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

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| **Date** | **March 25** |
| **Author** | Family Support Worker |
| **Who was the Lead Programme?** | Flying Start |
| **Family Composition** | Mum, partner and three children |
| **Referral Source** | Eligible for Flying Start |
| **Background information** | Child A was born in August 2021 with a condition known as Lymphatic Malformation, also referred to as Cystic Hygromas. This condition was not detected before birth and following his delivery at the Grange Hospital, he was promptly transferred to Cardiff Noah’s Ark and subsequently to Great Ormond Street Hospital for urgent specialist medical care. Child A spent several months in hospital and was eventually allowed to return home in December 2021. Unfortunately, his health deteriorated, necessitating his readmission to hospital.  Child A has spent extensive periods in hospital due to medications that have suppressed his immune system, making socialisation challenging. As a result, he faced difficulties in experiencing early childhood similar to his peers. At the age of two, his parents declined the offer of childcare through Flying Start due to his extensive medical needs and the requirement for isolation caused by his medications. |
| **Other Agencies Involved?** | Health Visitor  Flying Start  Flying Start Childcare  Continuing Health Care Team  Great Ormond Street Hospital  School  Iscan Coordinator  Early Years Additional Learning Needs Lead Officer |
| **What worked well (Family Support Worker Support)** | In April 2024, parents contacted Flying Start as they were seeking support to access school/childcare for Child A for September 2024. Sherelle Jago, Flying Start Manager, approached Welsh Government regarding extending Child A’s eligibility for Childcare. It was agreed that due to the complex needs and reasons why Child A had been unable to take up his entitlement at the time, Child A could be offered a place at childcare for his full entitlement as a late entry, this decision was welcomed and championed by Welsh Government.  Planning commenced for Child A to begin attending childcare in September 2024. The Local Authority assigned a one-to-one Key Worker to support Child A with his learning, communication, and social needs. Multi-agency meetings were held, and training sessions were organised at YYF for Flying Start staff and Health staff by Jo Cooke, Lead Consultant at Great Ormond Street Hospital, to address Child A's complex needs. Care Plans were developed by the Continuing Care Team, and scheduled tracheostomy changes at Garnlydan Hub were facilitated for health purposes by Flying Start personnel. Until this point, the mother was understandably very anxious about her child's complex care needs and had not permitted anyone in Wales to change her child's tracheostomy. |
| **Any problems or challenges** | Challenges initially arose, preventing Child A from being left at childcare until appropriately trained staff were available. By November 2024, Child A could be dropped off and remain at childcare without parental accompaniment, as the necessary training had been completed, and a schedule was established for one-to-one healthcare support during his time at the facility. Although organising this rota took some time, it enabled Child A to embark on a new chapter, gaining independence and engaging with peers in an educational environment.  Child A is currently enrolled at Twinkle Tots and is receiving support from a Flying Start Key Worker and a continuing care nurse.  As of now, there have been no emergency situations during his time at childcare, which attests to the effectiveness of the comprehensive action plan, meticulous attention to detail, and the diligent care provided by the team surrounding him. |
| **Outcome of family intervention – Next Steps** | Child A is scheduled to graduate from childcare in July 2025 and will embark on a new chapter in his educational journey. After numerous comprehensive meetings, he has recently been granted an Individual Development Plan (IDP) to receive full support during school hours, addressing his educational needs. Additionally, the Health Team will continue to provide full-day support for his complex medical requirements.  Child A consistently surpasses expectations and defies conventional boundaries by successfully overcoming each challenge presented to him. |
| **Quote from Family** | “I like going to school to play with my friends, and hulk smash when I go outside”-  Child A  “The support which we have received from Flying Start is phenomenal. They always take into consideration my child’s needs and ours as his parents. They are worth their weight in gold, especially our Family Support Worker—Rhian. She is a perfectionist, reliable, consistent, the best communicator, amazing support worker, councillor, best advice giver, my shoulder to cry on all-in-one role. She is a girl of many talents, we will forever be in debt of her kindness, willingness and overall commitment. She is an asset to anyone's team”  Mum |
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