integral element of my life.

After working for 30 years with older people and people with disabilities for a local council, I was made redundant when the centre where I was working closed. I was filled with dread and apprehension, as I felt ill-prepared to join the employment market, and I was worried that being in my 50s would count against me.

I therefore felt it to be something of a miracle that the opportunity arose for me to work as a Team Leader at Maryville. I have never worked for an organisation that demonstrates such high regard and value of its staff, through encouraging training and also co-ordinating staff appreciation events.

At Maryville, we support and maintain individuality, making sure everyone can express their voice. As people enter a new stage of their lives, self-worth and dignity are really important. We ask people their opinions, and recognise the contribution people can make to what's going on.

There are lots of activities – coffee mornings, sing-alongs, discussing the news. We get to know people's backgrounds, looking for common interests and recognising people's expertise. This can also really help when people develop dementia. One person used to volunteer in a hospice and likes to help setting and clearing the tables. We acknowledge her help at mealtimes.

We have nurses as part of the team, and a helpful relationship with local GPs. This means that the healthcare and medical side of things is well integrated into overall support.

Maryville is a wonderful place to work: the atmosphere is so welcoming, and the organisation does what it says within its ethos.



MANDY JONES

SUPPORT WORKER,
LIVERPOOL ADULT SERVICES

DEMENTIA CARE

I've traced my family tree back to the 1700s, so I know that I am the first member of my family to move away from Wales over all those years. Having been brought up in a remote area of the countryside in Snowdonia, my first language is Welsh – I began learning English at school when I was about 7 years old. My move to Liverpool was a shock for my parents, but now they are regular visitors to see me and my twin sister who followed in my footsteps.

I have worked at several of the houses where people are supported by Liverpool Adult Services. In 2015, I transferred to a house where the tenants are people with learning disabilities who have now developed dementia.

When I'm not at work, you'll find me training to be a police Special Constable, or taking my nephew on increasingly adventurous day trips.

Some friends think working with people with dementia must be sad, or say "I couldn't do what you do". Some people we support do require a lot of practical help and personal care, but emotional support is what people need most of all. Perhaps a person thinks their parents are still alive, and later the realisation that they have passed away is like going through that bereavement all over again. Sometimes we just need to be there, sitting with people.

My colleagues are really supportive. We talk about what strong personalities people have, and our positive experiences of what they were like before dementia arrived. Knowing people so well helps us support them, and maintain familiar routines. It is comforting to know that we can support people to the end of their lives – we know their likes and dislikes, and how to help if they become distressed.

This is the busiest house I've worked in, and has a real family dynamic.



PAUL TIERNAN

TEAM LEADER,
L37 SHORT BREAKS SERVICE,
ST. JOSEPH'S HOME,
MERSEYSIDE

SHORT BREAKS

My father owned care homes for people with learning disabilities. During my primary school years, our family home became an aspect of that business – we had three people with learning disabilities living with us as part of a big family, in a shared lives arrangement. So from a young age I had an understanding of people with support needs.

My first job was working for a friend of my father, supporting three people in supported living accommodation, but then it was time for a big change. I lived in France for 18 months, doing labouring and building work, to convert an old barn my father had bought when he sold his business. Local people were lovely and hospitable, and I managed to learn a bit of French.

Back in England, I worked in retail for four years, but eventually returned to care work – initially supporting young family carers through Barnardo's.

Four places at St. Joseph's Home are allocated for the L37 Short Breaks Service. Many of our guests have complex care needs in addition to a learning disability. This means we have to undertake in-depth assessments, and often do transition days for people to become familiar with the environment. One person's parents had never before trusted anyone with offering care to their daughter – building up the confidence of families is crucial to our success.

Some people come to stay so that their usual carers can have a break and recuperate. In other cases, people's usual support arrangements may have broken down, or they may be in the middle of a move. So people may stay for a few days, or up to a few months.

We have great facilities, including all the necessary equipment such as hoists, a hydrotherapy pool, and a wonderful sensory room. The service has become known through word of mouth, and people keep coming back.



