

Social Work Online Team Training (SWOTT) toolkit

An introduction to trauma-informed practice

LEARNING OBJECT 2:

CASE STUDY 2: THE DIRAKU FAMILY

Agnes Diraku, and her two children (Bora and Burim), arrive in the UK from Albania, seeking asylum. Agnes and her children are accommodated in a local hotel designated for people seeking asylum. The family are one of two families from Albania in the hotel.

During the social work assessment undertaken with Agnes, via an interpreter, it became clear that she had fled domestic abuse from her husband who she believed remains living in Albania.

Agnes stated she had paid some people money to bring her and her children to the UK. It was difficult to understand Agnes's story as she continually went over the same parts and struggled to listen to the questions being asked by the social worker. She became tearful and stated that she was scared that her husband would find her.

Her youngest child, Bora (aged 10 years), was attending school however the eldest child, Burim (aged 15 years), had refused to attend, stating that he wanted to be a gangster and did not need to attend school.

Agnes was observed in the hotel as being low in mood, isolating herself, crying a great deal and consistently sharing her story with staff. She ruminated over areas of the story, and she spoke of her fear when she heard shouting from other residents. Agnes demonstrated a lack of interest in the children and her appearance became unkempt.



Questions:

- What is going on for Agnes with regard to her emotional / mental health?
- What brings you to this conclusion?
- How would you approach the situation with the family?
- What interventions, if any, would you suggest and for whom?
- Consider the circumstances that the family have managed; which event would you consider to be the main traumatic event and why?



University of
Sheffield