



BEACON OF HOPE SUPPORTED LIVING UK LIMITED

Non-Regulated Supported Living · Mental Health Services
A Different Kind of Supported Living.

*“Because recovery is not the end of the journey, it is the beginning
of the life you deserve.”*

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A Different Kind of Supported Living.

At Beacon of Hope, we set out to answer a question too many providers have never seriously asked: what would supported living look like if it genuinely started with the person, their story, their strengths, their aspirations, rather than a care pathway or a vacancy to fill?

18+

AGE RANGE SUPPORTED

24/7

ON-CALL AVAILABILITY

100%

PERSON-CENTRED

Our non-regulated supported living service exists for adults aged 18 and over living with mental health conditions who need social, emotional and practical support to build, or rebuild, a life of genuine independence and purpose. We do not provide CQC-regulated personal care. What we provide is something equally vital: consistent, skilled, compassionate human support, delivered in the community, day after day.

"Hope is not passive. It is something we build together, one conversation, one milestone, one ordinary Tuesday at a time."

— The Beacon of Hope Team

What Makes Us Different

We start by listening. Every new placement begins with a proper conversation, not a form. We invest time in genuinely understanding each person before we write a single word of a support plan.

We walk alongside, not ahead. Our role is not to lead the person toward someone else's definition of recovery. It is to walk with them toward their own.

We stay. Consistency is not a luxury in mental health support, it is the foundation of trust. We match our team carefully and commit genuinely to every person we support.

We measure what matters. We measure success by whether the people we support are living better, not by hours of support delivered or boxes ticked on a form.

MENTAL HEALTH CONDITIONS

Support Built Around the Person, Not the Diagnosis.

No two people with the same diagnosis have the same experience. Depression looks different in every person who lives with it. So does bipolar disorder, PTSD and every other condition we support. That is why we never apply a standard template, every support plan at Beacon of Hope is built from scratch, around the real, specific, individual in front of us.

Schizophrenia & Psychosis

Recovery-focused, trauma-informed support for adults managing psychosis, including those with CMHT involvement and complex medication regimes.

Severe & Enduring Depression

Compassionate, patient support for adults living with enduring depression, including those with a history of crisis admissions or long-term mental health contact.

Post-Traumatic Stress Disorder

Trauma-informed support for adults with PTSD and complex PTSD, delivered with sensitivity and in close liaison with clinical teams.

OCD

Practical, respectful support for adults managing obsessive compulsive disorder in daily and community life.

Bipolar Disorder

Structured, consistent support for adults navigating the cyclical nature of bipolar disorder, including mood monitoring and early warning sign recognition.

Anxiety Disorders

Generalised anxiety, panic disorder, agoraphobia and social anxiety. We build confidence gradually, at the person's own pace and on their terms.

Personality Disorders

Including EUPD and BPD. Our approach prioritises consistency, boundaried support and long-term trust, the foundations of meaningful recovery.

Dual Diagnosis

Co-occurring mental health and substance misuse histories, supported with an integrated, non-judgemental approach that addresses the whole picture.

Our Pre-Placement Promise

We conduct a thorough needs and strengths assessment for every referral before any placement commences. We are honest about what our service can and cannot support, because the right fit matters more to us than filling a vacancy. If we are not the right service, we will tell you and help you find the one that is.

We Work Alongside Your Clinical Team

Our non-regulated service complements, and never replaces, clinical care. We maintain active working relationships with Community Mental Health Teams, GPs, crisis services and third-sector partners to ensure every service user benefits from a fully joined-up network of support.

OUR EIGHT AREAS OF SPECIALIST SUPPORT

Comprehensive. Connected. Completely Tailored.

Every service user has access to all eight areas of support, woven together into a single, cohesive plan designed around their specific needs and goals.



A moment of everyday independence — a service user preparing a meal in their own kitchen

01 A Home That Feels Like Yours

Stable, safe housing is the foundation of everything that follows. We work with housing associations, landlords and local authorities to secure the right home, and we provide ongoing tenancy support to ensure it stays secure.

- Housing applications and referrals to accommodation partners
- Tenancy agreement guidance, rights, responsibilities and renewals
- Ongoing liaison with landlords and housing associations
- Practical settling-in, from utilities to meeting neighbours
- Tenancy sustainment, conflict resolution and rapid signposting

02 Mental Health & Emotional Wellbeing

Our trained support workers provide a consistent, warm and skilled presence, helping service users navigate the daily realities of mental health outside a clinical setting. We bridge the gap between clinical care and independent living.