FAYE BENNETT

STREATHAM SERVICES,
LONDON

BEING ACTIVE

Sadly, my mother passed away when I was young. I grew up in a convent of the Poor Servants of the Mother of God: St. Michael's Convent, Streatham Common. I went to school nearby. I remember not really liking maths, but I did enjoy games, netball and swimming – I still occasionally go swimming in the summer at the open air Tooting Bec Lido.

The Sisters were strict with us. There were a lot of us at the convent, and we had to help with washing up, cleaning the cooker, and serving dinner. I also did laundry work. I shared a bedroom with one other person.

When St. Michael's Convent closed, I moved, along with others, to the house where I live now, where I have my own room. So I have lived in Streatham, and been supported through PSMG, just about all my life.

I like being active and doing things.

I volunteer one day a week at the British Heart Foundation furniture shop in Croydon. People donate furniture and bric-a-brac for the shop to sell. I Hoover, clean the furniture, and help price things.

I go to Lambeth Accord in Brixton, where they offer advice about getting a paid job. They also support me to attend the local learning disability partnership board.

I'm often out and about – by myself, or with staff. I like going for a coffee, and shopping, on Streatham High Road. I've met my local MP and at election time I vote at a local school.

I go to a cooking class at Stepping Stones in Herne Hill. I love it – although I do cry when I'm chopping the onions! I watch Sunday Brunch on the TV, and other cooking programmes with Mary Berry or Nigella Lawson, to get recipe ideas for when I cook at home.



SR. EILEEN HOOPER

PASTORAL CARE CO-ORDINATOR

PASTORAL CARE

I was educated in primary and secondary schools run by the Poor Servants of the Mother of God in Dublin. In my final year, I decided that I wanted to take the religious path and give my life to helping other people.

After my initial training, I hoped to take up a caring role – I had previously been accepted for nursing studies in Ireland. It was suggested I undertook a course to work with children with special needs, attending college in Sheffield for three years.

In those days, St. Joseph's, Freshfield, was a children's home with a school attached. I looked after the nursery for a while, returning some years later when it had become a service for adults. Before moving to London, I had a sabbatical during which I visited our communities in Kenya. I was shell-shocked by the effects of poverty. However, experiencing the resilience and spirit of the people was wonderful.

At the Frances Taylor Foundation, pastoral care creates the space where our organisation has extra time and patience for the people we support, and shows appreciation of our staff. Pastoral care is holistic – it is where physical, mental and spiritual health are interwoven and interdependent. My work is to make it clear that every person makes a difference.

I organise charity coffee mornings which remind us all of the needs of others outside our own circle.

I hold holistic days. These may include groups where each person makes affirmative comments about the others. After sharing lunch, a range of therapies is offered. I am a qualified aromatherapist and these sessions offer gentle interaction, which can be of special benefit for people who do not speak. I think the reputation of my foot massages is growing – when some people see me coming, they immediately take their shoes off!



DEBBIE WHITING

DEPUTY SERVICE MANAGER,
ST. JOSEPH'S HOME,
MERSEYSIDE

INTENSIVE INTERACTION

After leaving school, I became a “bedmaker” in an orthopaedic ward. When I reached 18 I was able to work as an auxiliary nurse, which I loved.

While my children were young, my sister and I started a cake decorating business, with some support from the Prince's Trust. We made sugar figure caricatures of people which were very popular. Our celebration cakes were chosen for the QE2 liner's first visit to Liverpool, and the opening of the Virgin Megastore – when I met Richard Branson.

But I wanted something more interesting, and went back to college and studied European economic history and English literature for a while. However, around my studies and family commitments, I had to work nights in a hospital. This became too much – but did rekindle my interest in care work, and I came to FTF as a Care and Support Worker.

I've recently moved home, and a key project was to build a new pen for my two pet pigs.

