



Beacon House

Therapeutic Services and Trauma Team

FEEDBACK FROM OUR CHILDREN, TEENS AND FAMILIES

ADOPTION SUPPORT FUND CHICHESTER CLINIC

DATE OF REPORT:

DECEMBER 2020

DATA COLLECTED BETWEEN:

JULY 2019 - JULY 2020

AUTHORS:

DR SHOSHANAH LYONS, CLINICAL DIRECTOR

DR KATHRYN WHYTE, CLINIC LEAD



CONTENTS:

SECTION ONE:

EXECUTIVE SUMMARY	PAGES 3 - 4
INTRODUCTION	PAGE 5
ABOUT THE DATA	PAGE 6

SECTION TWO:

PARENT/CARER FEEDBACK	PAGES 7 - 21
CHILD FEEDBACK	PAGES 22 - 32
ADOLESCENT FEEDBACK	PAGES 33 - 42
ADULT FEEDBACK	PAGES 43 - 50

SECTION THREE:

SUMMARY AND REFLECTIONS	PAGES 51 - 54
-------------------------	---------------

APPENDIX ONE: PARENT/CARER FEEDBACK FORM

APPENDIX TWO: CHILD FEEDBACK FORM

APPENDIX THREE: ADOLESCENT FEEDBACK FORM



EXECUTIVE SUMMARY

85 parents/carers, 35 children and 18 teens provided feedback between July 2019 and July 2020



PARENTS/CARERS

- 93% of parents/carers told us that the problems they came with have now either 'partially' or 'very much' improved
- 100% of parents/carers told us that they felt listened to
- 100% of parents/carers told us that they felt they could talk to their child's therapist either 'very' or 'somewhat' easily
- 100% of parents/carers told us that they were treated well by everyone at Beacon House
- 100% of parents/carers told us that they were working towards clear therapeutic goals 'very much so', or 'somewhat'
- 100% of parents/carers told us that their views were, overall, taken seriously by their child's therapist
- 100% of parents/carers told us that our facilities are 'very' or 'partly' comfortable
- 94% of parents/carers told us appointments were at a 'very' or 'somewhat' convenient time
- 99% of parents/carers told us they 'would', or 'probably would', recommend us to others
- 100% of parents/carers told us that the support here is, overall, good



CHILDREN (5-12 YEARS)

- 97% of children said that they were listened to
- 87% of children said it was 'very' or 'mostly' easy to talk to their therapist
- 97% of children said they were treated well here
- 100% of children said their views were taken 'very' or 'somewhat' seriously
- 97% of children said the facilities were 'satisfactory' or 'comfortable'
- 90% of children said they 'would', or 'partly would', recommend us to others
- 52% of children said that before they came to Beacon House their problems were "very big" and only
- 2% of children at the time of the feedback said their problems were "very big"

EXECUTIVE SUMMARY (CONT)



ADOLESCENTS (13-17 YEARS)

- 94%** of teens said that they felt listened to
- 100%** of teens said that it was 'easy' or 'somewhat easy' to talk to their therapist
- 100%** of teens said that they were treated well by everyone at Beacon House
- 100%** of teens said that their views were taken 'very' or 'somewhat' seriously
- 100%** of teens said that people at Beacon House 'knew', or 'somewhat knew', how to help them
- 94%** of teens said that the facilities were 'satisfactory' or 'comfortable'
- 55%** of teens said that before they came to Beacon House, their problems were "very big", and only
- 5%** of teens at the time of the feedback said their problems were "very big"

THEMES FOR IMPROVEMENT SUGGESTED BY OUR FEEDBACK

1. Greater clarity for families about their therapeutic goals
2. Greater flexibility of appointment times and days
3. Greater reach (e.g. to schools) and multiple locations to allow more people to access our service

SECTION ONE: INTRODUCTION

Beacon House is a specialist therapeutic service based in West Sussex. We have two clinics, one in Cuckfield and one in Chichester, and we offer assessment and therapeutic services to individuals across the lifespan. We have a special interest in **repairing the impact of early loss, adversity and trauma** and believe whole-heartedly in taking a **family centered, trauma-informed approach** to working with children, families and adults.



Beacon House works with individuals from a range of backgrounds, with diverse and varied difficulties and struggles. One of our specialisms is **working with children, teenagers and adults who are adopted or those who live with special guardians**. All our service provision for adoptive and Special Guardian families is funded by the Adoption Support Fund, which covers funding for therapeutic assessment and intervention for individuals up to the age of 22 or 25 if they have an EHCP. For this aspect of our service, we are registered with, and regulated by Ofsted, as an Adoption Support Agency.



At Beacon House, we have three core service aims:

1. To provide a service that is **safe, and feels safe**, for all children, families and adults who receive our support.
2. To provide therapeutic support which has a **positive impact** on the lives of those who we support.
3. To always relate to those we support in a way which feels **respectful and collaborative**. We hope that everyone who comes here feels that they are listened to, that their views are taken seriously and that they are treated with dignity.

