**Home Start Powys – Families First Case Study 2024-25**

In July 2024, Home-Start received a referral for CP, a mum to one child (C1), who is currently awaiting assessment through the Neurodevelopment Centre. C1 was having regular, intense outbursts that were both aggressive and destructive. Understandably, Mum was feeling overwhelmed and unsure how to manage.

In the first few support sessions, Mum shared honestly how she had been coping. During meltdowns, she would sometimes leave the house—only briefly, and only if her partner or mother were present—to show C1 that the behaviour had consequences. At first, it seemed to work. But the outbursts returned, and Mum felt stuck.

The worker gently explained that while walking away might feel like it sets a boundary, it can leave a child feeling more anxious or unsafe—especially if they’re already struggling to regulate their emotions. Mum agreed to stop using that strategy. Instead, she tried taking C1 with her for a walk when things got tense. Just that shift, changing the environment rather than walking away helped C1 calm down much more quickly.

Together, they looked at what might be triggering the meltdowns. Bath time, bedtime, and

saying goodbye were all tricky moments. They also spoke about how Mum responded when things escalated. She admitted that she would often raise her voice or lose her temper, something many parents can relate to in stressful situations.

The coordinator explained how children often reflect the emotional tone set by adults. If

Mum could stay calm and steady, C1 might start doing the same. It wasn’t easy, C1 was

used to big reactions and didn’t know what to make of the calmer responses at first. But

over time, the change started to show. Mum worked hard to put new strategies in place, stayed calm, used distraction techniques, and gave C1 time and space to process her emotions.

Mum said her time with C1 felt lighter and more enjoyable.

They even went on holiday, a situation that usually brought stress and meltdowns,

especially in queues or unfamiliar places. C1 coped really well, and Mum used

distraction techniques to keep things calm.