

## **Welcare Case study**

### **Bromley Parish Reps Meeting October 2021**

#### **The Welcare Referral process**

On 1<sup>st</sup> April 2021 Welcare Managers and Family Support Workers all began using the Lamplight case management system to record work with individual children and families. The relational data base enables us to record information securely about the intervention with the family including any 'added value' in terms of client grants or additional support and links/referrals and meetings with external statutory and voluntary organisations.

The process begins when we receive a referral form and details are entered by our central administrative team. The case is then sent to a manager who will assess whether Welcare can offer support and allocate the case to a Family Support Worker. The case is closed when it has been reviewed and signed off by a manager. A link to an evaluation form is emailed to the client and their response is stored within the system.

#### **Case Study – The Franks Family**

The family which had fled domestic abuse presented with the following challenges/issues when they were referred to Welcare in July:

- Child physical health
- Special Educational Needs and Disabilities
- Domestic Abuse
- Finances
- Housing
- Parental well-being and emotional support
- Practical support (including grants for furnishings)

#### **Were there surprises/Challenges?**

The challenge was making reasonable adjustments that allowed for mum's recent diagnosis of dyslexia. The youngest child's observed behaviour resulted in her being referred for a paediatric assessment. There may now be 2 children in the household with addition complex needs and behaviours which the parent will now have to understand and manage.

## **What is the intended outcome?**

The intended outcome for the family was to provide an environment that was warm and comfortable. The parent was unable to afford certain items having fled domestic abuse.

## **Planned Intervention**

Emotional and practical support was provided for mum alongside a multi-agency team. Parenting intervention was identified based on the challenging behaviours of the children. The children had been exposed to domestic violence and abuse resulting in them modelling the aggressive behaviour they had witnessed between their parents. The child with SEND was impacted greatly by the violence he had witnessed and was having frequent emotional meltdowns. He had also lashed out at his peers in school putting himself in danger of exclusion. The Family Support Worker adapted our MySpace (domestic abuse recovery programme) to use with the child to help them recover from their experiences.

## **What are they doing differently now?**

Parent is using new parenting techniques and strategies in her parenting. The home is calm and comfortable with new carpets and furnishings purchased through the **Families In Crisis** emergency funding. The children are more relaxed and responsive to the boundaries to their behaviour. There is a reduction in their challenging behaviour. The family feel safer as contact with the perpetrator of the abuse has ended.

## **Feedback and Comments**

Parent says she feels more relaxed and confident in her parenting:

*“I feel more emotionally settled and able to keep boundaries in place making a happier home.”*

Mum says the house feels more homely and comfortable with carpets and is really grateful for the support she has received from Welcare.