An intensive interaction course in 2012 was a light bulb moment for me. I discovered there are techniques for entering the world of people who are pre-verbal and at an early stage of communication development. I started using the techniques with someone who I supported – and suddenly we were really getting to know each other. This getting to know each other is a shared learning process. Small steps are important and need to be celebrated.

I feel valued in that FTF supported me to train as an Intensive Interaction Co-ordinator, and to train colleagues. As a result, Intensive Interaction was cited as an example of good practice in a CQC inspection report.

Intensive Interaction requires no equipment, just someone who is mindful and in the moment, and knows how to facilitate natural communication processes.



JAMIE HARWOOD

FERNLEY RESOURCE CENTRE,
MERSEYSIDE

MY DAY

I am an only child and live locally with my mother, just down the road from Fernley. Since school, I've undertaken courses at Southport College, Hugh Baird College and studied history at Edge Hill University.

I am a keen Liverpool Football Club fan, with a season ticket at Anfield in the Kenny Dalglish stand. I also like cricket – I support Lancashire – and golf.

My pastimes include working on our family tree with my Mum, watching sport, and crime dramas, on the TV – and I like going shopping. My favourite meal is fish and chips with mushy peas, and my favourite drink is Diet Coke.

I enjoy swimming, especially backstroke, and have been in Fernley's hydrotherapy pool a few times – the pool is a real draw for me, especially with its proximity to home.

I enjoy coming to Fernley and colouring in pictures.

I have enjoyed the celebration of festival days, such as the Rakhi festival. This is a brother and sister bonding festival, with bracelets being made by the Indian family who hosted the event in the Fernley hall. There was also Indian food and dancing. I really enjoyed the time wearing my bracelet. It was so strong that in the end it had to be cut off by my Mum.

Earlier this year I attended the horticulture group, involving me planting and watering seedling plants to grow.

I very much enjoyed the trip out on the Pride of Sefton barge, along the Leeds – Liverpool canal. I enjoyed the day and the scenery.

I enjoy the atmosphere and variety at Fernley – we do different things, and days can really be fun.



LYNSEY CLARK

SENIOR CARE AND SUPPORT WORKER,
MARINA,
BRIGHTON AND HOVE

USE OF TECHNOLOGY

I was born in Southampton where my Dad worked in a power station. Mum worked in a nursing home for older people, and at 14 years old, I started doing voluntary work there. I knew immediately that this was the path I wanted to follow. I realised the people at the home could be my Mum or Dad, and deserved more than 100% care, in a family-like environment.

We moved to Brighton after my Dad was made redundant, when I was 18. My first proper care job was in a nursing home in Brighton for elderly people with mental health issues or dementia.

I worked with children, and at FTF's Home and Community Support service, before becoming a Senior at Marina. I have a daughter myself now, which gives me a new perspective on life, but I really enjoy coming to work – where I get to hear my own name, rather than “Mum”!

We use a lot of technology at Marina. Everyone who lives here has an iPad or similar tablet device, and we support people to make photobooks which get sent to them in the post, or canvasses with up to 100 photos which they can hang in their room. It's a great, inexpensive activity which helps people cherish memories.

One person we supported had impaired vision and hearing as they became older. We had a sound bar system where we could stream music over the Wifi, play it loud, and gauge her reaction to different tracks.

Epilepsy sensors under mattresses mean we can be alerted to someone having a seizure at night. Some people have paging devices to call staff, and one has a pendant which detects if she were to have a fall. This type of assistive technology helps us offer less intrusive care.



JAMES McMANUS

MAINTENANCE MANAGER,
ST. JOSEPH'S,
MERSEYSIDE

HEALTH AND SAFETY

I trained at college in construction and building work, and then worked mainly as a carpenter. In the 1980s a road accident injury took me out of construction and I worked as a sales assistant for a large DIY chain.

After raising the funds through sponsored events, I volunteered with Operation Raleigh, in Australia. We converted an abandoned church to become a community centre in an aboriginal area, canoed down the Snowy River from the mountains to the sea to collect information for the Australian National Trust, and provided data on aboriginal archaeology to Melbourne University.