- Daily wellbeing check-ins, consistent without being intrusive
- Early warning sign recognition using co-produced relapse prevention plans
- Calm, skilled de-escalation during periods of heightened distress
- Accompanying to mental health appointments, tribunals and CPA reviews
- Trauma-informed coping strategies and grounding techniques

03 Individually Tailored Support Planning

Support plans are co-produced with the service user, in their own words, reflecting their own priorities. They are living documents, reviewed regularly and updated whenever needs or circumstances change.

- Comprehensive needs, risk and strengths-based assessments
- Co-produced plans written in plain language the person owns
- SMART goals set by the person, reviewed and celebrated together
- Regular multi-agency planning and review meetings
- Cultural, religious, dietary and identity needs embedded throughout

04 Daily Living Skills, Building Real Capability

Independence is built in the kitchen, at the bus stop and in the weekly shop. Our support workers work alongside service users in their real lives, building practical capability where it actually matters.

- Meal planning, shopping and cooking, from basics to a real repertoire
- Household management, cleaning routines, laundry, waste
- Personal organisation, time management and scheduling
- Medication prompting, prescription collection and pharmacy liaison
- Bills, post and household correspondence support

05 Community Presence & Social Connection

Recovery research is clear: social connection accelerates recovery and sustained isolation deepens it. We invest real time and creativity in helping people build meaningful, authentic connections with the world around them.

- Identifying and pursuing personal interests, sports, arts, faith, hobbies
- Accompanying to local groups, events and social opportunities
- Support to rebuild and sustain friendships and family relationships
- Volunteering, peer mentoring and civic participation
- Digital inclusion and travel training to build independent mobility

06 Benefits, Finances & Welfare Navigation

The UK welfare system is complex even for people without mental health difficulties. We provide steady, knowledgeable support to ensure every service user receives what they are entitled to, without the stress of doing it alone.

- Universal Credit applications, journal management and compliance
- PIP, ESA and other disability and health-related benefit applications
- Challenging decisions and supporting benefit appeals processes

- Budgeting, debt awareness and financial planning support
- Liaison with DWP, local authority financial teams and credit advisors

07 Education, Training & Employment

A paid job, a college course, a volunteering role, these are profound contributors to recovery, self-esteem and long-term stability. We work actively to support every service user in finding meaningful purpose.

- Exploring interests and supporting college or training enrolment
- CV preparation, job applications and interview skills coaching
- Supported employment and accompanying to trials and placements
- Access to adult learning programmes and accredited training
- Coordination with Job Centre Plus and employment advisors

08 Families & Carers, Keeping the Right People Close

Families and carers are often the most powerful source of stability in a service user's life, and the most overlooked by formal services. We take an actively inclusive approach to family engagement.

- Regular family liaison calls and written progress updates
- Family carer needs identification and signposting to carer support
- Facilitated family meetings and conflict resolution support
- Involvement in planning, risk reviews and key decisions
- Connecting families to local and national carer support groups

HOW WE WORK

Four Stages. One Continuous Commitment.

Great supported living is not a series of interventions, it is a sustained, evolving relationship built on trust, consistency and genuine investment in each person's growth. Our approach runs through four stages, cycling continuously as the person progresses.



Team member and service user in review conversation — a relaxed setting, laptop closed, tea in hand

STAGE 1

Listen & Understand

Before we do anything else, we listen. A detailed needs and strengths assessment explores not just clinical needs but the whole person, their story, goals, fears and existing strengths. This is a proper conversation and it shapes everything that follows.

STAGE 2

Build Together

The support plan is co-produced with the service user, in their own words. No plan is finalised until the person genuinely recognises themselves in it. They hold a copy. They understand it. They own it.

STAGE 3

Walk Alongside

We deliver, consistently, reliably and with the flexibility to respond to life as it actually unfolds. When things change, we adapt. When things are hard, we stay. When things go well, we celebrate.

STAGE 4

Review & Grow

We formally review every support plan at minimum every three months, or sooner if circumstances change. Reviews are genuine conversations about progress, setbacks and the next horizon. Not rubber-stamping. Not box-ticking.

