

Grosvenor  
Hart Homes  
Impact Case Study  
Young person B



GROSVENOR

# Grosvenor Hart Homes Impact Case Study

## Introduction

### Overview of the case study

This document covers a case study of a young person supported by Grosvenor Hart Homes (GHH). Data was gathered using a semi-structured virtual interview, with the young person supported by a family assistant.

See appendix 1 for the methodology Sonnet has used to compile this case study.

See appendix 2 for an overview and usage of the Outcomes Star.

*Note: permission has been obtained from the young person for all the quotes used in this case study.*

### Who is this case study about?

#### **1. Brief overview of their situation before GHH**

This case study focuses on a young person who has recently transitioned into Grosvenor Hart Homes (GHH) after experiencing various housing and personal challenges. The individual has been engaged with GHH for nearly a year and has been navigating their new environment, developing life skills, and working towards personal goals.

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## Goals and key metrics

### 2. Baseline goals in 'My Plan':

- To be able to set up and pay their bills.
- To increase their income.
- To access support for their mental health.
- When they are ready, to secure a job (this may be part time to start with).

### 3. Baseline and impact for the young person

It should be noted throughout that the first set of baseline outcomes star scores were completed when the young person was in their previous accommodation and was ready to move on (which is the reason why some of the score are higher at baseline than at review). In most cases, we generally see a dip in the outcomes star scores after an individual or family has moved and is settling in and getting used to new routines, environments, communities, support provisions and locations.

“  
*I absolutely love my flat, like it's amazing. I love it. And I love the gardens. I do not want to move. If I could, I'd just buy the place... I say it's like a good upgrade from my previous place. It's like [in gaming], when you go from like a mythic weapon to a legendary one.*  
”

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## Young person B / Goals and key metrics

### 3.1. Housing / Accommodation

Before moving to GHH, the young person lived in unstable and temporary semi-independent accommodation marked by household conflicts. This instability led to significant stress and negatively impacted their well-being. After moving into GHH, their housing situation improved significantly, with a cleaner, safer, and more manageable living space. Having a first-floor flat provides them with a sense of security and privacy, easing the transition to GHH since they were also on the first floor in their previous accommodation. The stable environment and supportive community enhanced their sense of security and overall well-being.

### Outcome star scores (Accommodation point)

Baseline (Nov 23) with another provider – ready to move to GHH	8-month review
4	4
Aspirations for their accommodation after 3 years include being self-sufficient and living independently. While they were unsure of the exact next stage of their housing pathway after 3 years, their goal is to achieve a level of independence that allows them to manage their living situation on their own without needing ongoing support from GHH.	

Aspiration after 3 years

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## Young person B / Goals and key metrics

### 3.2. Mental Health and Wellbeing

Before moving to GHH, the individual’s mental health and well-being were significantly impacted by the instability in their living situation. They felt overwhelmed, with a low sense of emotional well-being and struggled to access the support they needed. After moving into GHH, their mental health and well-being improved, supported by a stable environment and access to mental health resources. The individual experienced a sense of increased emotional stability and began to engage more with the support available, leading to gradual improvements in their overall well-being.

### Outcome star scores (How you feel point)



Aspiration after 3 years

“  
*The community is honestly lovely. Everyone gets on with everyone, and it’s one of those places where you feel safe not just physically but also mentally.*  
 ”

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## Young person B / Goals and key metrics

“  
*Before I moved in, it was good but maybe a bit rocky... Since moving here, there's definitely been a change. Now you know if you're having a bit of a crisis, you can turn to people, and you also have that privacy.*”

### 3.3. Physical Health

Before coming to Grosvenor Hart Homes (GHH), the individual's physical health was neglected, and they were not engaging in regular exercise or other healthy activities. They lacked the motivation and support to focus on their physical well-being. After moving into GHH, they began to take small steps towards improving their physical health, supported by the encouragement and resources available through the GHH community. This support helped them to start exercising more regularly and pay better attention to their overall physical condition. They now walk everywhere and will be saving up to get a bicycle in future. They also noted how much easier it is to exercise because of the privacy in their accommodation.

