



Case Study

Rising Star Homes



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A little bit about Rising Star Homes

Rising Star Homes offer care and support for children with emotional and behavioural difficulties. The team are passionate about enhancing children's life chances by placing the wellbeing of individual children at the heart of everything they do. Additionally, they provide individually tailored education and skills-based work programmes, as well as Behaviour Support Plans or Pathway to Independence Plans when appropriate.

Luke Miles is the registered manager of Crystal House at Rising Star Homes. He has been working within residential child care for almost nine years, and was a youth worker before that.

He started his career in working with children while still a child himself, volunteering with youth work organisations from the age of 15, after needing support from a youth group for himself.

"In working with the youth group I found myself with a sense of belonging. I only started doing simple tasks like setting up charity events and youth club nights but it was really good for me. I learned that I wanted to help other people the way that I was helped."

Luke Miles

Registered manager at Rising Star Homes

"Since using bMindful, everything has changed within the home I run. The child I look after has grown in the short period of time that we've worked with bMindful, and I've grown with my understanding of the bMindful services that are delivered."



How has bMindful helped?

*"I don't know how else to explain it, but from the minute we started speaking and even up to this point, it felt like this was meant to happen. **From the way they speak, the way they do things. They're not hiding anything from you. There's no small print. Just a genuine desire to help the people that need it, from the very top, to the staff that help us directly.**"*

Luke believes in fostering an environment where staff are free to work how they see fit, so long as they have *"pure heart and a clear head"* and knows that bMindful's influence is helping them gain the knowledge, understanding and background to do their job in the way that feels right for them.

Not only does he appreciate the practical support and knowledge they provide but recognises that it serves as a positive reminder that they are not alone. He recalled all the times that it's felt impossible to fully support a looked-after-child, *"You'll be racking your brain trying to figure out how to help a child realistically and in that reality, you probably can't properly put yourself in their position without any outside input. You need intellectual and moral support that is external to that home."*

*"Everyone used to look at the managers and expect them to know everything all the time but we don't have all the answers which is why **having a team like bMindful on hand has been amazing. They've completely exceeded my expectations.**"*



Empowering staff for better carer retention

The support that bMindful provides has been incredible for Luke and his team and allows them to do more with their time and energy.

*"I like to believe that I am good at what I do, but my knowledge only goes so far and I'm also responsible for a lot in this organisation. **Having an organisation like bMindful come in is something I've been wishing for since I opened up this residential home.** The input you get isn't just a quick email, or a once-a-month meeting cancelled or forgotten about. They work alongside us, and their support goes above and beyond. They haven't just built a rapport with me, but my team and even the child we look after. She [Aimee Thornton, Art Psychotherapist] has genuinely read, commented on and given us feedback on every document, thought or question we've had. I can't thank her or them enough."*





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“Since using bMindful, everything has changed within the home I run. The child I look after has grown in the short period of time that we’ve worked with bMindful, due to the therapeutic input delivered by the clinician”

- Registered Manager Luke Miles



The challenges we faced before

“There was no clear therapeutic or clinical practice in place regarding the young person in our care. I’m a massive believer of therapeutic input, especially when it’s external to the home or organisation. They can spot the issues that you don’t see, which is incredibly important to me here at Rising Star. I’m the most experienced person in the team, but I’m definitely not a trained psychologist or psychotherapist. So we were missing a big part of what we should be doing to support these kids, and we could see the impact of not having that external support.”

Luke described how without that expert knowledge, you just cannot fully understand or support someone who struggles to advocate for themselves.

*“We were struggling to identify patterns, we were struggling to identify whether or not we were doing the right thing, and **since having that input it’s become so much clearer that therapeutic input is what was needed.**”*

“I like to think of it as a LEGO set. It’s nearly impossible to build a specific model exactly right without the instruction manual. You’ve got so many tiny pieces that you need to put into place. For me, it’s the same for residential childcare. You need to understand and meet all the basic needs of the child and then what’s impacted them, before we can fully support them. bMindful has helped us find the pieces.”

Measurable outcomes for our children

"He's much more settled now, because we've had the opportunity to learn so much more about him."

Despite the difficulty in measuring outcomes, Luke has noticed how much of a difference that bMindful's support is making to the young man in his care.

*"He struggles when he's in busy crowded spaces and he certainly can't handle having people in his personal space. That's when he starts to feel unsafe and distressed, and I'm not using that word lightly, it's distress. **But since working with him and bMindful, he's seeking attention from us, he's high-fiving us, even hugging us. He no longer wants to shut himself away, he wants to be around people and he wants quality time from and with us.**"*

The child under Luke's care is also a huge Manchester United fan and so as soon as he felt safe and comfortable enough, Luke arranged a tour of Old Trafford for him.

"I know that this kid is an avid United fan, so I sorted some goodies for him, a drawstring bag, badge, football shirt, that sort of thing and he was ecstatic, so I thought let's try a trip to the stadium as something to look forward to - so we went. And he was amazing."

Luke explained how despite a long and difficult day of travelling, his child was able to recognise and advocate for his needs. Something that he has never been able to do before.

"We were walking around the stadium on the tour, taking photos and whatnot and he stopped, looked at me and said, 'Luke, I'm finding this too much. Can we go?' and wow, it was like my Christmas and birthday came all at once."

"We were with another member of staff who is also a huge Manchester United fan, and [the child] turned to him and told him to carry on with the tour. Not only did he manage to look after his own needs, he was looking out for others too. It was such a huge moment."



Ofsted ready!

Luke expressed his gratitude to bMindful in their help getting him and the Rising Star team 'Ofsted ready'. He explained that Ofsted wants to ensure that an organisation is doing everything they can to achieve the best outcomes for the child.

"We're instantly more Ofsted ready. bMindful have come in and started helping us with psychological reports, team meetings and everything else that they help us with. That's an instant improvement, and evidence that we are trying to provide the best outcome for the children in our care."

He explains that even his residential home's statement of purpose has been updated since partnering with bMindful, and that they can now proudly say that they are a therapeutic home for a solo placement.

He also said that bMindful's support helps them achieve other criteria set out for them, such as the Social Care Common Inspection Framework and Children's Standards.

bMindful's support has:



- ✓ Given clear actions for improvement and success
- ✓ Provided training guidelines in keeping with Ofsted recommendations
- ✓ Helped compliant and pushed Luke forward
- ✓ Improved the child in Luke's' care's wellbeing
- ✓ Maintained safety for staff and children alike

Contact Us

Whether you are a parent, carer or organisation looking for support our team of highly experienced and skilled clinicians are available to support you.

If you're ready to seek specialist psychological services, let's talk.



0161 510 0111



www.bmindfulpsychology.co.uk



hello@bmindfulpsychology.co.uk



3 Oakwood Avenue, SK8 3SR