

Grosvenor
Hart Homes
Impact Case Study
Family



GROSVENOR

Grosvenor Hart Homes Impact Case Study

Introduction

Overview of the case study

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

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

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

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

Who is this case study about?

This case study is about a family (parent & their child) who have been supported by Grosvenor Hart Homes (GHH) to improve their housing situation, education, mental health, and overall stability.

1. Brief overview of their situation before GHH

Before coming to GHH, the family was living in temporary housing, which lacked basic facilities for cooking and laundry.

The parent struggled with mental health issues, having been hospitalised and placed on medication, while the child missed significant amounts of education due to anxiety and the lack of appropriate schooling support. The family was referred by the local authority, which identified GHH as a good place for the next step in their journey. The early help support worker from the local authority facilitated the introduction and application process for them to join GHH.

Grosvenor Hart Homes Impact Case Study Family

Goals and key metrics

2. Baseline goals in 'My Plan':

- To work towards being able to return to work.
- To explore ways of managing their family finances to prevent getting into debt again.
- To become stronger in the parenting the child by implementing boundaries and saying 'No' when unable to afford items.
- To support the child's education and explore alternative options for her.

3. What are the baseline descriptions for this individual on the key metrics:

3.1. Home and Money

Note: The outcomes star point which relates to both housing / accommodation and finances is "home and money". These have been split out for the purposes of the case study, with the same score being used, but drawing on the narrative in the interview to contextualise each element of their experience.

3.1.1. Housing / Accommodation

Before moving to GHH, the family was living in temporary accommodation. The hotel lacked basic amenities such as cooking facilities and a washing machine, making daily living challenging and expensive. They had to use external laundry services and eat out frequently, which added to their expenses and stress. After their application was approved, they moved into GHH accommodation around October 2023.

GHH provided substantial support during the move, including transportation from the temporary accommodation, and access to essential household items like beds, sofas, tables, and kitchen supplies. The new accommodation was a significant improvement over their previous living conditions, offering more stability & comfort.

GHH staff were very supportive during the transition period, regularly checking in to ensure the family had everything they needed. They helped set up utilities and provided ongoing assistance with household management. The parent mentioned how having a proper dining table and a more equipped home environment greatly improved their daily life, as they had previously lived in a bedsit where they could only eat on the bed.

The new accommodation allowed the family to host the parent's other children, who live with their father, during weekends and holidays.

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Family / Goals and key metrics

This was important because, in the previous accommodation setup, the council did not allow the other children to visit, and the family missed out on spending time together. The new home, with an extra bedroom and garden access, provided a safe and private environment conducive to family visits and outdoor play for the children.

“
Having a home and feeling secure in an area, especially with measures like ring doorbells and cameras on the street, really helps us feel safe.

3.1.2. Finances

Before moving to GHH, the parent mentioned having a difficult financial situation with a significant amount of outstanding debt. They felt overwhelmed and unsure about how to manage or repay these debts, contributing to financial stress and instability.

After moving into GHH, they received support in managing their finances, including help with debt management and setting up a repayment plan. This support included consistent communication and guidance, which helped the parent understand what needed to be done to address their financial obligations. This assistance led to greater financial stability and reduced stress, enabling the parent to feel more in control of their financial situation and focus on improving other aspects of their life.

Outcome star scores (Home and Money point)

Baseline (Oct 23)

Prior to moving in 6-month review 10-month review

4	3	5
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The parent's aspirations for their home after 3 years include continuing to live in a stable, secure, and comfortable environment that meets their family's needs. They hope to maintain a well-kept and welcoming home where they can feel safe and at ease. For their finances, the parent aspires to achieve full financial stability by implementing boundaries around spending, effectively managing and repaying any remaining debts (and not getting into debt again), and ensuring a consistent and reliable income through their employment. They aim to be financially independent and able to provide for their family without financial stress.

Aspiration after 3 years

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Family / Goals and key metrics

“
They are very supportive, very understanding, and caring. And they’re there to listen. You feel confident because I’m quite a quiet, shy person, but with the GHH team, you feel like you can just go to them about anything, and they would be there for the family.”

3.2. How They Feel (Mental Health, Wellbeing and Physical Health)

Before moving to GHH, the parent experienced significant mental health challenges, including hospitalisation and the need for medication, largely due to unstable living conditions and lack of support. The parent described feeling “stuck in a rut”. After moving to GHH, the parent’s mental health and overall well-being improved significantly due to the stable environment, consistent support from staff (such as regular check-ins and assistance with daily needs), and access to mental health resources such as the Crisis Café (where they could access mental health support, engage in activities like meditation and yoga, and have a safe space to go if feeling unwell).

