



Knowsley

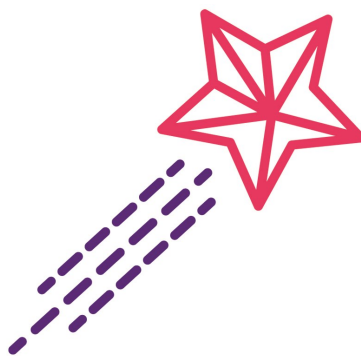
Annual Report 2021-2022



Registered Charity No:1107933

Registered Company No: 5197002

Contents



Trustees and Staffing	Page 1
Chair's Report	Page 2
Scheme Business Manager's Report	Page 3
Report by Jess Quirk	Page 4-5
Report by Sarah Godenho	Pages 6-8
Report by Amy Gent	Pages 9-11
Report by Helen Bushell	Page 12-14
Counselling	Page 15
Our Volunteers	Page 16
Support offered during the year	Page 17
Photos and feedback from families	Page 18
What difference has Home-Start support made?	Page 19
Partner Agencies	Pages 20
What we have achieved this year	Pages 21
Exciting times ahead	Pages 22
Case Studies	Pages 23-25

Trustees and Staff
April 2021 - March 2022

Chair - Dr Clare Kenny

Treasurer - Susan McGuire

Trustee - Louise Johnston

Trustee - Sheila Denson

Trustee - Sara Harrison

Trustee - Alison Russell

Scheme Business Manager and Secretary- Pamela Bowes

Finance Manager & Administrator - Andrea Thompson

Organisers:

Jess Quirk

Sarah Godenho

Amy Gent

Perinatal Support Worker - Helen Bushell



Chair's Report by Dr Clare Kenny

Home-Start Knowsley responded exceptionally well to the covid pandemic which went on for substantially longer than we had all had anticipated. The trustees are extremely proud of the way the team at Home-Start Knowsley supported many vulnerable families during this time.

The legacy of covid is still with us but things are moving in a better direction, and it is lovely seeing the building full of families engaging in the many groups on offer.

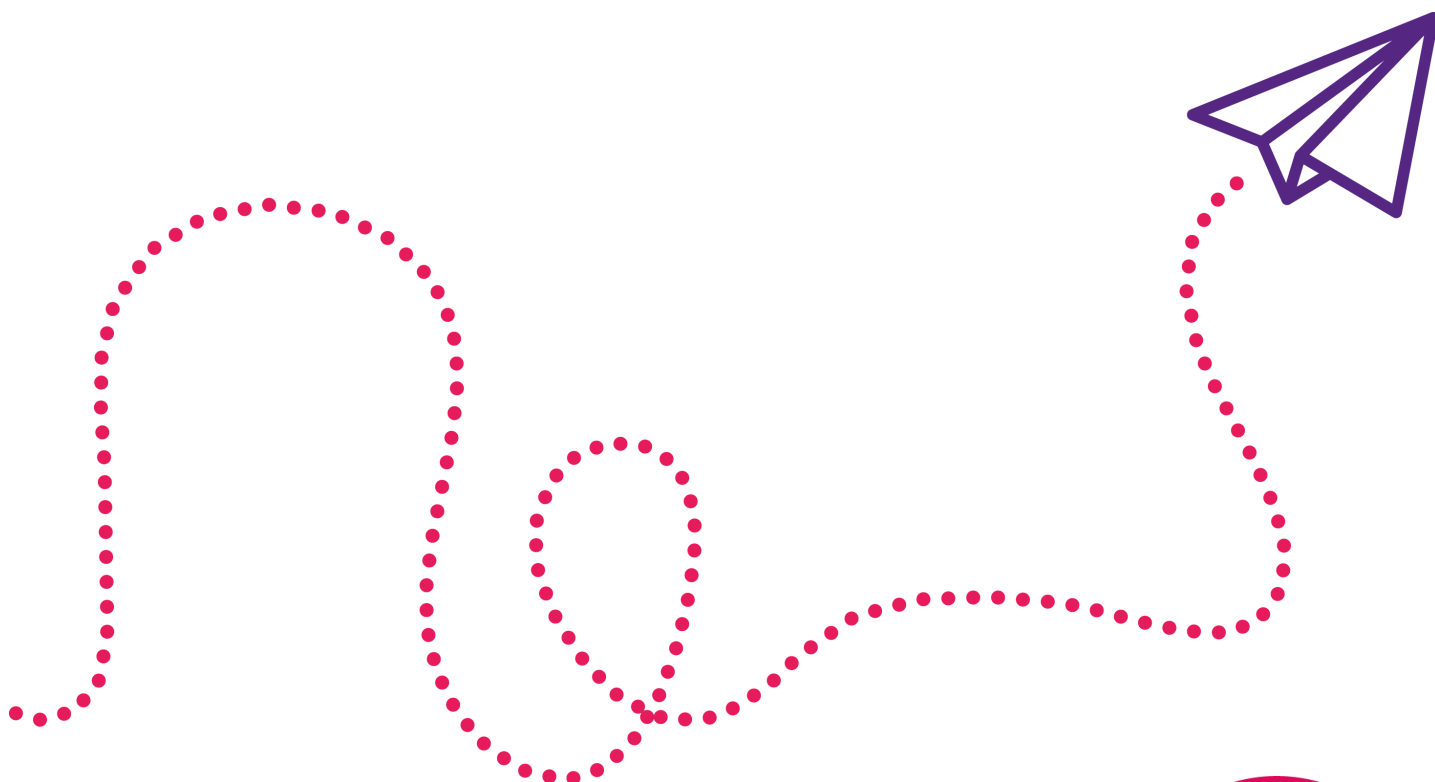
The scheme has incorporated holistic therapies into a Time for Me that has been very rewarding and resulted in some very positive outcomes for those attending.