### Outcome star scores (Health point)

Baseline (Nov 23) with another provider – ready to move to GHH	8-month review
<b>4</b>	<b>3</b>
<p>The individual's aspirations for physical health after 3 years include improving their overall well-being by maintaining a healthy lifestyle. They aim to achieve a level of physical fitness that supports their independence and contributes to their overall well-being.</p>	

Aspiration after 3 years

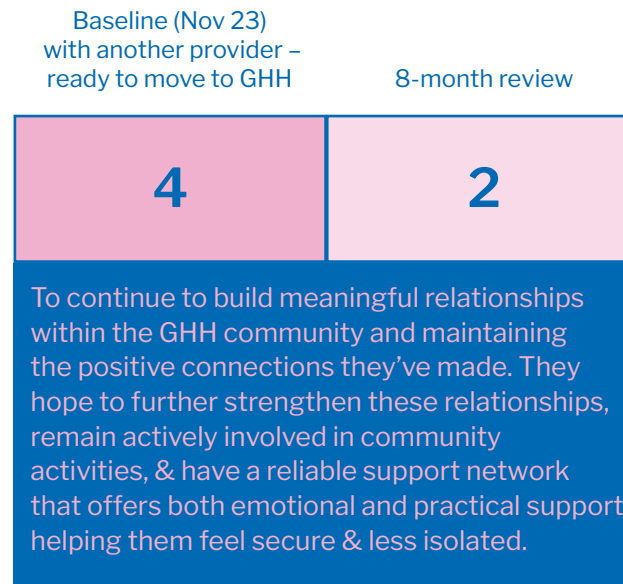
# Grosvenor Hart Homes Impact Case Study

## Young person B / Goals and key metrics

### 3.4. People and Support

Before moving to Grosvenor Hart Homes (GHH), the individual had limited and strained social relationships. They experienced conflicts within their family and lived in environments that lacked stable and supportive connections. Their social network was fragmented, and they primarily kept to themselves, which contributed to feelings of isolation. After moving into GHH, the individual's social relationships and support network improved significantly. They reconnected with friends from the past and formed new connections within the GHH community. The supportive environment at GHH encouraged them to engage more socially, participate in community activities, and develop healthier, more stable relationships, leading to a stronger sense of belonging and reduced isolation.

### Outcome star scores (People and support point)



Aspiration after 3 years

“  
*It's a lot quieter. I like that. I also like the community. Like no one's had any issues with anyone. That's good, yeah. In the previous place, there were people starting drama with other people.*”

“  
*Living on my own has definitely improved my family situation a lot more. My parents come and visit here. They didn't used to do that, which has been a useful thing.*”

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## Young person B / Goals and key metrics

### 3.5. Practical life skills and independence

Before coming to GHH the individual's practical life skills and independence were limited. They struggled with managing daily tasks and were heavily reliant on others for support, which hindered their ability to live independently. After moving into GHH, their practical life skills and independence improved significantly. With the support and guidance provided by GHH, they began to take on more responsibilities, manage their own tasks, and make decisions more confidently, leading to greater self-sufficiency and independence.

### Outcome star scores (Practical life skills point)



Aspiration after 3 years

“  
*The staff are great. They will try and get stuff done and do stuff, and they're very prompt about it, which is good and useful.*  
”



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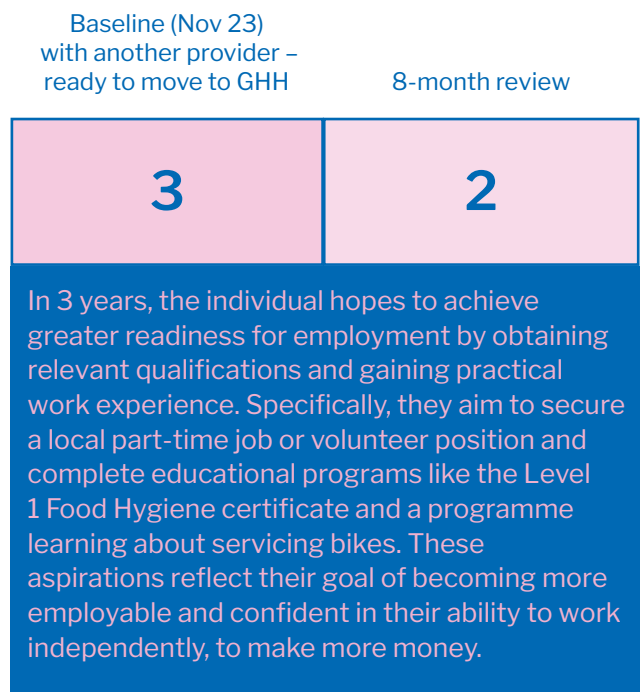
## Young person B / Goals and key metrics