The parent expressed feeling better overall, with a renewed sense of routine and structure that helped alleviate some of their previous anxiety and depression. The parent mentioned feeling grateful for the care and support provided by GHH, which made a significant difference in their mental health journey.

While the parent did not report specific physical health problems, their improved mental health and well-being likely had a positive impact on their overall physical health e.g. they mentioned feeling more active and engaged in daily routines and community activities. The support from GHH helped the parent feel more secure, less isolated, and better equipped to manage both their mental and physical health.

Outcome star scores (How you feel point)



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Family / Goals and key metrics

“
We have community activities like barbecues, sports days, and movie nights... It's lovely to feel like we have a say in what happens here.



3.3. Friends and community

Before moving to GHH, the parent and child had limited social connections and felt isolated due to the lack of a supportive community in their temporary accommodation. After moving to GHH, their social interactions improved significantly through participation in community activities and events. The community at GHH provided various activities, such as coffee mornings, summer clubs, community barbecues, and sports days, which allowed them to meet new people and build relationships.

The parent mentioned that these events were crucial in helping them feel less isolated, and more integrated into the community, especially for their child, noting that they provided opportunities for the child to develop friendships and build social skills in a supportive environment. It also helped them to develop a sense of safety and belonging. The parent specifically mentioned the planning of the sensory garden project, which has enabled everyone to participate and voice their preferences, fostering a sense of involvement and ownership. The parent appreciated this inclusive environment.

Outcome star scores (Friends and Community point)

Baseline (Oct 23)
Prior to moving in 6-month review 10-month review

5	7	10
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They hope to continue participating in community activities and events, fostering meaningful relationships with neighbours and other residents. The parent also wants to see their child develop friendships and become more socially engaged, reducing feelings of isolation and enhancing their overall sense of belonging.

Aspiration after 3 years

Grosvenor Hart Homes Impact Case Study

Family / Goals and key metrics

“
I’m really looking forward to my new job... I’m really excited about starting. I wasn’t thinking about employment at all last year, but now, thanks to the boot camp for health and social care and the interview with the NHS, I’m ready to start this new role.”

3.4. Work

Before moving to GHH, the parent was unemployed and felt directionless regarding job opportunities, which contributed to financial stress and uncertainty. After moving to GHH, they received support in gaining employment, including guidance through a health and social care boot camp, which led to a job in healthcare (which they are due to start in September 2024). GHH helped them navigate the recruitment process, including completing necessary training courses such as health and safety. They will start part-time with plans to gradually increase their hours, balancing work with other responsibilities. This employment will provide the family with further financial stability, allowing them to manage debts more effectively and improve their overall well-being.

Outcome star scores (Work)

Baseline (Oct 23)
Prior to moving in 6-month review 10-month review

2	2	9
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Their goals is to become fully settled in their new job and possibly advancing within the field. They hope to increase their work hours gradually from part-time to full-time and aim to gain further skills and experience in their job. Their goal is to achieve long-term job stability, financial independence (including exploring paying off debt and not getting into debt again), allowing them to support their family more effectively.

Aspiration after 3 years

Grosvenor Hart Homes Impact Case Study

Family / Goals and key metrics

3.5. Their child's health, emotions, behaviour and learning

Narrative for these sections of the outcomes star:

Before moving to GHH, the child exhibited behaviours related to anxiety and OCD, such as reluctance to attend school and discomfort with using shared spaces like bathrooms. The child struggled with anxiety around social situations and independence, which led to significant school avoidance and missing a lot of education and a feeling of isolation.

GHH has been proactive in supporting the child's health needs. For example, GHH helped the family register with a local GP and provided assistance with accessing healthcare services. They also facilitated a dental appointment for the child when needed and covered the cost, demonstrating their commitment to addressing the child's specific health requirements.

GHH arranged for a home tutor to help the child catch up on missed education, focusing on key subjects like English and Maths. This support aimed to prepare the child for taking their GCSEs, aligning with their educational aspirations and helping them overcome previous learning setbacks.

