

## **Case Studies:**

### **Case Study (HP) – 01.09.2020**

H had been receiving invites to the young carers groups via Zoom, but staff had noticed that H had not been attending. From speaking with the family, staff became aware that H was dubious about being online. H had feelings of anxiousness about an online young carers group, and the family weren't comfortable using Zoom. Staff worked with the family to overcome this barrier with lots of encouragement, set up help, and an individual session with H and her mum. H met the NEWCIS team, chatted, and familiarised herself with the functions by playing fun games with staff. Following this, H attended the group sessions by herself and participated well in all activities.

### **Case Study (MG) – 01.09.2020**

During the 'keeping in touch' calls, it came to light that M was feeling very isolated during the pandemic. His own condition of cystic fibrosis meant that he was put into the 'high risk' category for coronavirus. Even though the restrictions had started to ease, M was still having to shield. During this time M's caring role had increased, and he had little respite and little contact with friends. Staff encouraged M to attend the young carers online groups which were starting that month. M now regularly attends the young carers groups via Zoom, and feedback from the family has been really positive *"his face beamed... like NEWCIS had given him something we'd not been able to... He really enjoyed it"*. M was upset to hear some of his friends returning to school, and that he was still having to shield at home. Therefore, NYC staff got in touch with the Cystic Fibrosis Trust to see what further support they would be able to offer. Staff provided M with a calendar of online events for those specifically with cystic fibrosis, including online games/movie nights, yoga and singing workshops etc. The family were thrilled to hear of this and were grateful that he could also have the chance to mix with likeminded children with similar concerns. Staff provided the family with contact details for the event organiser, so that M can keep up to date with all future events. Staff also spoke with the head teacher at M's school, to inform them of his feelings of being excluded from learning. Options were explored, and M's teacher is now in touch with the family to fully support him educationally. M now also has an online tutor helping with his homework and feels as though he is able to achieve good academic outcomes.

### **Case Study (KP) – 03.12.2020**

Carers mum had seen our newsletter and reached out on K's behalf to say that K was finding things difficult at the moment. She requested information regarding grants for a new laptop to support K educationally, requested more information regarding events, counselling, one to one support and signposting. It was decided that a young carers needs assessment would be done, to determine the most appropriate support. Following assessment, an Early Help Hub referral was submitted. NYC staff found that K's teachers were unaware of the caring role and the difficulties K was facing in relation to her mental health (which were causing her miss periods of school). K was happy for NYC staff to discuss things further with school, and staff shared information with K's head teacher. K's teacher was thankful to be made aware, and discussed things that might make life easier for K, such as informing appropriate teachers of the circumstances so that she can have time out of class if she becomes overwhelmed. K will also have access to the young carers ID

card once details have been finalised. NYC staff asked teachers about the possibility of loaning a school laptop, so that we are making use of resources that may be already available. They said that laptops are in high demand and that they would monitor the need for a laptop for school purposes. They explained that once K is back in school full time that she will no longer require a laptop. School submitted a priority referral for K to access 'breathing space' counselling in school. One to one work is ongoing with K, but staff were successful in encouraging K to attend her first event with NEWCIS last month. K has been working with other professionals with regards to her mental health and has recently been diagnosed with an eating disorder. K is due to have regular meetings with a psychologist via Zoom and was conscious of her old laptop being unreliable. Staff have successfully delivered a Chromebook for K to keep, which should allow her to attend Zoom meetings and young carer events with ease during this pandemic. Carers mum said that when the Chromebook and Christmas goodie bag were delivered, K smiled. Carers mum was so thankful for the support and said that it is the first time that K has smiled in a very long time.

### **Case Study (AL) – 06/01/2021**

It had been noted that A's attendance at NYC groups and events was very sporadic and he would commonly say that he just had "too much going on" to be able to attend. After a good conversation with A and his mum it became apparent that the family were struggling a lot recently due to mum and dad's health declining and the financial situation worsening. There was a great deal of pressure on the family in the build up to Christmas, and A was trying to take a lot of the burden away from his mum and dad as he knows their health is not very good at the moment. The family were struggling to juggle paying bills, buying food, buying presents and just in general. Working with mum we managed to secure support from the CAB in appealing the decision regarding PIP payments for the family, this alleviated some pressure. Weekly phone calls and regular text support was set up for A so he felt like he had an outlet to talk and reach out if he felt things were overwhelming. A was also able to access a Carers Trust Grant to be able to have a new pair of trainers that fit and were weather proof, a GCSE art pack from school to continue with his studies and a suitable mobile phone to be able to join the NYC zoom activities more readily and keep in touch with friends during Lockdown. NEWCIS were also able to provide the family with an ongoing food box around the festive period which the family said "really took the pressure off". NEWCIS were also able to provide the family with a big bag of Christmas gifts for the whole family including warm blankets and throws. Upon delivering them, mum said that the presents and the throws would "put a smile on all the kids faces" and that they would be "arguing over the fluffy blankets" – the family were very grateful for everything NEWCIS could provide.

### **Feedback:**

"His face beamed, like NEWCIS had given him something we'd not been able to... He really enjoyed it"

"Thank you for the Just Eat card... Lovely treat me not having to cook so thank you from all of us!!"

"Thank you so much for the busy bag it looks like lots of fun"

"She would love a goodie bag. She appreciates everything you do for her x"

"This will cheer her right up, young carers to the rescue as always, thank you!!"

"Was so happy with your mindfulness goodie bag. It made her feel really special so thank you"

"Thanks for the gifts off the team, really excited for Christmas now"

"I love my goody bag soo much, thank you!"

"he loves his Christmas goody bag, so thank you so much"

Spoke with YC regarding a grant and carers mum text to say "Thank you so so much! She is elated and very excited 😊"

Carer received items purchased via grant: "Thank you I got my skateboard today. I love it, I'm going back out on it on the skatepark soon"

Carer received the news that they could access a food bag from NEWCIS and the parent said "Thank you so much, this means that we might actually have a shot at a normal Christmas this year"

J.L - given a Chromebook *"I've put the laptop to good use, I've been connecting with friends talking and having laughs over Christmas and New Year which was needed. I just want to say thank you again"* 05.01.21

### **Feedback from group:**

"I enjoy having someone to talk through"

"The peace and quiet"

"Thank you, the boys really enjoyed themselves"

"I was so nervous to join in, I couldn't have my camera on at first. But then it was really fun and I loved it!"