



Partnership Working Case Study

Find out more about Families First at www.hertfordshire.gov.uk/familiesfirst

Scene Setting

The Intensive Family Support team (IFST) began supporting this family of nine in Spring 2021.

As support got underway the third youngest child Tia* was diagnosed with a terminal brain tumour and the family are struggling coming to terms with Tia's diagnosis and her life expectancy of one year. Tia is 11 years old.

On learning of Tia's prognosis and following discussion with Keech Hospice an Occupational Therapist (OT) appointment was arranged for the family's home. This assessment identified that the three-bedroom home was not suitable for end-of-life care and was not suitable for adaptation as the access was too narrow and steep for a ramp.

The Family Intervention Worker (FIW) made contact with the local Borough Council's Aids and Adaptions Team for support.

**Tia is a pseudonym*



Feasibility

The Borough Council's Aids and Adaptations Team found an alternative property they felt would be suitable.

- The property is a corner plot, consisting of 5 bedrooms, four bedrooms and a bathroom on the first floor and one ground floor bedroom at the front of the property and a shed/outhouse with a WC in place at the front of the house. The property also had a separate dining room, living room with patio doors opening into a 30 SQM patio area with a large back garden and included rear access for transport.
- External factors also played part in the selection of the property, local schools, access to healthcare provisions, local shops and a good social network.

Colleagues from the Borough Council invited the Family's OT and FIW to a joint visit at the property and all parties agreed it was feasible to adapt the property to meet Tia's needs as well as those of the wider family.

Support from FIW



Took the family to the proposed property where approval was given



Oversight of works along with Surveyor



Submitted application to Buttles for funds which was approved



Took the family to view the property as works progressed



Met with OT at property to measure equipment



Applied for discretionary transport for two children in the family so they could remain at current school



Supported with school applications local to new home for other children in the family



Application to secondary school for two of the children



Facilitated meetings with members of Borough Council and family to discuss safety measures (e.g., cameras and door locks)

Breakdown of Works

A range of adaptations and Decent Home Work were completed at the property by the Borough Council's Aids and Adaptations Team



Gas Meter relocation



All wallpaper in each room including hallway, stairwell and landing were removed, prepared & whitewashed



Installation of smart locks for the new Porch door and ground floor bedroom for easy access for carers



Converted the shed into a large wheelchair accessible Level Access Shower Room including access into new Porch and internally blocking off rear access door



New 16 metre wheelchair accessible footpath to back gate



Ground floor bedroom window replaced with a wheelchair accessible UPVC door into new Porch Area



Signage at the rear of the property and allocated parking including drop down bollard



Raised up existing patio, reusing slabs to form wheelchair access from living room to patio area and the side of the property