New projects have started including baby yoga and baby massage- these are both very popular with encouraging feedback.

Unfortunately, poverty has increased and is amongst us all, and we are thankful for support from Asda, BT and John Lewis for help with food, personal hygiene, and clothes poverty.

Funding for the third sector is becoming more difficult to track down with increasing competition - Home-Start Knowsley can prove its track record of benefiting many families in the borough putting us all in a good position for the future.

Dr Clare Kenny



Scheme Business Manager's Report by Pam Bowes

In light of the cost-of-living pressures faced by our communities, you will see a clear commitment by Home-Start Knowsley to address the socio-economic inequality that exists here. In fact, we have been pro-active to support even more people than ever and referrals have increased significantly over the last couple of years. I know I probably sounded like a broken record when I predicted the situation would escalate and there were harder times to come but unfortunately, on this occasion, I was right.

The resilience of my team never fails to amaze me as they respond to the needs of struggling families and come up with innovative solutions to overcome their difficulties. There are examples of the wonderful outcomes they have achieved within this report as each has written an account of their very busy year and Case Studies evidence their determination to improve the lives of adults, young people, and families.

Case Studies also highlight their experience and knowledge of Knowsley's specialist or similar-minded agencies who they work alongside to ensure families get the right help as early as possible. Strong partnerships are in place with health professionals, schools, nurseries, Children's Centre's, Social Care & Early Help teams, Perinatal Mental Health, Centre 63, Advanced Solutions, Food Bank and many more. I'd like to mention Northwood Together, especially Lisa, who has supported all we have strived so hard to achieve and ensured those most in need in Northwood received a little extra help.

Huge thanks to our volunteers who give their time freely, and our Trustees who work diligently in the background and provide strong leadership and direction. We know that as things get more and more difficult, there is a risk that some people will slip through the net but we will not let this happen. Tackling inequality and creating opportunities is the bedrock of a civil society and we will do what we can to ensure Home-Start Knowsley plays its part.

We are at our best when we put our communities first.



Report by Jess Quirk

This is my seventh year working at Home Start Knowsley but I am just as passionate about our cause as I was when I first started here!

This year has very much felt like a new beginning and a chance to reassess life after we have come out of the other side of lock down!

Personally, I looked at my health and fitness and manage to make some massive lifestyle adjustments and lose 3 stone in weight. This gave me a new focus and made me want to set myself lots of challenges.

Shifting my own lifestyle and mentality has really fed into my work with family's this year. I have felt more motivated than ever to get families to a better place mentally & physically. We have been able to provide some amazing projects for family's this year. We have had our Cook-Along slow cooker project which went down really well. The people that took part thoroughly enjoyed cooking and eating together each Friday. The WhatsApp group was a hive of activity with people sharing photos of meals they had made and ideas of new recipes to try!

Our Time for Me project, that is ongoing, is one of my personal favourites. The activities that we have provided this year have been wonderfully therapeutic and enjoyed by all that have taken part. We have been privileged to have an aromatherapist, a baker and a macrame specialist to name a few.

On the topic of all things therapeutic this year, myself, Helen and Sarah completed our training to become Birthlight Baby Massage and Yoga Instructors. It was a lot of work but the end result of being able to deliver classes for local families has definitely been worth it. They are such lovely gentle sessions and I always feel just as relaxed as the babies look at the end of each session!!



Report by Jess Quirk Continued

Once again, we have been able to offer families trips to places that they would be unable to access or afford. Watching children have new experiences and a full day out of the home is always a pleasure.



It has been such a lovely feeling been able to be back to doing face to face work. I have been able to support at hospital appointments when families most need it again which has been imperative for a lot of people I am working with.

Delivering the Course of Preparation for new volunteers face to face throughout this year has been a real plus too. We have some great new volunteers and have made lots of good volunteer-matches to families we are currently working with. This is the backbone of Home-Start and it is really rewarding to see it working well!

The highlight of my year has most definitely been involved with the John Lewis Partnership, Make a Wish Christmas experience! We were able to select 5 families that we were working with to be put forward to receive £500 of Christmas gifts. The families that we put forward didn't just get these gifts they also got pyjamas, slippers and personalised stockings for everyone in the family as well as all of their food for the whole of the festive period provided by Waitrose. All of the participants couldn't express their gratitude enough and the staff at John Lewis involved in the project were phenomenal. A massive thankyou again to everyone at John Lewis!