I came back with no job, but volunteered to work in a day centre, and later in a workshop for people with learning disabilities. I ran my own traditional hardware shop for three years, but most of the time until I joined FTF I worked in maintenance for private care homes.

Given the opportunity, I'll head to the hills – walking, climbing and sleeping under canvas.

My job is important in ensuring the people who use FTF's services have a safe environment, and that staff are safe in the workplace. When I walk into a room, I automatically scan it for potential hazards.

In a day I might repair faulty shower taps to ensure the device which regulates water temperature is working, fix magnetic closers on an outside door, test the fire alarm, order parts for a broken hoist, and check that contractors working on site have the correct procedures in place – the list sometimes seems endless. Lots of problems are avoidable, and I take time to offer training and information to others to avoid the problem recurring.

I've been elected as a workplace health and safety representative, and the organisation's Health and Safety Committee is a great place to share information between different services and representatives.



NINA BURLAND

ST. ANNE'S APARTMENTS,
BRIGHTON AND HOVE

HAVING MY OWN PLACE

I was born in Germany; my parents were in the army. When I was young, we moved back to England – to Bournemouth, where I went to school. Apart from some interesting work experience placements, I didn't enjoy school, but Pathway Special Needs College was much better. I used to go on sponsored walks to raise money for the NSPCC – until I broke my ankle!

My daughter was born in Northampton where at that time I lived with my Mum – my Dad had passed away. Mum decided we should move to Brighton, where my sister and her husband were already living. Now my Mum and my daughter live nearby. It's hard not living with my daughter, but I do see her sometimes.

I love going to concerts and it's great that singers like Olly Murs come to Brighton. I went to a book signing by Greg James, a radio DJ. I've even phoned in to Radio 1 and I sang live on air.

The Council suggested I come to live at St. Anne's Apartments, around the time the flats opened in 2014. When I came to visit, I thought it was a really nice flat, but the idea of living by myself was quite scary. I have a flatmate now and we get on OK. I do still miss having my little girl with me.

I get out and about – college one day a week where I'm studying for a GCSE in English, a keep fit class, and the local £1 shop is a favourite.

The staff here help me to plan my week, and my menus. St. Anne's is a place of safety for me. I feel very well looked after and supported.



SR. CLARE CASEY

SERVICE MANAGER,
MARYVILLE NURSING HOME,
LONDON

END OF LIFE CARE

In West Ireland, life was free and easy. However, I didn't enjoy school and was pleased to leave for my first job in a newspaper office. I met with advertisers, answered the phone and did the invoicing. We worked until midnight on Wednesdays, because the paper went to press on Thursday. I enjoyed these few years, but also had been drawn towards a religious life since I was a schoolgirl.

I went to the Poor Servants of the Mother of God house in Dublin, and a group of us moved to Roehampton, London, for our Formation. Over several years, we were trained into the way of life of being a Sister. In those days we wore habits – we were fully clad!

I trained as a social worker, and then went into caring work with PSMG. In 1990, I moved to Brentford, where I now manage Maryville older people's home.

People who come to Maryville are often very frail, and feel they can no longer cope on their own. We offer support, stimulation, company and quality time. This can be a time to enjoy, not to watch the clock ticking. We can't add days to our life, but we can add life to our days.

Some people live here for many years; others may be nearing their final months when they arrive. It's important we find out what means most to people in life, and their last wishes. Faith is a comfort to many. We respect and cater for all religions, and support those with no religious beliefs. We have a chapel and visiting priest for those who wish to avail themselves of this.

We usually know when people are entering their final days, and accompany them to the end, never leaving them on their own. Supporting families and friends before and after their loved one's death is integral to our work.



LORAIN FAIR

SUPPORT WORKER,
EXTRA CARE SUPPORTED LIVING,
BRIGHTON AND HOVE

I was born in Birmingham to Jamaican parents, but moved to the South coast via London.