Bin store near back gate



Decent Home Kitchen



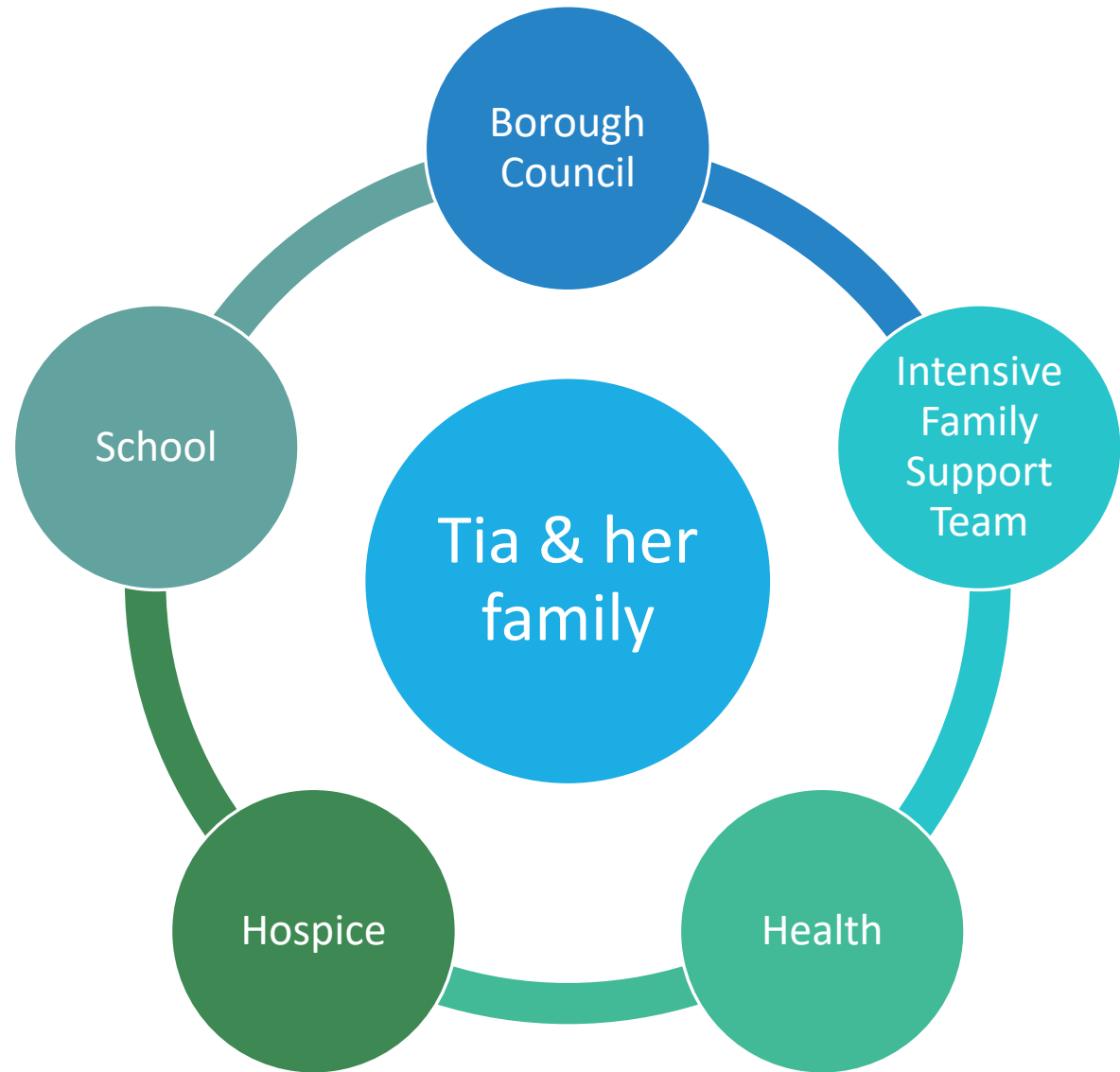
Decent Home Bathrooms



Installation of two cameras enabling the family to keep an eye on Tia and any carers coming into their home

Other works included new porch with wheelchair accessible 1m UPVC Doors at front of property, Asbestos Removal, Garden Clearance and Front Access Clearance and re-bedding existing paving.

