



**Family In-Reach
Support**

**Believe in
children**
 **Barnardo's**

Introduction to Barnardo's

Barnardo's is the UK's largest children's charity and one of the most comprehensive providers of integrated health and social care services for children and young people, bringing over 150 years' experience of supporting the most vulnerable.

Promoting and improving child and family health and wellbeing is at the heart of our 800+ services. Since launching our first specialist counselling services 20 years ago, we now have 158 health services working in partnership with a range of commissioners including NHS England and NHS Improvement (NHSEI), Clinical Commissioning Groups (CCGs), Integrated Care Systems (ICSs), Department of Health and Social Care (DHSC), Department for Education (DfE) and Local Authorities (LAs) to deliver cost-effective and innovative integrated health and wellbeing support.

Our services operate right across the spectrum of prevention, early intervention, targeted and specialist support in a variety of place-based settings across geographical footprints.

Our offer

Barnardo's Family In-Reach Support programme offers psycho-social support to families in health settings. This aims to reduce pressures on the health system. We work with families who may not meet the threshold for traditional children's services intervention but for whom there is a health benefit of providing additional support. We focus on the causes of ill-health to make lasting change for families. This can mean meeting someone at their home, or over the phone, to talk through their circumstances and either agree an action plan or signpost onwards as agreed in partnership with the family.

The Family In-Reach Support programme is a flexible model that can be applied to multiple settings and to address multiple health issues. Our Paediatric A&E-based services support children and families attending for non-medical reasons, or where they have repeated, avoidable attendances. Over winter, when respiratory infections are common for instance, family workers discuss home environmental conditions, health promoting behaviours, and management in the home advice.



“ I felt like I could trust them. And that’s not in my nature in a way... ”

In Outpatients settings, we can offer both planned and walk-in appointments to support the wider, social aspects of health management. This can range from single contact to follow up support over a period of 6-12 months. Within Primary Care Networks, we provide a complementary offer to our social prescribing service. This targets families with wider social needs or who would benefit from more prolonged engagement with family workers to achieve lasting change.

Outcomes

The Family In-Reach Support programme is designed to reduce pressure on NHS services. An external evaluation is underway to determine how well we have achieved this.



100%

of service users
report that they
would recommend
the service to
friends and family




100%

of survey respondents
said they were more
or equally confident
in looking after their
children at home



82%

of survey respondents
reported taking the
action recommended
to them by the Family
Support Workers



“I felt like they were there for us as a family, not just the needs of the children. [Barnardo’s] gave me back some self-worth. They were there for us as a family, but recognised me as the hub of the family.”



EMERGENCY DEPARTMENT

main entrance

Q: Would you have been able to access this level of support if Barnardo's had not been in A&E?

“No, as a mum you're not aware of this service. It's really sad because they are your eyes and ears to community. I am glad they have put that service into the hospital because that is where you are the most defeated.**”**

Case study

A Family In-Reach Support service has been operating in the Lister Hospital Paediatric A&E department since January 2022. Initially this was to support winter pressures and has since been extended to a Primary Care Network in South Stevenage.

Based within A&E, the service is now part of hospital psychosocial team meetings, it receives direct referrals from A&E staff and staff approach families waiting for triage where appropriate. It also forms part of the social prescribing referral pathway. NHS staff have reported appreciating the value of the service in bringing the community into the hospital. Family Support Workers move between the hospital and the Family Hub ensuring that children and families benefit from the expertise of each and making enduring systems links between professionals.

“Our aim is to work with families who don’t really need to be attending A&E and would ordinarily be sent home. Often these people then return to A&E as the issue for them has not been resolved, yet this is placing a significant burden on teams working within the department.

Our support means that we can help families with a wide variety of issues from housing, safety and family problems. We can signpost to the GP and other local organisations depending on the needs of the family and we also run Family Centres in the area which have established local links and can provide ongoing assistance as needed. ”

Tina Douglas, Assistant Director of Children’s Services at Barnardo’s

To find out more

We'd love to hear from you. Please get in touch via [**healthteam@barnardos.org.uk**](mailto:healthteam@barnardos.org.uk) if you would like more information.

[**www.barnardos.org.uk**](http://www.barnardos.org.uk)

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