

WHOLE FAMILY APPROACH – IN ACTION



Education

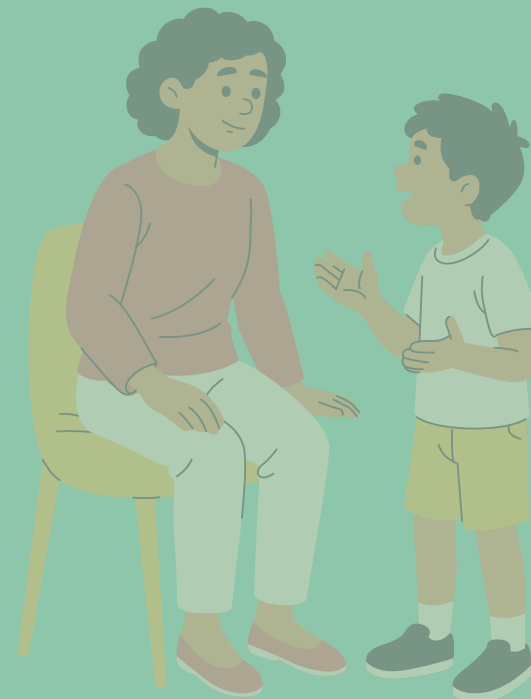
A teacher noticed the child was tired, withdrawn, and wearing the same clothes repeatedly.

The child shared that their father had lost his job, and the family was in temporary housing with frequent arguments and stress affecting their sleep.

The school met with parents, initiated Early Help, and arranged housing and financial referrals, CAMHS advice, weekly counselling, pastoral check-ins, and breakfast club.

Staff were informed on a need-to-know basis, and the family was signposted to a food bank.

Regular TAF meetings and monitoring led to improved mood, attendance, and engagement; parents secured stable housing, father gained part-time work and started a skills course. The child continues to receive pastoral support.



Community Midwifery Care

A community midwife visited a family after birth. The grandmother, who had dementia, needed a GP appointment, but the family had struggled to arrange one.

On her way home, the midwife stopped at the GP surgery and secured an appointment for that evening; a small action that made a big difference