### 3.6. Education and Training and preparedness for employment and employability

Before coming to GHH, the young person’s education and training were limited, and they felt unprepared for employment. They had not completed any significant training or educational programmes that would enhance their employability, and they lacked the confidence and skills needed to secure a job.

Although the young person is not yet ready to enter employment, they have expressed interest in obtaining qualifications, such as a Level 1 Food Hygiene certificate, and participating in training programmes. These steps were designed to improve their readiness for employment and provide them with the confidence and skills necessary to pursue job opportunities in the future.

### Outcome star scores (Work and learning)



Aspiration after 3 years

“  
*I think with the resources these guys [GHH] have, I think it will open a lot of doors, but also the same time, I think I’ll be more, like, ready, more, you know, prepared. More like, focused on it.*  
 ”

# Grosvenor Hart Homes Impact Case Study

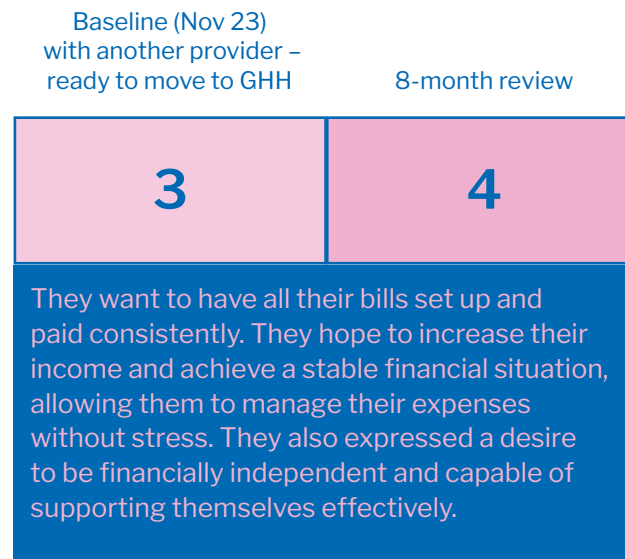
## Young person B / Goals and key metrics

### 3.7. Finances

Before moving to GHH the individual's financial situation was challenging. They struggled to manage their money effectively and had limited income, which caused significant stress and instability.

After moving into GHH, their financial situation improved as they received support in managing their finances. GHH helped them access additional financial resources, increase their income, and better manage their bills and expenses. This support contributed to a more stable and less stressful financial situation.

### Outcome star scores (Money and rent)



Aspiration after 3 years

“  
*Before moving here, I was going maybe about £300 a month, and now I'm getting £700 because GHH helped me out with something to basically get more money.*  
”

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## Young person B / Goals and key metrics

### 3.8. Choices and Behaviours

Before moving to GHH, the young person felt they often struggled with making positive choices, largely due to the instability and lack of support in their previous living situations. They were not always able to make decisions that promoted their well-being or led to constructive outcomes.

After moving into GHH, the young person's choices and behaviours showed improvement. They began to take more responsibility for their actions, supported by the stable environment and guidance from GHH. This led to better decision-making and more positive behaviours, helping them move towards greater independence and stability.

### Outcome star scores (Choices and behaviours)



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### Activities & approaches

#### 4. What happened straight after the young person was referred to GHH

After being referred to GHH, the young person went through an interview process, including ID verification and a DBS check. They moved into their accommodation with GHH in December 2023, where the staff provided initial support to help them settle in. GHH staff were responsive to their needs, helping with various aspects of the move and ensuring the young person felt comfortable and supported.