Report by Sarah Godenho

Back in business!

After the strangest year in living memory last year, it has been so wonderful to get bodies back in our open building, and what a timetable we opened back up with. There was barely a day went past without groups or classes happening.

To begin the year, I was proud and relieved to have success applying for Short Breaks funding. This bid meant that I was able to keep supporting families with children with additional needs now that our Out & About project had finished. The new project, named Jigsaw Tots, would manifest as a term time playgroup and school holiday family club. The uptake for both was instantaneous as we had families ready to go. Our Summer Holiday sessions were so popular that I ended up running two every Tuesday - morning, and afternoon, rather than just the morning session originally planned.



This year also saw the beginning of another adventure as Jess, Helen and I embarked upon our Baby Yoga and Massage training. This pushed me so far out of my comfort zone that I was not sure I would complete it at one point. But with encouragement from my colleagues and our lovely tutor, Marion, I am really pleased to have my certificate and have even really enjoyed taking the classes. We even got a class on the TV in a section of Granada Reports. Helen is now running the classes herself but at least she knows we are always on hand if she needs cover. The team and I are always pleased to add another string to our bows!



Report by Sarah Godenho continued

October half term arrived, and we held some great Halloween themed days for both our Jigsaw Families and our Allsorts families. Staff and volunteers really threw themselves into the sessions and the families had a fantastic time.



Christmas this year was one of our best yet. The start of our Time for Me sessions meant that parent/carers attended aromatherapy, planting, relaxation, macrame and Christmas cupcake classes.



Report by Sarah Godenho continued

We were lucky receiving wonderful toy donations from Asda and some amazing gifts from the staff at BT too. This meant that all our families were provided with gifts that their children would otherwise have gone without.

The highlight for us this year though was our John Lewis Magical Christmas campaign. 5 of our families, chosen at random, were given the gift of Christmas completely paid for by John Lewis and Partners. From decorations, food from Waitrose, crackers for the table to new pyjamas and personalised stockings for the whole family: every aspect of Christmas was covered. The highlight for most was a trip to John Lewis for tea with Father Christmas and a walk around the toy department with his elves so the children could write their wish lists, most of which they received from John Lewis too. We cannot put into words how much this meant to all involved, it really was the most magical Christmas for these families.



Meeting Santa at John Lewis



In the new year Jess, Helen and myself and our children were lucky to attend a televised night of Musicals at the Manchester Arena. It was put on by the National Lottery as a thank you to all the charities and voluntary agencies that they funded to support the nation through lockdown. It was a wonderful evening with performances from all the big musicals including Frozen and The Lion King.

All in all, it was a fantastically productive year and one that I have thoroughly enjoyed. Jess and I rounded up the year with The Steve Morgan Foundation awards ceremony. We were proud to have been nominated for an award and though we didn't win it was a wonderful and inspiring day to celebrate the achievements of so many fantastic organisations. And gave us lots to think about for next year.....



Report by Amy Gent

I have been working here at Home-Start Knowsley for just over a year now and can honestly say I have loved every minute of it! I joined the team at the end of July 2021 and was eager to learn about all the ways Home-Start support families and how to log information on the computer system. I threw myself straight into the role of a Rapid Response Worker and I found the other staff really supported me and helped me to find my feet quickly!

I have been working three days a week with Home-Start and have a busy case load of families whom I have been supporting with weekly visits, alongside running weekly Parent & Toddler Group, Time for Me sessions and helping to organise and support with Holiday Allsorts activities and family trips. It has been amazing to see members of our families grow and become more confident with the support that Home-Start offers.

When I first started, during the school holidays, I shadowed home visits and supported Jess and Sarah with sorting out uniform orders for families and also got involved with Jigsaw Groups, family Allsorts days and the trip to New Brighton. All of which proved a huge success and the verbal feedback from families has shown me how much the support from Home-Start means to them.

It was great to see a return to some normality after the lock downs and for all group sessions to begin to recommence. In September, Parent & Toddler group restarted and we have been lucky enough to have a lovely volunteer to support who is a great help. The Parent & Toddler group has been slowly but surely picking up in numbers and we try to plan activities based on the children's interests and incorporate some structure and routines in helping towards school readiness.



Parent and Toddler



Report by Amy Gent continued

During the October half-term we organised and ran a fabulous Holiday Allsorts day which included making Halloween collages, duck apple, sports games and more.

In November, a series of weekly 'Time for Me' sessions started up, they were organised and led by Sarah, Jess and I. The sessions included mindfulness and making mood boards, aromatherapy, growing, hypnotherapy, baking and a trip to Whitakers Garden Centre. The sessions were fun and a change and the adults enjoyed the activities and the chance to relax and have a chat together.

