



Main issue for family:
Isolation, anxiety and depression

Family composition:
Mum and two children aged 5 and 11 months old

"V really understood and had experience as a parent which helped me"

BACKGROUND...

Mum moved into Royston with her two children during the covid restrictions so had not got to know the local area. The family felt very isolated, and Mum was struggling with anxiety and depression compounded by Covid lockdowns. The Health Visitor referred the family to Home-Start.

WHAT DID WE DO...

The volunteer visited the family weekly. The regular visits helped to support her to develop a trusting relationship with mum. Mum was able to share her worries with the volunteer about her oldest son who had missed school and time with his friends due to covid. She talked through how she was feeling and how the impact of covid along side moving to a new area had contributed to her feeling very anxious and experiencing panic attacks. This in turn had prevented mum from feeling able to take the children out of the house. She was worried about people judging her, or not being able to cope with tricky situations.

The volunteer signposted Mum to self-refer for some mental health support. When a CBT course was offered Mum appreciated being able to talk through the strategies she learnt with her volunteer.

The volunteer spent time with the youngest son who had not had any opportunities to socialise with many other people outside of the family, due to covid.

When Mum felt more confident about going out her volunteer helped her research local groups and other things to do in the local area, going with her to places on some of her visits.

WHAT DIFFERENCE DID WE MAKE...

At the end of support Mum told us that she felt much more confident when going out with the children, which meant they did more things and were able to enjoy time outside the house together.

Mum was able to attend local groups independently which her youngest son loved, he particularly enjoyed attending Rhyme Time and this gave him more opportunities to engage with other adults and children.

Mum felt much more confident meeting new people and began to build a network of friends and support locally.



NEXT STEPS...

Continue to access groups and activities for Mum and the children.

"V really listened and was helpful with information to give me."