

The Journey

Two years ago, Frays Ward was different. Change began quietly, with a shared resolve: *to adopt, adapt, and abandon*. From that moment, a **Culture of Care** took shape — not in theory, but through small, deliberate changes that steadily reshaped everyday life on Frays.

We began with **connection**. Simple ideas — board games, shared activities — turned long, silent hours into moments of genuine patient and staff engagement. Corridors and communal areas once heavy with stillness grew lighter with conversations and laughter as patients found ways to reconnect with themselves and with others.

We moved next to **physical wellbeing**. We understood that mental wellness is inextricably linked to physical strength. By training ward staff to support patients actively and safely for a time in the gym, what had once felt distant and intimidating became accessible and shared. Patients were no longer alone in that space; they were encouraged, accompanied, and empowered to rebuild confidence in their own strength.

At the centre of care, we focused on **ward rounds**. Through co-produced **Pre/Post Ward Round Template** and strengthening nursing support, we brought clarity to what had often felt uncertain. Patients came better prepared, more informed, and more able to take an active role in their care.

Finally, we embraced the value of **sensory support and regulation**. With dedicated training, the sensory room became more than just a space — it became a therapeutic tool, offering calm, grounding, and relief when it was most needed.

Each of these changes was simple in itself, but together they created something lasting.

Chapter closed, hearts full, thanks to all we say. Staff, patients, Coach Rianna — you've led the way!

Change endures, spirits high — forward we go, eyes on the sky!

From Frays Team

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