Time for Me



December proved a very busy month for us all, we had many gift donations from B.T. and Asda, and Cash for Kids, along with a project delivered by John Lewis Partnership. We spent many hours acting as elves and sorting out the many gifts for our families. We were lucky to have support from some of our wonderful volunteers with the sorting and deliveries. Some of our families were invited on a wonderful trip to the pantomime to watch Aladdin, which I supported with and it was lovely to see the families relaxed and enjoying themselves. I enjoyed organising and delivering a party for Parent & Toddler group and all of the families had a great time, making cakes, playing pass the parcel and meeting Santa's elf for a gift.

During December, I was lucky enough to be promoted from a Rapid Response Worker to a Scheme Organiser and I have thoroughly enjoyed stepping up and taking on more responsibilities.



Report by Amy Gent continued

The New Year began, and we found that lots of families needed some financial support to get them through the winter months. The Winter Hardship Fund and the Winter fuel vouchers proved a big help to those in need. We had a new group of volunteers starting the course of preparation training which was delivered by Jess and the end of January brought about the first of a series of 'Time for Me' taster sessions and began with a hypnotherapy taster session.

During February half-term all of the staff got involved in planning and delivering a Valentines themed Holiday Allsorts day and we brought in some aspects of mental wellbeing by asking the some of the families to write down something they love about themselves on a love heart.



In March, the staff completed some online perinatal mental health training which was both interesting and relevant to the work we carry out. Some new families were added to our growing caseloads and we got to work in supporting them, again with help from our much appreciated volunteers!

Overall, it has been a busy and fun filled year with so much gratitude and appreciation shown from our families, thank you everyone.



Report by Helen Bushell

May 2021 myself, Sarah & Jess were fortunate to be able to complete Birthlight training in Baby Massage & Baby Yoga with Marion so we will be able to offer this to families on a group or 121 basis.

June 2021- July 2021 as groups indoors couldn't open due to the ongoing Covid restrictions, we launched "Walk with us out of Lockdown". I was absolutely thrilled to be out seeing parents and their babies/children face to face in the community & how lucky we were not only with the weather but with using 4 of our wonderful greenspaces to walk around. June 2021 myself, Andrea, Sheila & Sarah completed our LEN'S facilitators training course virtually so we will all be able to support Jess going forward with the delivery of our Breast-feeding Training.

Walking with us out of lockdown



During the holidays, I have the amazing job of supporting staff with the 'Holiday Allsort's' groups assisting on our activity days at Home-Start Knowsley & Out & About on days and trips to Farmer Ted's, New Brighton. I love supporting the staff on these days out as it's a joy to see all of the children and their families enjoying days out which may not have been as accessible without the support of funding and of course our wonderful volunteers who give their time.

In September 2021, after what felt like forever, opened our doors and welcomed families back into our wonderful building here at Home-Start Knowsley, with windows opened, hand sanitizer and a bit of distance it was wonderful to have the building being used again.

Our LEN's training started in September, and I supported Sarah & Jess with the delivery of the training to our volunteers over 7 weeks.



Report by Helen Bushell continued

Massage & Yoga courses started in September. Delivering the course over 5 weeks, myself, Sarah & Jess worked as a team during the course which helped us all gain experience, complete coursework and this enabled us to support each other with anything we were unsure of during course.



Christmas 2021 was a hive of activity here at Home-Start Knowsley as we were lucky to have John Lewis supporting families, along with other donations from Asda Huyton, and B.T. which were greatly received and very much appreciated by all our families.



Report by Helen Bushell continued

Our Breastfeeding groups started back here at Home-Start Knowsley, The Pride Children's Centre in Kirkby & New Hutt Neighbourhood Centre in Halewood. It was wonderful to be back having the groups open and parents being able to attend with their babies and little ones as face-to-face support has definitely been missed in the community. We also gave parents the option to continue to receiving support via our WhatsApp group which was launched in July this year, and this has given mums the option to join, knowing that support can be accessed via peers along with staff day/night.

Bump & Baby was launched in January 2022 with our groups supporting mums and their families antenatally, postnatally, and with infant feeding, and access to scales. This has been a service our Knowsley parents have missed - having somewhere to see if their baby has grown as services in Knowsley have been stretched/cut, and all parents are offered a hot/cold drink and refreshments and can interact with other parents in their local area sharing tips, support and encouragement. All groups have trained Breastfeeding Peer Support Volunteers available if anyone needs any support or information.

My role has slightly changed due to funding and contracts so I'm looking forward to embracing the 'Perinatal Project' in supporting our families during the perinatal period from pregnancy until 2years old.

Additional courses of Yoga & Massage began in January and as a team, we gained more experience, and the sessions ran well with amazing feedback from parents.

In March 2022, we re-opened Tesco Community Space, Bump & Baby group. Finally, after being closed for 2years due to the global pandemic, it was like we hadn't been away, and it was wonderful to be back even though I missed my little shadow Halle, who started school, and who use to come along to all the groups with me.