#### 5. How GHH has helped, and is helping them to work towards these

The young person has set new goals 8 months after moving into their accommodation (July 2024). These are:

- To live in a safe and well-maintained property
- To obtain level 1 qualification in food hygiene
- To completed servicing bikes programme

- To secure a local part-time job or volunteering opportunity
- To engage in community activities and build healthy and supportive environment
- To be fit and healthy
- To improve mental health and wellbeing
- To fully commit to GHH community commitments and engage with the Family Assistant
- To have all utilities set up
- To complete summer scheme programme

GHH has provided a stable and supportive living environment, enabling the young person to feel more independent and secure. The staff at GHH respect the young person's autonomy, offering both formal and informal support. They have been proactive in assisting with financial management, accessing mental health services, and building social connections. GHH has also introduced the young person to opportunities for community involvement and potential employment or training programme.

“

*It's one of those things where it's nice, but at the same time you kind of have a safety net just in case stuff does go wrong... sometimes you can't see it coming around the corner, and it just hits you... But there's, you know, there's people and support. I feel like I didn't get thrown in the deep end. You know, I felt like I kind of got a bit of a you're not in the kiddie boat, but you're also not at the adult table.*

*In my previous one place... it felt very like you were in the kid table. [Here] it's a lot more relaxed, you know... they see you as like an adult, and they respect you, and they know you can make your own decisions, do your own stuff. But they're there if you need that safety net.*

”

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### 6. Which of GHH support services have been accessed and when (if at all)

- **Accommodation:** Provided stable housing, which has significantly improved the young person's quality of life.
- **Family Assistant:** Initial support during the move-in process and ongoing assistance with settling in.
- **Financial Management:** Helped the young person access additional benefits, improving their financial situation.

### 7. Other support (either signposted, referred, or external to GHH)

- **Therapy:** The young person continued therapy that began before moving to GHH, with communication maintained between the therapist and GHH staff. They started off with life story work and now have progressed to taking therapies which the young person finds helpful.
- **Crisis Café:** GHH introduced the young person to this resource. They felt this was a really good tool because it's a drop-in facility, it's free and it's in the locality.

## Key findings and insights

**8. The key themes, findings, and insights from the interview** about the support the person has received at the start, throughout their support and when they moved on (where appropriate)

### 8.1. What has been the most helpful and least helpful to you on this journey and why?

**Most Helpful:** The staff's supportive approach, which balanced respect for independence with available help, was the most beneficial. The provision of stable housing and the ability to build meaningful social connections also played a crucial role in the young person's positive experience.

**Least Helpful:** The young person mentioned frustrations with minor logistical issues, such as delays in sorting out bills and internet connections. However, these were seen as small inconveniences in the broader context of their positive experience. Here are some examples they listed to exemplify this:

- **Stability and Security:** GHH provided a much-needed stable environment, which significantly improved the young person's overall well-being.
- **Respectful Support:** The staff's respectful and professional approach, along with the balance between independence and support, was crucial in fostering the young person's confidence and self-reliance.
- **Community Engagement:** Being part of a supportive community at GHH helped the young person build healthier social connections and reduced feelings of isolation.
- **Financial Stability:** Access to financial support and guidance from GHH reduced the young person's financial stress and contributed to their sense of security.

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### ***8.2. What they would you say to anyone thinking about moving into the GHH community? (in their own words)***

The young person would recommend GHH to others, noting that while there may be minor issues, the overall experience is highly positive. They emphasised that GHH is a supportive and helpful 'stepping stone' for those looking to stabilise their lives and work towards their goals.

## General findings and insights

GHH's approach, which combines stable housing, respectful support, and opportunities for personal growth, is highly effective. The organisation's model promotes independence while providing a safety net, which is crucial for individuals transitioning from unstable environments. The young person's experience highlights the importance of a supportive community and the positive impact of comprehensive, personalised care.

# Grosvenor Hart Homes

## Impact Case Study

### Appendix

## Appendix 1: Methodology

This data in the case study has been gathered by use a semi-structured virtual interview with the young person, who was supported by the family assistant (in the same room, although not visible) during the interview.

The methodology for conducting this case study interviews is as follows:

### **Preparation**

Defined our research objectives, identified participants (which will continue as the programme develops) and develop the interview guide, information sheet for participants and consent form.

### **Consent**

Ensure the family assistant has provided the participant with all of the information they require for the interview and sign and return the consent form.