Partnership Working





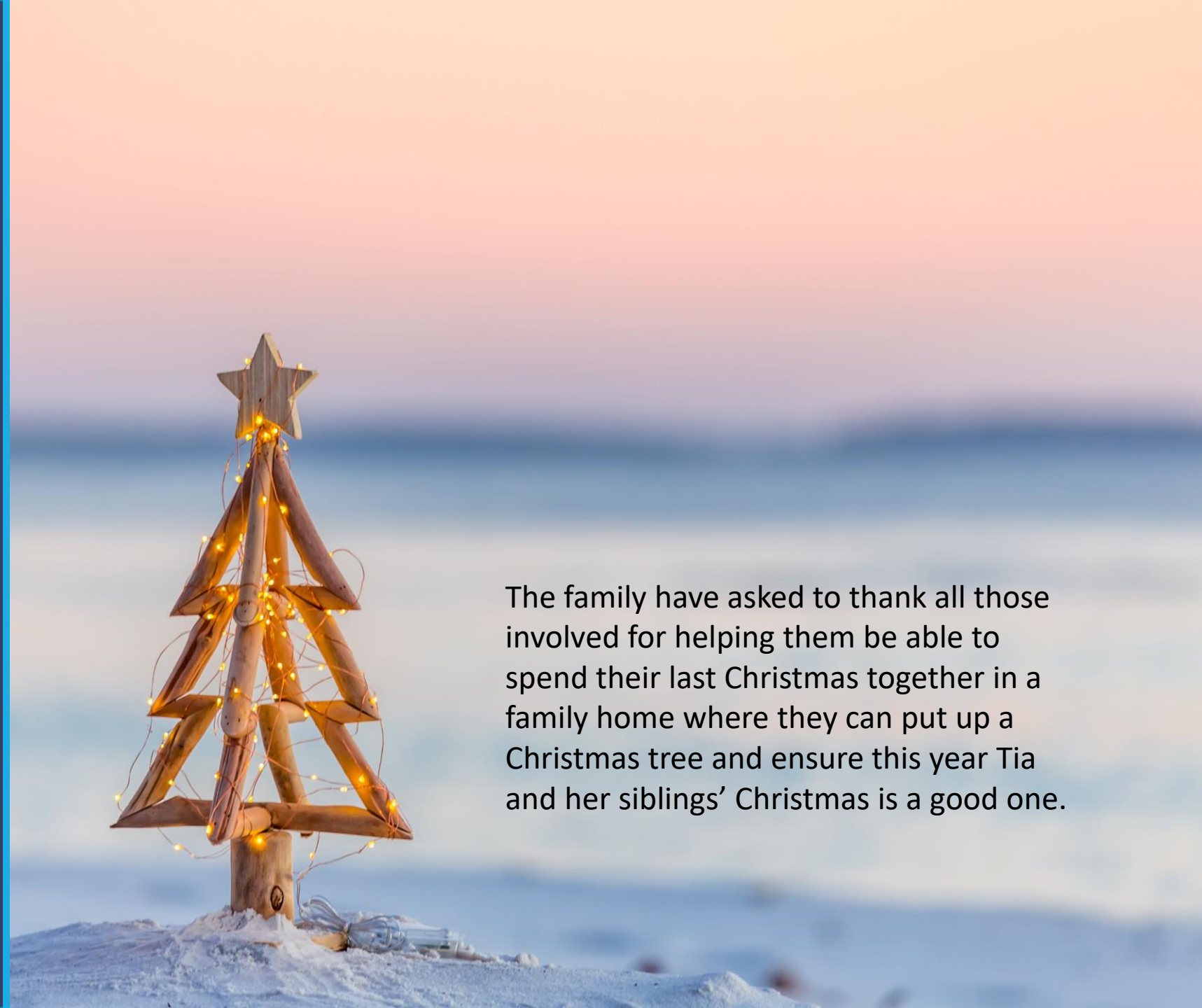
Stronger Together

Whilst the work was taking place the Borough Council's Aids and Adaptations continued to work closely with the family, Adult Care Services and the Family's Intervention Worker ensuring they were updated regularly with photos and calls. The family were also provided with colour samples and were encouraged to select their choices for the kitchen and bathroom.

The team have been aided in expediting the works thanks to other internal departments, specialist contractors and external working partners understanding the priority of the works and assisting along the way as required.

The Family Intervention Worker continued to support the family throughout the duration of works, looking after their ongoing support needs during this difficult time, this support continues.

Thank You



The family have asked to thank all those involved for helping them be able to spend their last Christmas together in a family home where they can put up a Christmas tree and ensure this year Tia and her siblings' Christmas is a good one.