

7) Case Study: Parents needing additional support

This case study demonstrates how a parent was able to develop her knowledge and boost her confidence to empower her to fully participate and make the decisions to support her child. The parent attributed this to the IS taking the time to explain things in a way that made sense to her and addressed her questions and concerns.

Precious's Story

A young family had recently arrived from Nigeria, and had attempted to enrol their children into a local school. However mum was informed that the school was unable to support her daughter (her youngest child), Precious, as it couldn't meet her SEN. The parent was instead referred to the LA who informed her that they would conduct an EHCP assessment and arrange for Precious to be assessed by several health professionals to aid them in identifying her needs and finding an appropriate school.

Precious's mum contacted the IS service and informed them that she had been provided with the EHCP Section A, however, did not feel confident in completing it and was unsure if she was doing it right. The IS arranged a home visit and the mum stated that no one had explained to her exactly what SEN means, what an EHCP is or the roles of the different health professionals, even though she was completely new to this system. Precious's mum also explained that whilst she recognised that her youngest daughter was a little slower than her other children, she didn't view it to be a major concern. She certainly didn't realise it would impact on deciding which school she could attend. The IS was able to spend a considerable amount of time with the parent answering her questions and concerns as well as help with completing section A.

The family were scheduled to attend an EP, SaLT and OT appointments within the next couple weeks so the IS advised Precious's mum to make sure she asked any questions of the professionals involved, if there was anything she did not understand.

Precious's mum received the draft plan a few weeks later and asked the IS to assist her with providing feedback to the LA on her views. In addition to this the IS also sent information on the SEND reforms for parents and good examples of EHCPs.

The IS arranged to meet with Precious's mum to go through the advisory notes she had sent to the mum and look at the draft EHCP. It was evident during this visit that Precious's mum had taken time to develop her knowledge and understanding of her daughter's needs and of the EHCP and process. Mum had already identified the areas of key concerns that she had with the draft EHC plan herself, including incorrect information and nonspecific outcomes. The IS role now was merely so mum could double-check her understanding.

Mum recently contacted the IS again to say thank you for the support during the process and also to provide an update on Precious's situation. The amendments she had requested had been accepted and she had visited several schools and decided which one she believed would be best to support her daughter's needs.