SIMPLE ACTS, MAKE A BIG DIFFERENCE

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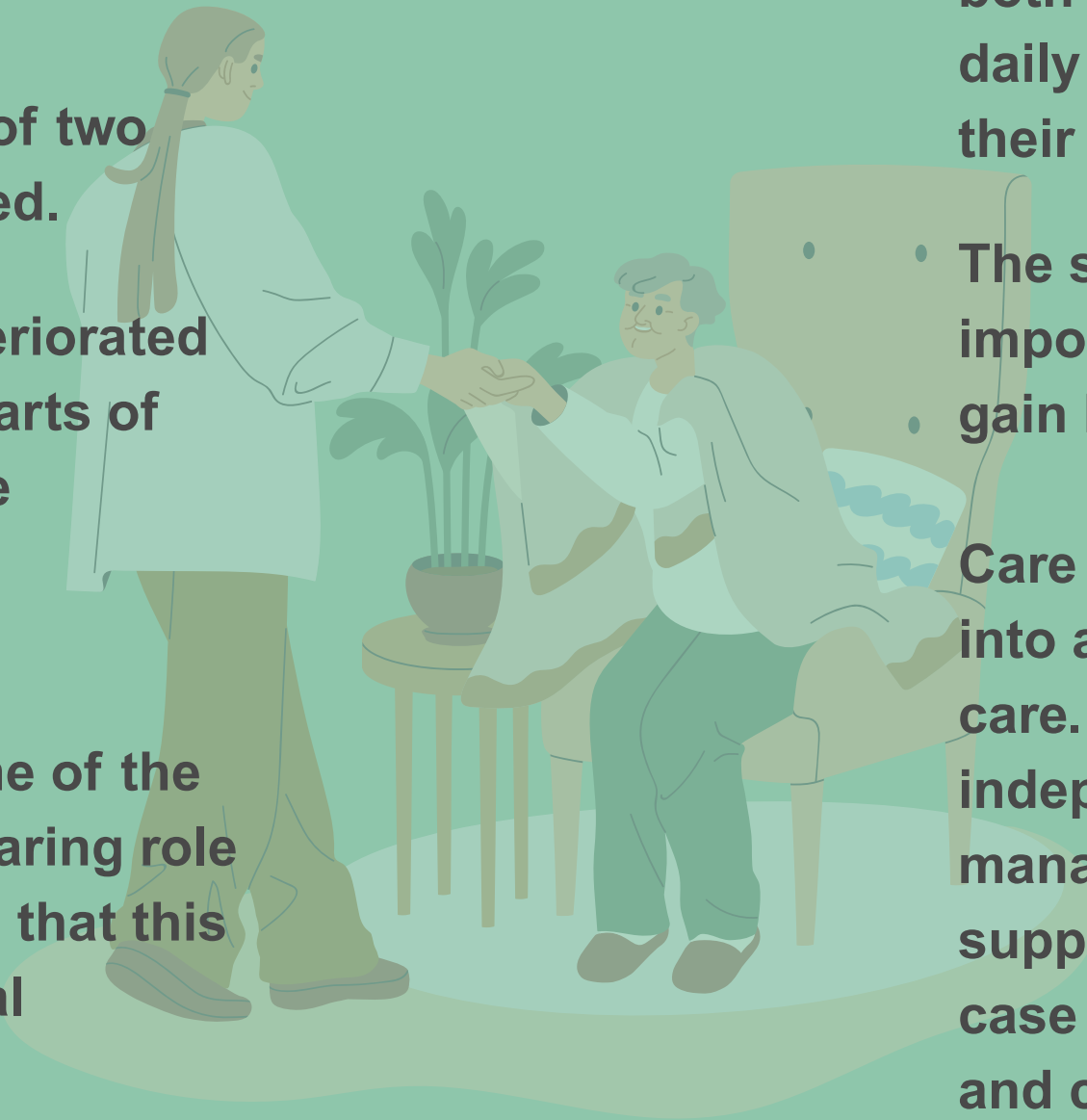


Neighbourgood Team Adult Social Care

By using a whole family approach, the lives of two sisters and their daughter/niece were changed.

The two sisters' health and mobility had deteriorated over the years, which meant that gradually parts of their home became inaccessible, such as the bathroom. This took away their dignity and independence.

They also required care and support from one of the sisters' daughters, who had to balance the caring role with full time employment. It was recognised that this was taking a toll on her mental and emotional wellbeing and that she was close to carer's breakdown. Neither sister was aware of the impact on her until a carers assessment was carried out.



Through discussions with the daughter, she was able to express that having care packages in place, for both her mother and aunt, would relieve much of the daily stress, but she also wanted to have a role in their care, but in a more sustainable way.

- The sisters had always lived together, so it was important for it to remain that way and for them to gain back their independence.

Care packages were arranged, and the sisters moved into a two-bedroom flat with in-house domiciliary care. The move restored their dignity and independence, as they can now safely cook and manage their health. The daughter/niece feels supported and able to focus on her own life. This case highlights how listening to all family members and creating a holistic care plan can transform lives

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Enhanced Social Care Countywide Inreach team - Adult Social Care

To support an adult with a long history of complex needs, the practitioner worked closely with the family to develop a thorough understanding of the adult's needs, strengths, fears, and aspirations. In particular, the practitioner focused on supporting Mum by exploring how the service could help promote her mental health and wellbeing, enabling her to better navigate the challenging periods when her son is mentally unwell. Throughout this process, the practitioner recognised and validated the parents' expertise, knowledge, and lived experience.

