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**Blaenau Gwent Early Intervention Family Support Case Study – Flying Start**

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| **Date** | **11/01/2024** |
| **Author** | Emma Robinson-Thomas |
| **Who was the Lead Programme?** | Flying Start |
| **Family Composition** | Mother, Father, 5-year-old son, (Child A) 3-year-old daughter (Child B) |
| **Referral Source** | Flying Start Family, Health visitor and social services requesting support |
| **Description of support provided – how much?** | Flying Start Family – Parents were originally referred into the service following the children returning to parents care after being in foster care for a lengthy period of time and another referral into Social Services.  Both parents felt they had been doing well but were struggling with managing the children’s behaviour. There were concerns around Child B’s speech and language development and global developmental delay.  Both parents disclosed having difficult childhoods. Mum has become estranged from her own mother and Dad experienced abuse as a child, both having experienced trauma both parents were diagnosed during the court process with anxiety disorders.  Dad is also deaf and wears hearing aids. He can sometimes be difficult to understand.    As concerns had been raised regarding child B’s speech, Mum engaged in the Talking Tots programme- on a one-to-one basis at home. Each week Mum would complete a home task and demonstrate how they had implemented the strategy. Mum appeared keen to engage and would actively participate in the sessions encouraging child B’s involvement. During the sessions, small improvements were seen in child B’s speech, language, and communication skills. The Wellcomm reassessment also noted an improvement in this area.  Dad was sometimes involved in the sessions but due to his mother being unwell he was often supporting with her needs.  As this support came to an end, it was identified that parents would benefit from work around routines, behaviour and consistency and potty training for Child B. Due to their capacity, it was felt that spreading the work over a longer period of time at a basic level would suit the parents and allow them to absorb the information and be able to put it into practice. The timing was challenging for this piece of work due to it being the six weeks holiday and both children wanting the attention on visits. It was agreed that during the Summer, the focus would be on toilet training and continue with the behaviour support in September. Both parents engaged fully in the toileting process and worked well together to train Child B, by the end of the holidays Child B was trained ready for her entry into school nursery.  Dad also consented to receiving support via a dad’s support worker referral.  After several sessions with the DSW at home and at the hub, Dad agreed to attend the DSW ACES recovery toolkit as part of a group. Dad made the effort to attend every week and reported that he found it beneficial and enjoyed attending.  Sessions for routines and boundaries commenced at home with Mum, done on a fortnightly basis. Although Mum would be in touch most weeks. Mum engaged well and demonstrated good insight into her understanding of the topics. Dad’s engagement was sporadic due to caring for his mother. On the occasions Dad was involved they talked about how their communication had improved, how they were working as a team and that being consistent was extremely hard but something on which they were working. Both parents discussed how they both feel so strongly about their childhood’s and how they want to do so much better for their own children. Mum completed the bespoke programme. Mum did not want support to end and after discussions with Social Services it was agreed for support to continue to support with behaviour for Child A due to growing concerns from parents and school that he was fighting a lot. Discussions were had over parental controls on devices and being mindful of what they allowed the children to watch that may encourage this behaviour.  Due to their situation and financial challenges, parents were nominated for the Christmas toy and food hamper appeal. They were also invited to a party hosted by the local soft play for Flying Start’s most vulnerable families. Parents attended with Child B and report to have really enjoyed themselves and were grateful for the support.  Grant completed for clothing and a microwave.  Mum and Dad have regular contact with their FSW and DSW. Both parents take medication under the guidance of their GP. Mum has other health conditions which are also being cared for by specialists in the hospital. Mum has ongoing contact with the Health Visitor as well as Social Services due to being on a Care and Support Plan. This support will continue.  Home conditions have raised some concerns during this time and have been addressed. Support has been put in place to source new accommodation for the family as currently it is not suitable for them. Yet there have been no developments on this. A Buttle Grant has been sought by SS however this can only be approved once they are in their new home. |
| **Other Agencies Involved?** | Social Services, Enhanced Health Visiting support, Dad Support Worker Service, School and Pobl. |
| **What worked well (Family Support Worker Support)** | * Engagement from parents, a good working relationship formed. * Identifying what matters to the parents * Referring into DSW * Regular contact telephone calls or visit to check in with both Mum and Dad – FSW/Dad Support Worker * Ongoing Advice and support with parenting * Parental support 1-1 at home * Effective communication between professionals. * Meetings attended by parents and professionals. |
| **Any problems or challenges** | * Dad’s sporadic attendance * Children being present on occasions was challenging and not always appropriate to complete the session. * Due to capacity only being able to visit on a fortnightly basis however this ended up working out well. * Mum not wanting support to end. |
| **Outcome of Family Support Worker Intervention** | **21 home visits were completed by the Family Support Worker**  **11 visits were completed by the Dads Support Worker (Mixture of home and hub contacts)**   * Both Mum and Dad engaging fully with services and attending all appointments * Both Parents feeling supported * Both Parents engaging with Flying Start Support – * Mum completed Talking Tots, toilet training and bespoke parenting. * Dad is engaging with DSW. * Children are both doing well in school. * Discussed a smooth transition to Families First when the time comes. |
| **Outcome of family intervention** | * Parents continue to be supported by HV, SW, DSW and FSW * Children’s school attendance remains incredibly good and are both doing well. * Family remain CASP but there have been no significant events or declines in improvements. * Both Parents engaging with services. |
| **Baseline Assessment Tool Outcomes** | Improvements the areas of:   * Toileting/Potty training * Mental health and wellbeing * Speech, Language, and communication * Social inclusion * Target intense interaction support * Grobrain   Baseline assessment tool still ongoing with family as support is still ongoing. |
| **Quote from Family** | **Quote from Mum and taken from recent feedback.**  I cannot thank my FSW enough for all her support and care and for going above and beyond for us. Since you came into our lives you have really helped with the support. You have reduced our stress with your support and are always there, it has made such a difference during the ups and downs before meeting you, I felt quite alone and vulnerable and look forward to seeing you every two weeks and always willing to listen and let me offload. We will be forever grateful for you coming into our lives when we needed you the most, all the calls and chats we had was amazing and the work you continue to do with me as a parent, I am going to be in bits when the time comes in June. |
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