

## Case Study



### The family

The Wright family were referred to Home Start by their early help worker. There were concerns that Mum, Lucy, was isolated due to all her family living overseas. Lucy also has her own health needs and is often in chronic pain. Lucy is new to the area and so does not have any support system to help her with her two young children. Her youngest child, Lily, has been diagnosed with epilepsy and developmental delay which has meant lots of trips to the hospital whilst she continues to have assessments regarding her physical health.

### Home Start Support

Following an Initial Meeting that had to be completed over the phone due to lockdown the family were offered support from Home Start Outreach worker, Rachel. Whilst Rachel was unable to make visits to the family home, she did make regular phone calls with Lucy and took fresh food when needed and craft activities for the children.

### Government Loneliness Fund

Since September Home Start have been offering additional support to families due to the fund supplied by the government loneliness fund. Lucy was invited to a COVID-19 secure outdoor activity day in September, where she was able to bring both her children due to her son just starting school and being on half days. Lucy enjoyed being outside of the house and seeing Home Start staff whilst the children were entertained with water play, painting, and a treasure hunt. Families could only attend in their own bubbles due to social distancing, but Lucy felt that she still benefited from having conversations with staff and felt better for just getting out of the house.

In October, following feedback from mothers who felt isolated, it was agreed that a group activity could take place, socially distanced and outdoors. Therefore, Lucy was invited and attended weekly buggy walks with her youngest child which enabled her to get outdoors for a walk whilst being able to interact safely with other parents and Home Start staff.

Lucy and her children also attended another activity day in half-term where again due to concerns re Covid-19 all families were invited separately but she was able to spend time with her outreach worker and other staff. Again, her children really enjoyed imaginative play with shaving foam and animals and painting and craft.

Due to Lucy's health concerns meaning she was classed as clinically extremely vulnerable she was not able to leave the house during the second lockdown in November. Home Start staff took cookie dough and cutters to her home to provide an activity for her to complete with her children. Staff also continued to ring her on a weekly basis to provide adult conversation and to check she had everything she needed.

In December, Lucy and Lily attended the Christmas activity day where again Lucy could meet safely with her outreach worker whilst Lily could play with toys and do hand painting. Lucy was also given a bag of craft activities to take for her older son.

### Feedback from the family

Lucy has commented that the support she has received from Home Start during this time was "brilliant" and that she has just enjoyed "getting out for a bit" which has really helped her to have something to "look forward to" during some very long weeks with no adult company.

Lucy has said that she does not feel that Home Start could have done anything better given the current circumstances and that she is looking forward to more walks and hopefully group activities in the New Year.