This has led to some positive outcomes for the adult; however, what has been a real benefit is the trusting relationship that has been built with the whole family. This has enabled them to work through the difficult times with their son and feel confident they are being heard by professionals as demonstrated through the actions of the social worker.



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NO MATTER HOW SMALL YOUR ACTION MIGHT BE...



...IT CAN HAVE A BIG IMPACT



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Child In Need Reviewing Service

As part of a Child in Need (CiN) review, a recommendation was made for dad to access local mens support groups, to address his mental health needs.

The CIN plan identified the need for the mother to access mental health support, with concerns that probation-led therapy was impacting her wellbeing and lacked post-session safety planning, highlighting the need for improved multi-agency coordination.

A young person was receiving inpatient mental health care and had a diagnosis of Autism Spectrum Disorder (ASD) with sensory needs. A referral was made to Adult Social Care to support the parent, and consideration was given to the impact on younger siblings on discharge. A whole-family referral was made to an early help service.



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Learning Disabilities and Autism Service

Rather than assessing each individual in isolation, I worked collaboratively with the family to understand their collective strengths, informal support networks, and shared goals. This led to the development of a joint support plan that reflected the roles of informal carers and the family's capacity to contribute meaningfully to care arrangements.



I have supported a family where multiple adults from the same family have eligible needs under the Care Act. From the outset we have taken a whole family approach to ensure that the support provided was not only person-centred but also sustainable and respectful of existing family dynamics.

Using a whole family approach strengthened family relationships, promoted stability, and demonstrated how working holistically can lead to outcomes that are both cost-effective and person-centred. It also highlighted the importance of professional curiosity, negotiation, and creative problem-solving.

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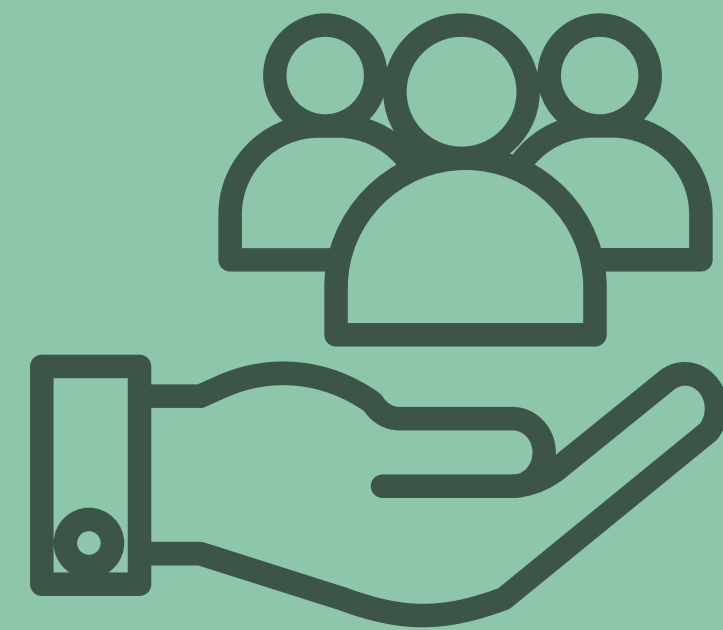


Probation

A high-risk individual was placed in accommodation near his ex-partner and children following release from custody. This proximity raised concerns due to emerging indicators of domestic abuse. To manage the risk and prioritise the safety of the victim and children, probation coordinated a multi-agency response and implemented safety planning.

To address the individual's mental health and substance misuse needs, his probation officer supported access to mental health services via his GP and facilitated a referral to Open Road. An Independent Domestic Violence Advocate (IDVA) provided intensive support to the ex-partner, while the children received emotional support through their school. To further enhance family safety, the police worked with the housing association to install a safety alarm.

As a result of this whole family approach response, the individual engaged well with Open Road and mental health services and is being supported to make lifestyle changes with the aim of progressing towards increased contact with his children. His ex-partner and children also reported feeling safer and well supported.



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