My mother left the prison service to run a bed and breakfast business in Littlehampton, and my step-father worked at Ford open prison nearby. I had to help out at the B&B, so didn't have much of a social life when I was a teenager. Later, I did kitchen and waiting work, including silver service, but then took an office job in a car showroom.

After my first child was born I started to work in care, initially in a care home. I worked an agency shift at St. Anne's Apartments, and loved the supported living environment, and everyone's friendliness.

I really like to keep fit, and often run the 5km to work, and go to the gym. I did my first 10km road race in 2017. I also love travelling, including visiting my Mum who has now moved back to Jamaica.

TEAMWORK

Unlike some places I've worked, the team here is very supportive. Somehow, FTF people seem more upbeat. The relatively small environment helps.

Close teamwork and good communication are essential to ensure we offer the best possible service for the people we support. At handovers, we discuss each person individually, and what they need from us that day. The feeling of being listened to, and joint decision making, are key factors in me enjoying my role: this is what makes me come (actually run!) to work with a positive attitude.

It is important that I am approachable, self-motivating, willing to listen, and offer advice to the people I support. Giving feedback to my colleagues, so we are all working together within the same structure, is part of building a positive work ethic within the team.

Everyone supports each other – I always feel that someone is looking out for me.



NATALIE HILL

SERVICE MANAGER,
ST. RAPHAEL'S HOME,
LONDON

CAREER DEVELOPMENT

I've lived all my life in London, other than the six months I spent travelling in my 20s. We visited China, Japan, Thailand, Laos, Indonesia, Australia, New Zealand and Fiji, before travelling around several countries in South America. From Ecuador, we sailed round the Galapagos Islands – an amazing place to discover that I can get amazingly sea sick!

I'm part of a close, mainly female, family, and now have a daughter myself. I can't imagine not living nearby to at least some of my family. I love music, especially live – anything with a bit of bass. I actually played bass guitar when I was at school. My mother's most frequent words to me in my teenage years were, "turn it down".

I did A levels at Kingston College, and then studied for a degree in psychology and counselling at Roehampton University.

A college friend was working at FTF's St. Mary's Home. I joined her, doing weekend bank work. After university, I successfully applied for a Senior Care and Support Worker position. A year or two passed and I thought I ought to try something different. I left to work in recruitment administration – but that definitely was not for me. Luckily, there was a vacancy at St. Mary's for a Deputy Manager and I was able to return in that role. Later, I became manager at one of our smaller care homes, Laverstoke Gardens, and after a few years progressed to manage the larger St. Raphael's Home.

I'm grateful that I've had the opportunity to develop my career with FTF. I feel a strong loyalty to the Charism of the Sisters and a huge commitment to the people we support. It was daunting becoming a Service Manager, but there's great support from colleagues across the country, and you get treated fairly and well.



KALPNA HIRANI

PA/SECRETARY,
FTF DIRECTORATE OFFICE

TRAINING AND QUALIFICATIONS

I am Welsh, born and bred, and lived all my life in Cardiff, before moving to London in 2017. I was brought up as a Hindu. My faith, and especially being a vegetarian which goes along with my religion, are incredibly important to me. We lived in a tight-knit community, with other family members in the same street, and with the Temple almost on our doorstep.

After school, I obtained a qualification as an Information Technology Practitioner. My first full-time job was as a call centre agent for an outsourcing company working on behalf of Sky. Over the years I took on more varied roles, and worked in employee engagement.

My partner found a job in London, and I moved here to be with him. At first the city seemed immensely big and busy, but I'm much more used to it now, and enjoying all the things there are to do here.

I have never before worked for a charity, or come across the world of social care. I really enjoyed my induction into the role of PA/Secretary, especially getting to visit our services and to meet the people we support, and the staff.

My manager suggested I work towards a qualification relevant to my current role and future career, and I registered for a Qualification Credit Framework [QCF] level 3 diploma in Business Administration. There is a mixture of mandatory and optional units to undertake. These reinforce my learning on the job, and I have to demonstrate my level of understanding, for example through writing up reflective accounts. My assessor, who is internal to FTF, is great – and always on hand to advise.

