

# *Case Study*

## **A Family Centred Approach to Care**

*Enabling independence, reducing caring pressures and creating opportunities for meaningful family time.*

# Background



Bluebird Care was approached to support a mother living with Multiple Sclerosis (MS) whose primary goal was to remain independent whilst continuing to provide a loving, stable home for her young daughter.

Living with a progressive neurological condition, she experiences:

- Reduced mobility
- Significant fatigue
- Fluctuating physical health
- Increasing difficulties with household tasks

Whilst determined to maintain her independence, she recognised that additional support was needed to help manage day-to-day life and preserve her energy for the moments that mattered most.

The family's priority was clear: ensuring she could continue being a mum first and foremost.

# Life Before Bluebird Care



Before joining Bluebird Care, life had become increasingly challenging for both mum and daughter.

As mum's MS progressed, everyday tasks became more difficult due to reduced mobility, fatigue and fluctuating symptoms. Despite these challenges, her focus remained on maintaining her independence and continuing to be the best mum she could be.

Naturally, her daughter became increasingly caring and supportive. She would often:

- Help her mum with day-to-day tasks
- Worry about her wellbeing
- Take on responsibilities beyond what would normally be expected of a child

Whilst their bond remained incredibly strong, the family wanted to reduce these pressures and ensure they could spend more quality time together as mum and daughter

# Building Trust



The situation was further complicated by previous experiences with another care provider.

Although support had been put in place, the relationship broke down because mum felt care staff were beginning to take over aspects of her parental role rather than supporting her to remain the parent.

As a result, trust was understandably a significant factor when exploring support options. From the outset, it was essential that any care package:

- Respected mum's role as a parent
- Promoted independence rather than dependency
- Supported family life rather than replacing it
- Built positive and trusting relationships

Ideally, both mother and daughter would receive support from the same trusted provider, enabling continuity, consistency and strong relationship-building.

However, at the time of assessment, Bluebird Care was not registered to provide children's care services.

# Creating Opportunities for Family Time



Recognising the importance of preserving the mother-daughter relationship, we introduced a dedicated four-hour support visit each week.

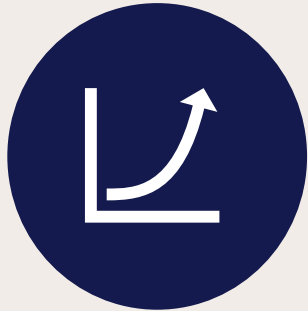
During these visits, care professionals support mum to take her daughter on outings and enjoy experiences together that may otherwise be difficult due to the impact of her MS.

These visits allow them to:

- Spend meaningful quality time together
- Create positive memories
- Maintain family routines
- Access community activities safely
- Focus on enjoying each other's company rather than care needs

Their most recent outing was a day trip to **Matlock Farm**, where they were able to enjoy time together as a family whilst receiving the practical support needed to make the visit possible

# Key Outcomes for Mum



**Maintained independence within her own home.**



**Maintained independence within her own home.**



**Reduced stress and reassurance that support is available when needed.**



**Greater opportunities to access the community and enjoy activities with her daughter.**



**Built positive, trusting relationships with a consistent team of care professionals.**

# Key Outcomes for Daughter

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Reduced pressure to take on caring responsibilities.



Reassurance that mum was safe and has support in place when needed.



Reduced stress and reassurance that support is available when needed.



Increased stability and consistency within family life.



Able to focus on being a child rather than worrying about mum's care needs.

# Most Meaningful Outcome



Perhaps the most significant outcome has been the strengthening of the mother-daughter relationship.

By reducing the practical challenges created by mum's condition, support has enabled them to spend more meaningful time together.

The introduction of regular supported outings has allowed them to focus on enjoying experiences, building memories and strengthening family connections.

Most importantly, it has helped ensure that their relationship remains centred on being a mum and daughter, rather than being defined by care needs.

# Professional Feedback



Working collaboratively with professionals has been a key part of supporting this family.

Throughout our involvement, we have maintained an open and transparent approach, ensuring that any challenges are addressed proactively and with the family's best interests at heart.

Feedback from the family's Social Worker recognised:

***"This is a complex family situation, and your engagement is the best way to support this family and safeguard them moving forward. Your actions made me feel confident that the situation is being managed thoughtfully and with genuine care."***

The feedback also highlighted our commitment to learning and continuous improvement, acknowledging the proactive steps taken to strengthen staff understanding and enhance support for both the mother and her daughter.

# Shaping the Future of Family-Centred Care



This family's journey highlighted the importance of supporting the whole family, not just the individual receiving care.

Whilst we were able to support mum, we recognised that the best outcome would have been for both mother and daughter to receive support from the same trusted provider, building consistency, trust and stronger relationships.

That experience has directly influenced the future direction of Bluebird Care.

## What we're doing now

- ✓ Working towards Children's Care registration
- ✓ Investing in specialist training and development
- ✓ Recruiting compassionate professionals to support children and families
- ✓ Strengthening safeguarding, governance and quality assurance
- ✓ Designing services that place families at the centre of care

# Our Vision



To provide seamless, family-centred support that enables children to thrive, parents to remain parents, and families to stay together through life's challenges.

## **Could your family benefit from this type of support?**

We would love to hear from:

- Families exploring care options
- Social Workers and Local Authorities
- SEND professionals
- Schools and education providers
- Healthcare professionals

**If you would like to learn more about our developing Children's Services, please get in touch**

# A Future Built Around Families

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To provide seamless support for families through one trusted provider, delivering better outcomes for both parents and children.

*"Because every child deserves the opportunity to be a child, and every parent deserves the support they need to remain a parent."*



# Children's Services Coming Soon



*Registering now to deliver safe, effective and family-centred support for children and families across:*

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