Feedback from Mums has been heart-warming and reassuring we are doing a good job:

"It was great for getting us both out with lots of fun, chill & info. Helen has been lovely & so helpful throughout, very supportive"

"Meeting other mums, getting tips & advice, activity out of the home environment has been invaluable"

"Lovely & relaxed class and I felt so comfortable breastfeeding, thanks so much, ladies, really enjoyed"

"Lovely welcoming environment"

I have loved these classes & loved coming to the Home-Start centre. Helen is so lovely and helpful. Thank you so much Helen"

"Helen & the girls are great"

"A special time for me and my baby"



Counselling Service

After the success of last years counselling service, we applied for further counselling funding with Big Lottery as part of our core offer. We were ecstatic when our application was successful.

Julie, our counsellor has **supported an amazing 54 adults and children** this year. Families are still seeing the positive effects of sessions a year later. We are looking forward to seeing more positive impacts for future families accessing this service.

Below are quotes from a couple of families that Julie has helped.

Quote from a Parent

“My sessions with Julie’s are like a balm to the soul.

Also help me to keep my anxiety more in control.

Julie was always lovely and her words and guidance help me a lot to organise some things in my mind and make me more comfortable and confident too.

Thanks you for these sessions and opportunity.”



Quote from Parent

“It feels like now I’ve finally found someone I trust to open up to.”



Our Volunteers

This year
Home-Start Knowsley
have provided

49

volunteering opportunities.

Volunteers attend additional
training throughout the year

- Safeguarding Training
- Shared Reading Training
- UNICEF conference

Volunteers donated **1380 Hours** of their time throughout the year.

Volunteers supported families through telephone support, home visiting, group support, delivering Christmas parcels, food and daily essentials, helping with family activity days and day trips. We couldn't have done it without them.

Volunteers carry out their roles willingly but it would cost us over **£12,296** to employ them.

Volunteer Comments

“Being matched with a family was exciting but nerve-wracking at the same time. I didn't know if they'd like me or me them but I needn't have worried. I just love going and feel I am making a difference.”

“I felt like one of the team from the minute I walked through the door. I was listened to and valued. I have volunteered for other organisations but not experienced this before.”

“Listening to the stories from other volunteers at volunteer meetings made me realise we are making a difference and what a good set-up Home-Start is.”

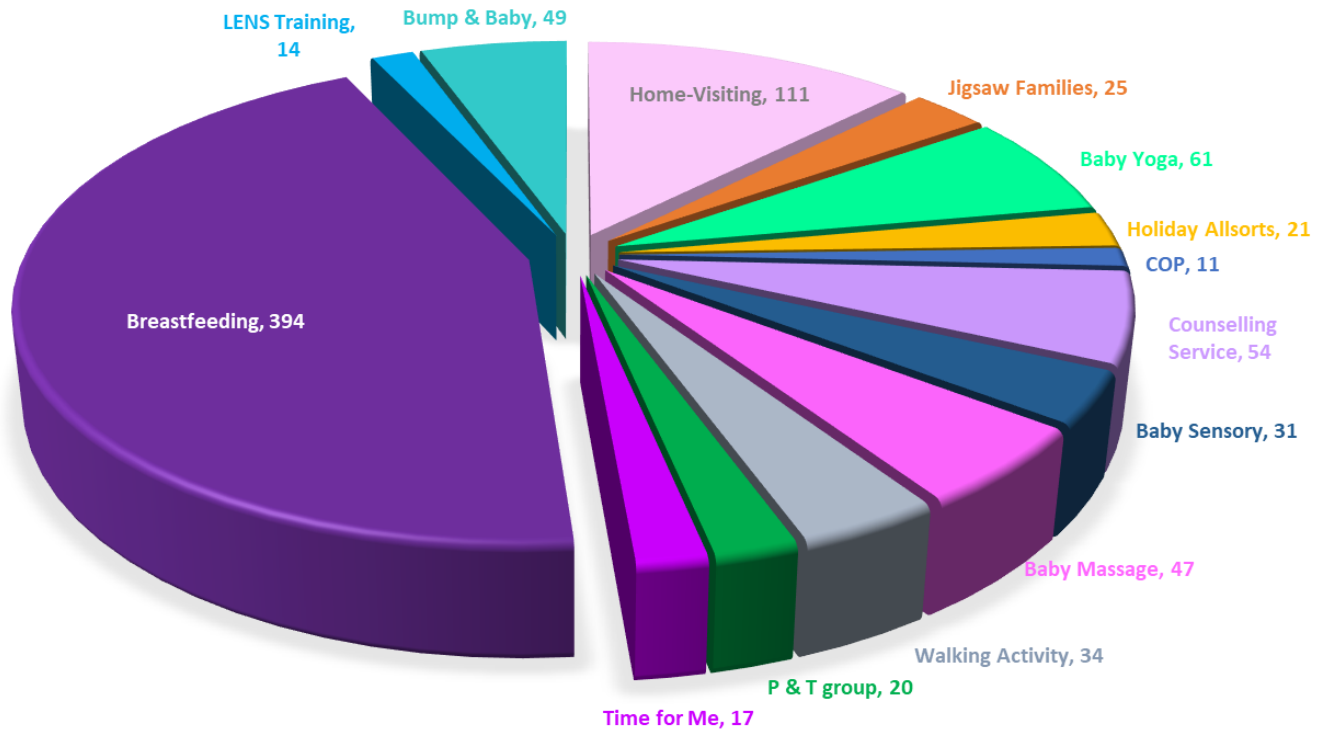
“The training course was some of the best I have attended, even during my professional career.”



