

# Case Study



## Profile Overview

**Location:**  
West Berkshire

**Reason for Enquiry:**  
Family needs extra support with mother critically ill in hospital.

**Objective:**  
To find support for the family at this stressful and worrying time.

**Time Spent:**  
1 hour

## Finding Family Support during a mother's critical illness.

### Background:

A godparent of three children under 5 years called the Family Information Service and spoke to an Information Officer. The godparent explained that the children's mother was currently in a critical condition in hospital. Their father needed extra support with the children.

She added that if the mother recovered she would need a long period of rehabilitation. The father wanted to find a nanny who would be able to take the children to nursery and also be of support and help around the house.

### Solution:

The Information Officer sent a list of nanny agencies to the godparent to pass onto the family. The IO also passed on details of the Family Support Workers at the local Children's Centre who would be able to offer some support. She also provided details of Homestart—a charity offering support to families with children under 5.

The godparent explained that

there was a chance that the mother might not survive and the IO mentioned information about the various child bereavement and counselling services that were available should that occur. The information could be found on the Family Resource Centre UK website alongside other organisations that might be of support.

### Conclusion:

The family received the information and support that they needed in the immediate circumstances and were informed of other sources of support and counselling should the need arise in the future. The godparent forwarded the information to the family for them to decide their next step.

### Referrals:

Home Start - West Berkshire.  
East Downlands Family Support Worker at the Children's Centre.

### Every Child Matters:

Be Healthy.

WB Q2 01 10-11

**Web: [www.familyresourcecentreuk.org](http://www.familyresourcecentreuk.org)**

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