

3) Case Study: Building Trust

This case study illustrates that when someone says they don't need support, it doesn't necessarily mean that and perhaps it may even mean the opposite!

Keagan's Story

The story I wish to share is more in relation to Keagan's family and the support I was able to give them all as a whole.

Keagan's dad contacted the IS service stating he didn't require an IS; he was able to attend his own meetings and sort this all for his son by himself, he just wished for a little help in writing a letter in relation to the planned transfer review for his Keagan. He stated he was angry with the school his son attended and he had numerous issues with the support that Keagan currently received as part of his statement. If he sent in his own letter he felt it would come across as shouting & possibly include some inappropriate wording but felt he wanted to write a letter, as it would be circulated to all professionals working with his son, prior to the transfer meeting.

I worked alongside Keagan's dad to produce an appropriately worded letter, that he felt raised all his concerns in a concise way and would support Keagan's transfer to an EHCP. I was also able to use this time to explain the full role and possible benefit of an IS and how I would be able to support the family further through the process of transfer from Keagan's statement to his new EHCP. I was also able to dispel a few myths, as Keagan's dad felt he would have to contact the appropriate professionals and write Keagan's plan for himself!

Following this successful letter writing & I feel gaining a rapport with Keagan's dad, he agreed to allow me to support his family through this transfer process.

I had a further meeting with dad and then got to meet Keagan's mum & younger brother, before finally meeting with Keagan. I was able to make home visits with Keagan which made him far more comfortable whilst he spoke to me about his school life, the things he liked and didn't like, how he enjoyed his holidays and very much playing on his computer & games consoles. We spoke about his aspirations for the future and how he would like to go to college and the possible courses he would like to do. I was able to put together a great profile and lots of helpful information for his transfer review meeting in relation to both his & his parents' view, wishes & feelings for the future.

The transfer review meeting was a lengthy, however, positive meeting, which Keagan was present for the majority of and was provided with opportunities to contribute his views. Keagan's parents were both present and were able to speak openly and honestly throughout, questioning past provision that had perhaps not met Keagan's needs but accepting this was to be a new plan and an ideal opportunity to make changes and provision that would meet Keagan's future needs. I was able to explain things to the family during the meeting whenever professionals started to discuss provision which the family were not aware of, or if they were unclear what the provision would entail. We also discussed the option of a personal budget and the options available to Keagan.

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At the end of the meeting Keagan's dad thanked me for my support and he said he felt supported in the meeting, as his past experiences with the school hadn't always been positive.

The school sent both the family and myself a copy of the transfer review meeting documentation that was due to go to the LA, once again I was able to support Keagan's dad to make the necessary changes he felt were required before it being resubmitted.

I believe the support I have been able to give Keagan's family throughout this process will provide Keagan with a great EHCP that will develop and change along with Keagan and provide him with the appropriate support to follow him into adulthood.