Support offered during the year

This year we supported **889** families including **1956** children and an additional **1757** through awareness raising.

889 FAMILIES SUPPORT BREAKDOWN



Home-Start supported **394** new mums breastfeeding in Knowsley between April 2021 and March 2022. An amazing **87%** of 295 mums were still breastfeeding when they were discharged at 6-8 weeks.



Photos and feedback from families



Christmas Party at Home-Start



"Thank you so much , my children have loved the Christmas party"

"My children didn't want to leave , thank you so much"

"This was amazing, my children had a brilliant time , it would normally cost me a fortune to do something like this with the kids at Christmas"

Baby Sensory



"We have loved all the sessions, we are going to miss it"

"Thank you so much for all your support, we loved the sessions"

"We have loved Baby Sensory, thank you"

"It is so nice to be back out meeting other mums and babies"



What difference has Home-Start support made?

Comments from families that have received home-visiting support by paid staff or volunteers during this year.



'My volunteer was so understanding and offered practical advice I could understand and relate to.'

'I couldn't have gone on the trip without the extra pair of hands to help me. Getting out and about with 5 kids ain't easy.'

'I was just so frightened of going to the dentist, there was no way I was getting into that chair but I was in so much pain and she was with me every inch of the way.'

**Because
childhood
can't wait**



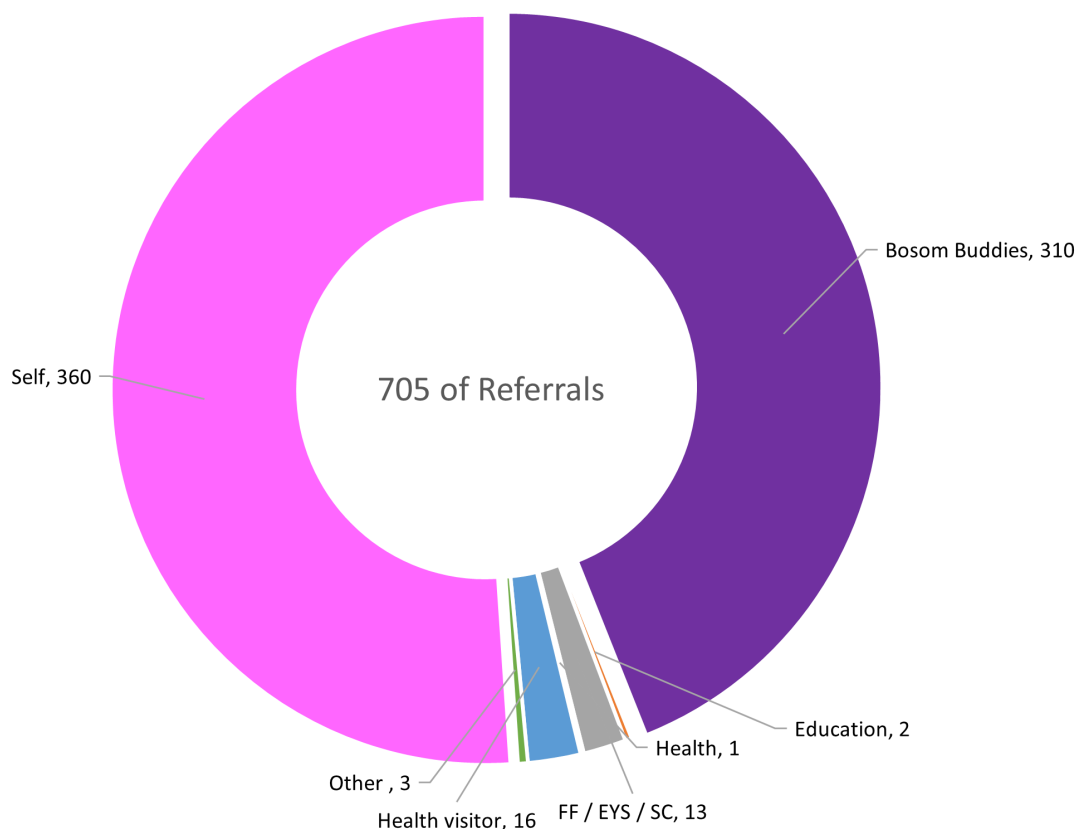
Partnership Working Across Knowsley

Referrals are received from across the borough for families who need a little extra support and although self-referral remains our highest category, we receive referrals from professionals and similar minded agencies too.

Strong partnerships are in place with midwives and health visitors and joint visits take place with Home-Start's Scheme Organisers to ensure families get the right support at the right time. Pathways are in place to ensure new mums get breastfeeding support from our Breastfeeding Peer Support Volunteers as they are transferred by Bosom Buddies at Week 3 and receive phone support and are invited to Drop-ins at 4 venues, led by Home-Start.