I'm really pleased that as well as learning a different job role in a new field, I have the opportunity to gain a recognised qualification along the way.



BRIGID CRAIG

ST. MARY'S HOME,
LONDON

I was born in Beirut in the 1960s and I remember going to kindergarten there. My father worked as a diplomat and we moved around from country to country. I went to school in Saudi Arabia where Dad was the British Ambassador, and joined the Brownies in Kuala Lumpur, Malaysia.

We moved back to England for my teenage years and lived near Oxford.

My Mum died a few years ago. She was a Geordie, and my Dad is a Scouser. I've done a family tree to find out about my ancestors. I have three older brothers and we keep in touch.

My father and stepmother live in Wiltshire now, and my father is quite poorly. One of my brothers takes me to see him sometimes.

I came to live at St. Mary's in 2000. I liked it on my first visit. I like the building and I get on well with people here. I know some people I live with find some things difficult because of their disabilities.

WORK

I've had a variety of jobs, and have lots of certificates from courses that I have done. I did voluntary work in an Oxfam shop in Summertown, Oxford. I also had a couple of paid catering jobs near Oxford.

For many years now, I've had a part-time permanent job with Wandsworth Council. I work in Admin Office Support. I check e-mails, do filing, and stuff envelopes. I dress up smartly for work. Sometimes I work extra days if there is a big event on at the Town Hall, when I hand out information to guests and help people with special needs.

I really don't like being bored. Work keeps me busy, and I get on well with my work colleagues. I like to be optimistic and I enjoy what I do.



NIGEL TURNER

SOCIAL CARE DIRECTOR

QUALITY AND COMPLIANCE

At school and university, I studied mainly scientific subjects, including experimental psychology – my name is buried deep in the index of a text book on human memory.

After working as a nursing assistant in a psychiatric hospital, I applied for a range of jobs. I ended up working with men who had been homeless, and then managing a care home in Brixton, South London, for people with mental health issues. Later I was appointed as chief executive of a charity which initially resettled people with learning disabilities from long stay institutions. I grew and developed this work for 18 years.

What was supposed to be a one-off trek to raise money for a charity which supports teenagers with cancer, has become an annual commitment, and encourages me to keep reasonably fit. I'm proud, if still a little surprised, that I made it to the summit of Kilimanjaro in 2010 – shortly before I joined FTF.

Having witnessed the appalling conditions under which people lived in outdated Victorian hospitals in the 1980s, I feel we owe it to them, and later generations, to ensure our services are of the highest possible quality, and comply with modern standards.

During 2017, FTF achieved our goal that all 13 services registered with the Care Quality Commission [CQC] are rated as "Good". It is challenging to maintain and improve on this record, but I believe we are up to the challenge.

Also in 2017 we were again recognised as an Investor in People, this time at the higher, silver level. This is evidence of how we value, involve and support our staff. We beat the care industry averages in all nine indicators. I'm delighted that we scored highest on "living the organisation's values and behaviours".

We welcome proper scrutiny from CQC and our funders, and recognise that achieving continuing improvement is a collaborative effort.

Twenty people have described the Frances Taylor Foundation in their own words. Perhaps by the time you read their words, one or two people will have moved on. However, the contribution they have made to the life and work of our organisation will continue to be valued, as we evolve and develop further.

Some people we support do not use words, but others here have spoken about how we communicate with them and hear their voice.

For more information about our work, and comments from people we support and our staff, please visit www.ftf.org.uk

ACKNOWLEDGMENTS

We would like to thank the 20 people who agreed to speak about themselves and about the Frances Taylor Foundation.

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We have leaflets giving more information about the services we offer.

For any information not included here, please get in touch using the contact details on the back cover.

**DIGNITY
RESPECTED**

**LIFE
TO THE
FULL**

**INDEPENDENCE
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**UNIQUENESS
VALUED**

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