

## Case Study: Emma's Story

**How Home-Start Warrington helped transform the daily lives of twins with special needs, giving hands on support to single mum Emma; to help her cope with the anxiety and uncertainty of the twins' ongoing medical problems, to help to make ends meet and cope with the breakdown of her marriage.**

Emma is a single Mum of twins, who both had on-going medical problems.

Emma's marriage had recently broken down and she was very isolated with no family support.

Her relationship with her ex-husband was very strained as he only saw the twins on his terms, leaving Emma to cope alone with the demands of the twins' challenging requirements and daily routine.

Emma was feeling overwhelmed by the frequent hospital appointments and the twins' prognosis.

Emma found it difficult to make friends and attend family groups as she felt her children didn't fit in and she felt very alone.

Financially, Emma was also struggling to pay her mortgage and at times put food on the table.

### Making a change with Home-Start

A Home-Start volunteer was matched to Emma's needs and placed with the family. She accompanied Emma to hospital appointments with the children, providing emotional and practical support, she helped with shopping and trips to the local park to make sure the family were getting out of the house.

The volunteer introduced Emma to family support groups where children with special needs were catered for and she also referred Emma to the Vulnerable Tenants Service to get help with budgeting and her finances.

### Planning for a brighter future

After a 9 month period of support from a Home-Start volunteer, significant improvements have been made.

Emma and the twins now have a new network of friends and Emma attends regular parenting courses at the Children's Centre.

The children's daily routines are more settled and Emma is now managing her finances more effectively due to advice

and support from the Vulnerable Tenants Service Worker.

As a result of everything becoming calmer, Emma's relationship with her ex-husband has improved and he is now spending time and helping out with the children on a regular basis.

Home-Start has given Emma the coping strategies she needs and a feeling of well-being: she knows she is not alone



**Home  
START**  
Support and friendship  
for families

### It doesn't have to be hard to help

Many children and vulnerable families like Emma's are not so lucky. We need help and volunteers from across our society to help more families like Emma's.

**You** could be the one who changes a young life forever. To find out more, become a volunteer or raise money for Home-Start Warrington call: **01925 652320**

To donate visit:

<https://mydonate.bt.com/charity/charitySearch.html> and search for 'Home-Start Warrington'.