Our Organisers and volunteers accompany families to appointments and support them to access their local community e.g. health and dental appointments, Centre 63, Citizens Advice, Job Centre Plus, Housing, Addvanced Solutions, Hope for Children, Knowsley Kitchen, Altru Drama, LENS and Children's Centres.

Home-Start continue to issue Food Bank Vouchers to families who are struggling financially and donations of food nearing its sell-by date throughout the year from Tesco and ASDA has ensured families have access to fresh fruit and vegetables and enabled them to eat more healthily.



Home-Start Knowsley is represented on several boards and committees to offer strategic support and advice and influence positive change at local and Regional level:

- Children's Centre Advisory Board
- Cheshire and Merseyside Parent Infant Relationship Sub Group
- Knowsley Sexual Health Forum
- Knowsley Family Nurse Partnership Board
- First Five - Early Years Forum
- Big Local – Northwood Together Board
- Home-Start in Merseyside Consortium



What we have achieved this year

This year we supported **889** families including **1956** children and an additional **1757** through awareness raising.

94% of families improved their health & wellbeing

92% of families improved family management

91% of families improved their parenting skills

Below are some of the needs recognised by home visiting families at their initial visit





Exciting times ahead ...

Welcome to The Perinatal Project



Parents supporting parents

Volunteers work alongside families to give compassionate and confidential support, tailored to each family.

Our Perinatal volunteers are trained and given expert support from Home-Start Knowsley so they can offer the best support during babies first 2 years of life.

To find out more about volunteering for Home-Start Knowsley, visit

<https://homestartknowsley.org.uk/volunteering/>

We help families from all backgrounds through their most challenging times.

To find out more about The Perinatal Project visit <https://homestartknowsley.org.uk>



Charity No. 1107933

55 Rupert Road, Huyton, Knowsley, L36 9TB



The Perinatal Project

From pregnancy to 2 years

Supporting Knowsley families through the perinatal period.

Encouraging mothers and their partners to develop loving relationships with their babies.



Being a new parent can be an exhausting and worrying time, from the moment you find out you're pregnant.

The Perinatal Project is here to support you from pregnancy to when your child reaches 2 years old.

Our Perinatal Support Worker and volunteers offer non-judgemental support and will provide you with information to make sure you get the best support possible for your family from day one.

The Perinatal Project offers support assistance through the following:

- Baby Massage
- Baby Yoga
- Bump and Baby Drop in's throughout Knowsley
- Infant Feeding Support
- Introducing Solid Foods
- Mindful Mummies
- One to One support (Telephone and home-visiting)



Bump & Baby Drop-ins

New Hutte Children & Family Hub
Mondays 9:30am – 11am (Term Time)

Home-Start Knowsley, Rupert Road
Tuesdays 1pm- 2:30pm

Tesco Prescott Community Room
Wednesdays 9:30am – 11am (Term Time)

The Pride Children's Centre
Thursdays 1pm – 2:30pm (Term Time)

- Pregnancy and beyond
- Information & support
- Breastfeeding peer support
- Baby café meet up for parents and parents to be
- Access to baby scales at all sessions

For further information contact Helen on

helen.bushell@homestartknowsley.org.uk

or call 07724 620009



"I've used your services over the last 10 months since having my son. I've found it invaluable and am really grateful for the services and advice on offer.

Many, many thanks for all your work."

Anna



Contact us today to find out more about how Home-Start Knowsley works with families.

<https://homestartknowsley.org.uk>

0151 480 3910



In February 2022, we launched The Perinatal Project, supporting mums from antenatal to when their child is age 2. After identifying a gap in services and feedback from service users, we created the project which has already generated a lot of interest from external agencies and Knowsley service users. We are excited to see where this project takes us next!

For all of our latest news and updates please follow our Facebook , Instagram or Twitter page @homestartknowsley or visit our website www.homestartknowsley.org.uk



Case Study

Level of Need: 2

Length of HSK support: 5 months

Background and Issues:

The family were referred in by the Children's Centre. Mum is a lone parent with an 11 year old daughter with a complex kidney condition and a 3 year old who is non-verbal and on the neuro pathway at Alder Hey and likely to be diagnosed with autism. Mum struggles to leave the house as her 3 year old regularly runs away and grandparents don't feel safe looking after him as he is very strong.

Mum struggles financially but isn't able to look for employment due to a large amount of hospital appointments that she has to attend with the children. Mum also struggles with anxiety.

Intervention and Support

An Initial Visit was completed at grandparents house so they could help supervise her son while we identified the main issues and talked about how we could make life easier for the family.

We applied for assisted childcare for the youngest child which was accepted. An application was made for a specialised pram through wheelchair services and provided a rain cover through Home-Start funding.

We linked Mum in with other parents with a child with additional needs through a weekly group we run at Home-Start.

We supported Mum financially with Christmas gift donations and credited her electric meter through a fuel scheme.

Mum received lots of emotional support and counselling sessions to address past issues which she will be starting soon.