Our Six Commitments to Every Service User

01 Your voice. Always.

We listen before we act. You are the expert on your own life, and everything we do flows from what you tell us matters.

03 Community belongs to everyone.

Isolation harms recovery. We work actively, and creatively, to connect you to the full richness of life around you.

05 Safety is not optional.

Robust, proactive safeguarding is the foundation of everything we do, built into every process, plan and interaction.

02 Independence, not dependency.

We build your capability to need us less, because that is genuinely the goal, and it is what we measure ourselves against.

04 The whole person matters.

Your culture, relationships, ambitions, history and fears, not just your diagnosis. We support all of it.

06 Transparency builds trust.

We are honest about what we do, what we cannot do and why. Clarity is how real trust is earned, not glossy promises.

WHO WE SUPPORT & HOW TO REFER

Is This Service Right for Your Referral?

Our non-regulated supported living service is designed for adults aged 18 and over living with mental health conditions who need social, emotional and practical support to live independently, but who do not require CQC-regulated personal care or nursing care.

Typical Referral Profile

Adults transitioning from inpatient mental health settings to community living · Adults with schizophrenia, bipolar disorder, depression, anxiety, PTSD, EUPD or OCD · Adults experiencing social isolation or housing instability linked to mental health · Adults in recovery seeking to rebuild skills, confidence and community connections · Adults with dual diagnosis (mental health and substance misuse history) · Adults who do not require personal care, intimate care or nursing support.

Our Referral Pathway, Six Clear Steps

01 Reach Out — Call us, email us or complete our referral form online. We acknowledge every enquiry within four business hours and provide a full initial response within one working day.

02 Initial Conversation — We speak with you to understand the individual's background, current situation, needs and goals, and to give you an honest assessment of whether we are the right service.

03 Needs Assessment — A comprehensive needs, risk and strengths assessment reviewing existing documentation and, where possible, meeting the individual in their current environment.

04 Co-Produce the Plan — We build the support plan with the person, not before them. Placement commences only when the plan is right and the person is genuinely ready.

05 Transition & Settle In — Careful, supported transition, every new service user is given the time and attention they need to truly feel at home from day one.

06 Ongoing Review — Minimum quarterly formal reviews, plus responsive reviews whenever circumstances change. Transparent, collaborative and always involving the service user.

WHAT PEOPLE SAY ABOUT US

Voices That Matter Most.

The best measure of our work is the words used by the people we support, their families and the professionals we partner with. These are lightly edited for privacy, in their own voices.

Before Beacon of Hope, my son had a place to sleep. Now he has a life. He cooks his own meals, he has joined a gym and last month he called to say he had made a real friend. I did not dare hope for that.

— Family Member (name withheld for privacy)

The team at Beacon of Hope are consistent, responsive and genuinely person-centred. Every review I attend, their service users are progressing, not just maintaining. That is rarer than it should be.

— Commissioner, Local Authority Mental Health Team

I never thought I could live on my own. Now I manage my own money, I cook my own food and I help new residents settle in. I did not expect to feel proud of myself, but I do.

— Service User

Our Safeguarding Commitment

The safety, rights and dignity of every person we support is our absolute priority. Our safeguarding framework includes regular staff training in adult safeguarding and mental health awareness, robust risk assessment and management protocols, clear whistleblowing and escalation procedures, active liaison with local safeguarding adults boards and a culture of openness where every concern is taken seriously, every time.

Every Beacon of Hope Team Member

Enhanced DBS check with barred list · Values-based interview · Comprehensive induction programme · Specialist training in safeguarding, mental health awareness, de-escalation and trauma-informed practice · Regular individual supervision · Ongoing professional development.

READY TO MAKE A REFERRAL?

Talk to Us. We Are Ready.

Whether you are a commissioner, a social worker, a community mental health professional or a family member seeking support for a loved one, our team is here. We respond to every referral enquiry within one working day and will always give you an honest assessment of whether we are the right service.



The team, ready to talk — a friendly, plain photograph of the coordination team

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About Our Regulatory Status

Beacon of Hope's non-regulated supported living service provides social, emotional and practical support for adults with mental health needs. This division does not fall under CQC registration requirements under the Health and Social Care Act 2008, reflecting the nature of the support provided, not a limitation of our quality. All staff are DBS-checked, trained to best-practice standards and regularly supervised.