The dip in the outcomes star scores around the child's learning and behaviour at the second review (as seen in the table below) could be attributed to ongoing anxiety, behavioural challenges, adjustment to new routines, the impact of OCD, and the evolving nature of their social and emotional development. The child's ongoing anxiety and discomfort with new or social situations may have interfered with their ability to fully engage with the tutoring sessions or retain information effectively, causing a dip in learning outcomes. The transition to a more structured environment, while generally positive, might have brought about stress or challenges that impacted fluctuations in behaviour and ability to focus on learning, as they navigate new social dynamics and educational demands.

The stable and secure environment at GHH, along with community support (and attending social activities and community events), helped the child feel more comfortable and confident, leading to better outcomes.

“
My child is quite timid and anxious... since we've been here, she's got a home tutor really good and they paid for it and she's now working towards doing the GCSEs what she wants to do. So it's been really good.
”

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Family / Goals and key metrics

Outcome star scores (Child's Health, Emotions, Learning and Behaviour)

	Baseline (Oct 23) Prior to moving in	6-month review	10-month review	Aspiration after 3 years
Child's Health Score	7	7	8	The parent's aspirations for their child after 3 years include seeing them successfully complete their GCSEs and continue their education, potentially pursuing a career in a field they are passionate about, such as in healthcare. They hope their child will build confidence, improve their social skills, and manage their anxiety better, leading to greater independence and stability. The parent also wishes for their child to feel secure and supported, both emotionally and academically, and to have a strong foundation for their future.
Child's Emotional Score	6	6	9	
Child's Learning Score	5	2	8	
Child's Behaviour Score	9	8	10	

3.6. Keeping their child safe

Aside from the points already discussed in section 3.5, the parent also noted that the child feels more secure in their new home, particularly due to the safety measures like ring doorbells and community cameras. This sense of safety has helped alleviate some of their anxiety and allowed them to feel more comfortable in their living environment.

Outcome star scores (Keeping their children safe)

Baseline (Oct 23) Prior to moving in	6-month review	10-month review
9	9	8
As in table to the left.		
Aspiration after 3 years		

Grosvenor Hart Homes Impact Case Study

Family / Goals and key metrics

3.7. Family routine

Daily Meals and Eating Habits

Before moving into their new accommodation, the family relied heavily on quick and easy meals, such as sandwiches. After moving in, they could enjoy home-cooked meals regularly, which allowed them to have more structured and communal family time, like sitting down together in the dining room .

Children’s Weekend Visits

The parent has two other children who live with their father but come over on weekends. The parent said that this routine was established during her hospitalisation: the children stayed with their father and started attending school near his home. Having a stable home allowed for these visits to happen more comfortably, with a dedicated space for the children to stay over.

Community Engagement

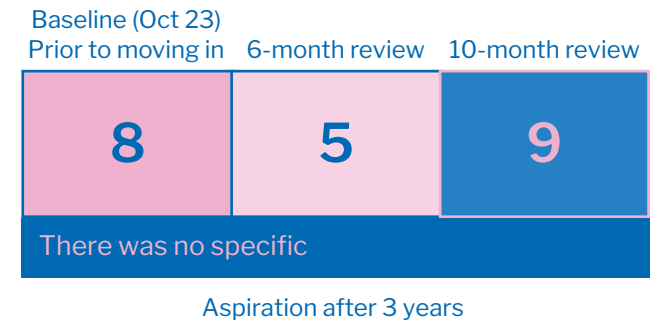
The family participates in various community activities, such as coffee mornings, summer clubs, and community events like barbecues and movie nights. These activities have become a part of their routine, helping them integrate more into the community and build connections .

Education and Job-Related Routine

The parent mentioned a structured daily routine involving both their work as a healthcare assistant and their child’s education. They have established a routine to manage work commitments and ensure the child attends her educational sessions regularly.

Overall, the new stable living environment has enabled the family to establish a healthier and more structured routine, contributing to a better quality of life and stronger family bonds.

Outcome star scores (Family Routine)



There was no specific

Aspiration after 3 years

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Family

Activities & approaches

4. What happened straight after the family was referred to GHH

After being referred to GHH by the local authority, the family was introduced to GHH services by a support worker. They met with a GHH representative, toured the accommodation, and received assistance with the application process. Upon acceptance, they were provided with essential household items and moved into a new house.

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

GHH has provided stable accommodation and continuous support, including assistance with furnishing the flat, setting up utilities, and addressing debt management.

The young person has received home tutoring to catch up on missed education, while the parent has accessed training and secured employment in a healthcare setting. GHH also facilitated participation in community activities to build social connections.