Outcomes:

Mum is in a much better place as she now has time to herself while the youngest is in nursery and she can plan her own and her daughter's medical appointments around these times. She also has a small amount of time to relax.

Mum can now leave the house safely with her youngest in all weathers with the specialised pram and raincover.

Mum now has a network of other parents she can chat to about her struggles with her youngest who can identify with her and offer support, meaning she is less isolated.

The family finances have improved after a little help to get mum back on her feet and mum tells us she is less stressed and generally a lot happier than she was 5 months ago.



Case Study

Level of Need: 2

Length of HSK support: 2 months

Background and Issues:

The family self-referred into Home-Start initially as Mum was struggling to cope being a lone parent to 5 children, 2 of which are in the process of being diagnosed for additional needs. Mum also suffers with OCD and dyslexia. Mum struggles emotionally and said she feels quite isolated and often that there is no one to turn to. She struggles with managing her 7 year old's behaviour as she is on the ASD pathway and she also feels guilty about not having much time for her elder daughter who helps a lot with the younger children.

Intervention and Support

An initial visit was carried out and an Organiser started weekly visits to help support Mum. Mum was encouraged to go out for short walks while the children were at school/ nursery to give herself a break from cleaning. Mum has been supported to fill in forms as part of the assessment process for a diagnosis as she is dyslexic and worried about making mistakes. We have spoken briefly about a referral to Young Carers for her elder daughter.

Mum was upset about failing to pass her driving test many times so support, and encouragement has been given. Mum has been informed about our counselling sessions and said she may like to try them in the future. The family were supported financially with Christmas gifts leading up to Christmas which mum was very thankful for. During our time working with the family, their washing machine broke, and mum had phoned up in tears as she couldn't afford a new one. A washing machine was provided from the Home Essentials Fund and mum couldn't thank us enough.

Outcomes:

Mum is grateful to have someone to talk to now and said she has benefited from the emotional support. She reports that her mental health has improved due to spending some time outdoors walking and not feeling as stressed about cleaning. Mum was grateful for the support with filling out forms and her confidence has improved. Since working with the family, mum has passed her driving test and is excited about getting out and about a bit more!

The family have really benefited from the financial support we have provided with the new washing machine which she described as 'a weight off her shoulders and mum reports that they all had a wonderful Christmas and were grateful for the gifts.

A referral to young carers has been made for the eldest child which will provide support for her and some time to enjoy herself, so mum feels less guilty.



Case Study

Level of Need: 1

Length of HSK support: 12 months

Background and Issues:

The family were referred into Home-Start Knowsley through the health visitor. Mum is at home with a 14-year-old, 7-year-old, 4 year-old and 18 month old. Dad works away so Mum is at home with the children on her own, most of the time. The 4-year-old is on the ASD pathway. He is hard work and Mum struggles with his behaviour at home. The 18-month-old is not mobile and requires a lot of Mum's time and is constantly fighting for attention. Mum is isolated, exhausted and worried about a lack of understanding of her son's condition. Mum also feels like her older children get no time or attention. She also finds it impossible to get out and about with the younger 2 as they both need to be in prams but her son is too strong and big for a standard pram and he won't stay on a buggy board.

Intervention and Support:

An initial visit was carried out and Individual Support Plan instigated to address the identified support needs. It was decided that once things were open again that the family could really do with being matched to a volunteer. In the meantime a member of staff would visit fortnightly. Mum was signposted to Addvanced Solutions for some advice around her son's behaviour and needs. Mum was accompanied on trips to the park with the younger 3 children. A referral was put in for Short Breaks for the son to be set up over the summer and a referral to young carers for the 7-year-old. An application has also been done for funding for a special pram and an attachment pod seat for the 18-month-old has been acquired.

Outcomes:

Mum's confidence and resilience has increased hugely. Mum has learnt new strategies for dealing with behaviours and feels she has a better understanding of her son's condition. She has been grateful to meet other parents in similar conditions too. She feels more confident about the future knowing that there will be short breaks for her son and also that her 7-year-old daughter will get some respite too. This respite will also give mum time with the youngest child on her own. The pram has made a huge difference as she is able to get out and about a lot more easily.



All the team at Home-Start Knowsley
would like to say a big

‘Thank You’

to all of our funders, whose support has helped us to meet the needs
of families and volunteers in Knowsley

Our Acknowledgements to:

Steve Morgan
FOUNDATION

 **COMMUNITY
FUND**


Knowsley Council

NHS
Mersey Care
NHS Foundation Trust

BT

**COMMUNITY
FOUNDATION
FOR MERSEYSIDE**

 **ASDA**

**Northwood
Together**

WORKING TOGETHER WITH

JOHN LEWIS
& PARTNERS

WAITROSE
& PARTNERS

Mr and Mrs Parr, HSUK, Cash4Kids, Liverpool One

**For parents
when they
need us most**

Home-Start Knowsley

55 Rupert Road, Huyton, Merseyside, L36 9TB

Tel: 0151 480 3910 Email: info@homestartknowsley.org.uk