

# City & Guilds Level 2 Health and Social Care: Core

Learning Materials – Case Study  
Children and Young People – Harri

February 2024



# UPDATE FEBRUARY 2024

## Learning Materials – Case Study

### Case Study - Harri

Unit 002 and 005

#### **Updated February 2024:**

This case study and associated test papers are no longer part of the assessment criteria for the 8040-02 Health and Social Care: Core qualification.

These materials have been provided to support centres and candidates for formative assessment and revision purposes only.

For the most up to date information on the Health and Social Care: Core qualification and January 2024 assessment strategy update please visit: [\[Update\]](#) [Changes to Level 2 HSCCC Core assessments | Health and Care Learning Wales](#).

This booklet contains the case study **only**.

For associated test papers please download:

Case Study Question Set A Children and Young People – Harri

Case Study Question Set B Children and Young People – Harri

Case Study Question Set C Children and Young People – Harri

## Case Study – Harri

You are going to read a case study about Harri, who is about to move into a temporary residential setting called Hazel Grove.

The people who you will read about as part of this case study are:

Harri	The young person about to move into Hazel Grove
Rhoswen	Harri's mother
Lowri	A key worker at Hazel Grove
Morgan	A key worker at Hazel Grove
Philip	Registered manager at Hazel Grove

This case study is not based on a real organisation or individuals.

Harri is 15 and an only child. His father died two years ago following a drug overdose. His mother, Rhoswen, has been diagnosed with cancer and is being admitted to hospital for major surgery. Rhoswen's first language is Welsh and Harri is bilingual. There are no other family members able to care for Harri, therefore the family have been referred to social services.

A social worker has met with Rhoswen and Harri and put together a care and support plan, which includes a temporary placement at Hazel Grove, which is a residential setting providing short term care for young people with a view to them returning home or preparation for long term foster or residential care.

Rhoswen is unhappy about Harri living in a children's home after reading news articles about poor care in another home. However, there are no suitable foster placements available and so she reluctantly agrees to Harri moving to Hazel Grove. Harri does not want to be 'in care' but would prefer to be in a residential setting rather than with another family. The manager of Hazel Grove visits Harri and Rhoswen at home. It is agreed that the placement will be suitable for Harri's needs. Harri's needs and future options will continue to be assessed during his time at Hazel Grove. He will also be supported to attend his comprehensive school, which is within travelling distance of the setting.

Harri's school is an important source of stability in his life. His teachers are positive about his attitude to schoolwork and his chances of success in next years' exams. However, they report that following his father's death he has been quite withdrawn.

To ensure Harri's move to Hazel Grove goes as smoothly as possible, the social worker arranges to take Harri and Rhoswen for a visit to Hazel Grove so he can have a look around and see his room.

At Hazel Grove, key workers Morgan and Lowri have been allocated to work with Harri. Lowri recently started work at the setting and has completed the induction programme. This is Lowri's first job in residential care so she will be working alongside and shadowing Morgan, who has worked in the setting for five years and will be Harri's key worker. Lowri is bilingual (Welsh and English).

The visit to Hazel Grove is scheduled for a day when both Lowri and Morgan are on shift. Unfortunately, due to her illness, Rhoswen is not able to attend. After reading the notes of the home visit, Morgan and Lowri welcome Harri and his social worker to the home. They introduce themselves, show Harri and his social worker around and introduce them to the other young

people and workers. Lowri notices that Harri appears uncomfortable and doesn't interact with the young people who are present.

Lowri and Morgan show Harri his room and take the opportunity to get to know him a bit more. They find out that Harri is worried about his mother's health and Morgan asks Harri if he would like Lowri to go with him to visit her regularly whilst she is in hospital. Harri says yes. Harri is also worried about the other young people in the home knowing how his father died. In the past, he has been bullied about this. Morgan reassures Harri that personal information would never be shared with other young people by the staff. Morgan tells Harri that he knows it must have been difficult to lose his dad. Harri nods and looks down at the floor. Morgan puts his hand on Harri's shoulder and reassures him that all the staff at Hazel Grove will work with his mum, social worker and school to make sure he is safe and well cared for.

Lowri asks Harri what he likes to do outside of school. Harri says he plays football with his local team. Lowri says she also plays football and asks if he would like her to help him attend training and matches whilst he's at Hazel Grove. Harri is very pleased that he can carry on playing. Lowri asks if he would like help bringing more belongings from home and to personalise his room. He is pleased and agrees.

Morgan explains to Harri that when he moves to Hazel Grove, he will work with him and other workers to develop a personal plan. Morgan suggests that Lowri makes a record of the key observations and discussions from the day's visit. He advises that this will help her to support Harri and develop his personal plan.

Later that day, after Morgan and Lowri have left, Rhoswen rings the setting to see how the visit went. Although the phone is answered in Welsh, it is explained there isn't a fluent Welsh speaker on shift, so Rhoswen struggles to continue the conversation in English. This is recorded in the daily log, which Lowri sees the next day.

Lowri meets Philip, the registered manager, for supervision. She talks about yesterday's visit and how she is concerned that Harri was very quiet and withdrawn. She has been thinking about how he has coped with his father's death and how anxious he must be feeling about his mother's health. Philip confirmed that he would discuss these concerns with Harri's social worker.

Lowri raised the fact that there wasn't a Welsh speaker available when Rhoswen rang the setting. Lowri asks if it would be helpful to let Harri's mother know when she is on shift.

Philip helps Lowri to reflect on the steps that have been taken to help Harri feel more secure, for example, by making sure he can continue attending the same school, continue playing for his local football team, and taking him to visit his mother in hospital. He also suggested some reading for Lowri in relation to young people's experience of bereavement and booked her on a course.