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

The family accessed several GHH support services, including the family assistant service, mental health and wellbeing support, job brokerage, community curriculum and life skills and training – as well as community engagement activities such as coffee mornings, summer clubs, and social events.

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

GHH referred the family to additional external support, including healthcare services such as GPs and dentists. They were also connected with the Work Zone for educational support and exam preparation.

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)

Key insights include the positive impact of stable housing and comprehensive support on mental health, employability, and education. The importance of community involvement and personalised support plans were highlighted, demonstrating significant improvements in well-being and stability.

“
The main thing was having the support network there... That's somebody just to help, you know, move things along and stuff. Yeah, that's been the main thing. It's really helped both me and my child.

”

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Family / Key findings & insights

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

Most Helpful: the consistent support and understanding provided by GHH staff, which helped them feel more secure and confident in managing their lives.

Least Helpful: not explicitly mentioned, but any initial uncertainty or nervousness during the transition period was mitigated by GHH's support.

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

The parent would share their positive experience, highlighting the support and stability provided by GHH and noting that while it might not be for everyone, it offers significant benefits for those in need of support and community.

“
I'd share the whole experience and tell them what it entails... it's really good.
”

General findings and insights

The case study shows that with stable housing and comprehensive support, individuals can achieve significant improvements in multiple areas of their lives, including mental health, education, employment, and social connections. GHH's approach to personalized care and community building plays a crucial role in fostering these positive outcomes.

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Appendix

Appendix 1: Methodology

This data in the case study has been gathered by use a semi-structured virtual interview with the parent, 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: Family 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 Family Star that GHH is using are:

- My children's health
- How I feel
- My children's emotions
- Keeping my children safe
- Friends and community
- My children's learning
- My children's behaviour
- Our family routine
- Home and money
- Work

Ten scores on the Outcomes Star

1 2 Stuck (1–2 out of 10)

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

Example: In the area of 'family routine', a family might feel they have no control over their environment and struggle to set or enforce appropriate strategies to keep everyone on track.

3 4 Accepting Help (3–4 out of 10)

Description: The family begins to recognize their difficulties and the need for support. They are willing to accept help and are starting to engage with services or support networks, though they have not yet achieved significant progress.

Example: In terms of 'how I feel', a parent might begin attending counselling or therapy sessions to manage stress and anxiety, but is still finding it challenging to implement strategies consistently.

5 6 Trying (5–6 out of 10)

Description: The family is actively working towards their goals, showing some initial improvements. They are beginning to implement changes with the support of services, developing new skills and routines.

Example: In the area of 'my children's learning', the family might have started engaging more with their child's school and supporting homework routines, leading to some initial improvements in the child's educational progress.

7 8 Finding What Works (7–8 out of 10)

Description: The family is making significant progress and learning effective strategies to maintain their improvements. They are becoming more independent, requiring less frequent support as they build confidence and resilience.

Example: Regarding 'Home and Money', a family may have developed a budget, is managing their expenses more effectively, and is beginning to save for future needs, demonstrating growing financial stability.

9 10 Managing Well (9–10 out of 10)

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

Example: In terms of 'friends and community', the family might have established a strong, supportive network of friends and community connections and is actively participating in social and community activities without needing ongoing support to do so.

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Appendix

How the Family Star should be used

1. Initial Assessment

Conduct an initial assessment with the family to understand their current situation across various areas, such as parenting, routines, boundaries, safety, and emotional well-being. The practitioner and family work together to rate their position on the Family Star scale from 1 (stuck) to 10 (self-reliant) for each area.

2. Goal Setting and Action Planning

Collaboratively set realistic and achievable goals with the family based on the initial assessment. Develop a detailed action plan that outlines the steps needed to move from their current position to a higher point on the star. This plan should include timelines, resources needed, and support services involved.

3. Regular Monitoring

Monitor the family's progress regularly by reassessing their position on the Family Star scale. This typically involves quarterly reviews where practitioners discuss achievements, challenges, and any changes in circumstances with the family. Adjust the action plan as necessary to ensure continuous progress.

4. Review and Reflect

Review the family's achievements and reflect on their journey during each monitoring session. Celebrate successes, address any ongoing challenges, and identify areas that may need additional focus. Update goals and action plans to reflect the family's evolving needs and aspirations.

5. Provide Continuous Support

Throughout the process, offer consistent support, encouragement, and resources to help the family achieve their goals. Use the Family Star as a visual and collaborative tool to foster open communication, build trust, and empower the family to make positive changes in their lives.