

City & Guilds Level 2 Health and Social Care: Core

Learning Materials – Case Study
Children and Young People – Kaira

February 2024



UPDATE FEBRUARY 2024

Case Study Learning Materials

Case Study - Kaira

Unit 002 and 004

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 - Kaira

Case Study Question Set B Children and Young People - Kaira

Case Study Question Set C Children and Young People - Kaira

Case Study – Kaira

You are going to read a case study about Walnut Street, which is a residential setting for young people.

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

Kaira	A young person at Walnut Street.
Catrin	Kaira's key worker.
Dyfan	The care and support worker who will be supporting Catrin.

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

Kaira is aged 13 and is moving to Walnut Street, a residential children's setting in South Wales. She had been living in England with her mother, her mother's partner and brothers, aged 6 and 8. However, she ran away from home on numerous occasions recently, amid increasing concerns about her safety and well-being. Kaira had begun to associate with young adult males in the local area and her social worker felt she might be at risk of exploitation. Her school expressed concern about her mother's ability to care for Kaira and that she was increasingly becoming quiet, withdrawn, and non-communicative.

Kaira's mother has a history of substance misuse and there have been periods when her lifestyle has been unpredictable and chaotic. Kaira's father left 5 years ago and has shown little interest in maintaining contact with Kaira or her brothers since then. Their father's absence and mother's substance misuse has meant that Kaira and her brothers have not always been provided with safe and consistent care or clear boundaries. At times, Kaira has taken responsibility for the care of her younger brothers. Kaira has a poor relationship with her mother's partner, who moved in six months ago. Kaira's brothers remain at home at the moment, but there are ongoing concerns about their well-being.

Kaira's social worker felt she needed to be placed at a distance from her home area in order to help protect her from the adult males she was associating with. Walnut Street is home for six young people aged from 10 to 18. Kaira is very unhappy about being placed so far from her home. She is also worried about having to change school and anxious about making new friends.

The registered manager of Walnut Street visits Kaira and her mother at their home. She briefs the care and support workers who will be supporting Kaira on her family life, home situation and background. Catrin will be Kaira's key worker. She has over 5-years' experience in residential children's care. Catrin will be supported by Dyfan, who started work at Walnut Street a few months ago.

The other young people living in the setting are still at school when Kaira arrives with her social worker. Catrin shows them the home, including Kaira's bedroom. Kaira doesn't like the way the bedroom has been decorated and Catrin explains that she will help Kaira to redecorate it and make the room her own. They then meet with Dyfan and Kaira's social worker to go through the young people's guide. The guide explains that workers need to have consent before entering bedrooms unless there are concerns around safety.

Catrin then explains the weekly activities in the home, the rewards system, pocket money, health and dental checks and the space and resources she will have to do her homework. She talks through the setting's routines and bedtimes, as well as the behaviours that are expected from the young people. Catrin also describes the role of the advocate, who visits the home regularly. Kaira hasn't had an advocate before and thinks it is a good idea. Kaira says she has

never had any regular pocket money. The homes structures and basic routines are also very different to her experience of life at home.

Catrin notes from Kaira's care and support plan that Kaira is a talented artist, and she asks if Kaira might be interested in attending art classes for young people run by a local group. Kaira agrees. Catrin asks her if she would like to take part in some of the other activities the home offers, such as ice skating, rock climbing and trips to the seaside. Kaira has never been ice skating before and would really like to go, she but is worried about falling over. Catrin reassures her and talks about the weekly house meeting where young people can suggest activities that they might like to take part in as well as discuss other issues. Kaira says she doesn't like talking in groups.

Arrangements are made for Kaira to visit her mother and brothers on a regular basis. Catrin introduces Kaira to the other workers and young people when they return from school. She arranges for Kaira to meet another girl who is attending the same school Kaira will be going to, so she can learn about her new school. Kaira seems reassured by the meeting and the information the girl shares with her.

As several of the children living at Walnut Street have been subject to or considered to be at risk of sexual or criminal exploitation, the home has developed a very structured approach to young people's access to mobile phones and the internet. This includes a number of 'stages' which young people are able to work through as they demonstrate that they are able to accept greater responsibility.

Over the next few months, Kaira begins to feel more settled at Walnut Street and seems to be benefiting from not having so much responsibility for her young brothers. Catrin has taken Kaira to visit her family regularly as promised. Her physical health has been good, but she is upset she has developed acne. Dyfan shows her some tablets on the internet which he thinks will help her and offers to get her some.

Since Kaira moved to Walnut Street, the care of her two younger brothers has deteriorated further and social services have decided to start care proceedings. Kaira has seemed more relaxed since her brothers were removed from home and less anxious about them. Catrin has continued to support Kaira to visit her brothers regularly.