### **Interview Process**

The interview starts with an explanation of the purpose of the interview and ensuring the participant understands this, the scope, and their rights e.g. confidentiality, data management etc. We use the interview guide and easy-to-understand language throughout to explore the journey, the topics and impact in depth, maintaining flexibility throughout to pursue interesting topics that arise during the conversation.

### **Recording and Transcription**

With the participant's consent, we record the interview to ensure accurate data collection. We also transcribe the interview verbatim, noting key points, non-verbal cues, and context.

### **Data Analysis**

With the information from the interview, we will identify and categorise themes, patterns, and significant insights, grouping these into broader themes that address the impact research questions for the case study. We also review the outcomes star scores from baseline through the review periods.

### **Ongoing Analysis**

As we move through the project, we will analyse the themes across case studies to draw meaningful conclusions and relate findings and insights to the impact objectives of GHH.

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## Appendix

### Appendix 2: Young person's outcomes star overview and usage

The Outcomes Star is a tool used to measure progress in various aspects of a person's life. It is often used in social care, health, and community services to help individuals set goals and track their development over time. The Outcomes Star typically includes multiple points or stages that represent different levels of achievement or stability in specific areas. The areas which are covered by the Young Person's Outcomes Star that GHH is using are:

- Accommodation
- Work and learning
- People and support
- Health
- How you feel
- Choices and behaviour
- Money and rent
- Practical life skills

#### Five scores on the Outcomes Star

##### 1 Stuck (1 out of 5)

**Description:** At this point, the individual feels completely overwhelmed or unable to make progress in the specific area being measured. They may lack the resources, skills, or motivation to improve their situation.

**Example:** In the context of housing, a person might feel they have no stable place to live and no means of securing one.

##### 2 Accepting Help (2 out of 5)

**Description:** The individual begins to recognize the need for support and is willing to accept help from others. They are starting to engage with services or support networks but have not yet achieved significant progress.

**Example:** In terms of mental health, the person might start attending therapy or seeking help from support groups.

##### 3 Believing (3 out of 5)

**Description:** At this stage, the individual has gained some confidence and believes in the possibility of change. They are actively working towards their

goals with the help of support services and are starting to see some initial improvements.

**Example:** For financial stability, the person might begin budgeting effectively and managing their expenses with assistance.

##### 4 Learning (4 out of 5)

**Description:** The individual is making significant progress and learning new skills to maintain their improvements. They are becoming more independent and require less frequent support as they develop their abilities and confidence.

**Example:** In terms of employment, the person might be gaining job skills, attending training programmes, or starting a new job with some support from advisors.

##### 5 Self-Reliance (5 out of 5)

**Description:** The individual has achieved a high level of stability and independence in the specific area being measured. They are able to maintain their progress on their own, with minimal or no external support.

**Example:** Regarding social connections, the person might have a strong, supportive network of friends and family and engage actively in community activities.



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## Appendix

### *How the Outcomes Star is used*

#### **1. Initial Assessment**

An initial assessment is conducted on the individual's current situation across various areas (e.g., housing, mental health, employment). The practitioner will use the Outcomes Star to rate the individual's initial position on a scale of 1 to 5 for each area. This is the baseline.

#### **2. Goal Setting and Action Planning**

The practitioner will collaborate with the individual to set realistic and achievable goals. Identify specific steps they need to take. Together the practitioner and the individuals will co-create a detailed plan that outlines the actions required to achieve the set goals including how they plan to move from their current position to a higher point on the star. This plan should include timelines, resources needed, and any support services involved. This will be reflected in the GHH 'My Plan' document.

#### **3. Regular Monitoring**

- **Monitor Progress:** The practitioner will formerly review the individual's progress towards their goals every quarter. They will use the Outcomes Star to reassess their position and adjust the action plan, as necessary.
- **Provide Support:** Offer continuous support and encouragement, helping the individual overcome any obstacles they encounter.

#### **4. Review and Reflect**

- **Review Achievements:** The practitioner will review the individual's achievements and reflect on their journey. They will celebrate successes and identify areas that may need further attention.
- **Update Goals:** As the individual progresses, their goals and action plans will be updated reflecting their evolving needs and aspirations.