More information can be found about how we strive to provide safe and impactful services in our Statement of Purpose www.beaconhouse.org.uk/specialist-clinics/adoption-and-special-guardians/

SECTION ONE: ABOUT THE DATA

This report shares the feedback data we collected from children and families who accessed our service at our Chichester clinic between July 2019 and July 2020.

We asked every child, teenager and parent/carer to complete a feedback form (which can be found in Appendices 1, 2 and 3 respectively) when their current phase of therapeutic intervention came to an end and progress was reviewed. For the vast majority of families, their therapeutic work with Beacon House was ongoing at the point of completing the feedback form, and the review meeting marked the planning for the next phase of work.

The following table sets out how many feedback forms were completed by different client groups:



PARENTS/CARERS

85



CHILDREN (5-12 YEARS)

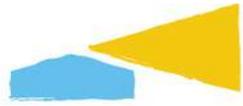
35



ADOLESCENTS (13-17 YEARS)

18

You will note that while there are 85 parent/carer reports, the children and adolescent columns do not add up to 85. One of the reasons for this discrepancy is because often our work is with the parents/carers only, and in this situation we would not ask the child or young person to complete a feedback form.



Beacon House

Therapeutic Services and Trauma Team



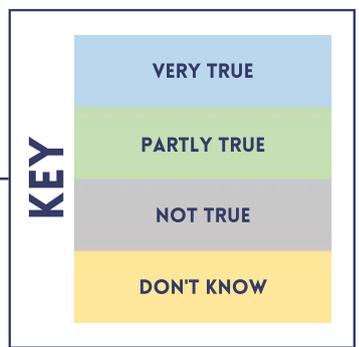
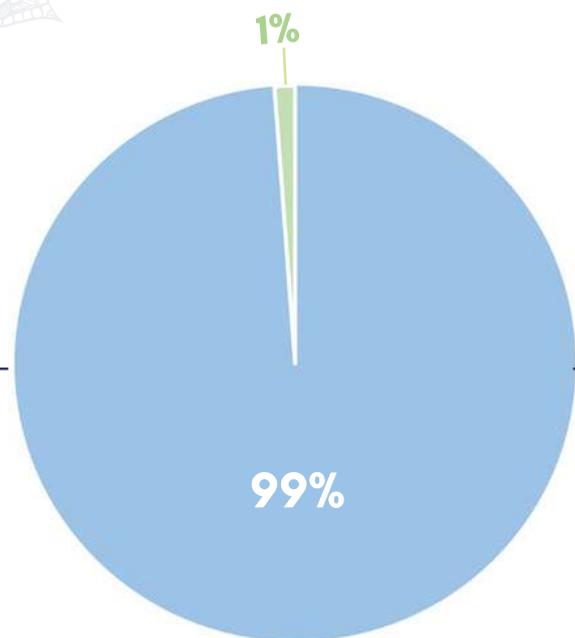
PARENTS/CARER FEEDBACK

SECTION TWO: FEEDBACK

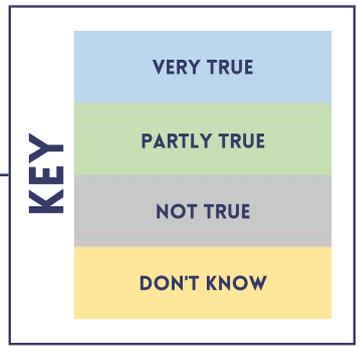
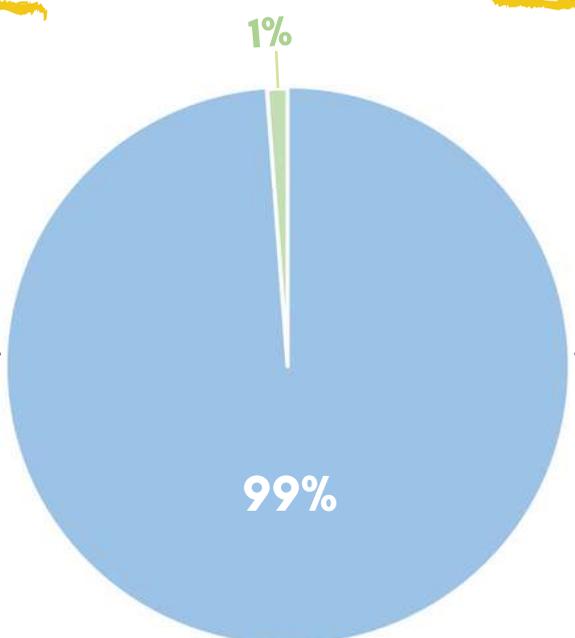


PARENTS/CARER FEEDBACK

Question One: I feel that people who have seen my child here at Beacon House listened to me



Question Two: It was easy to talk to the person who worked with me and my child here



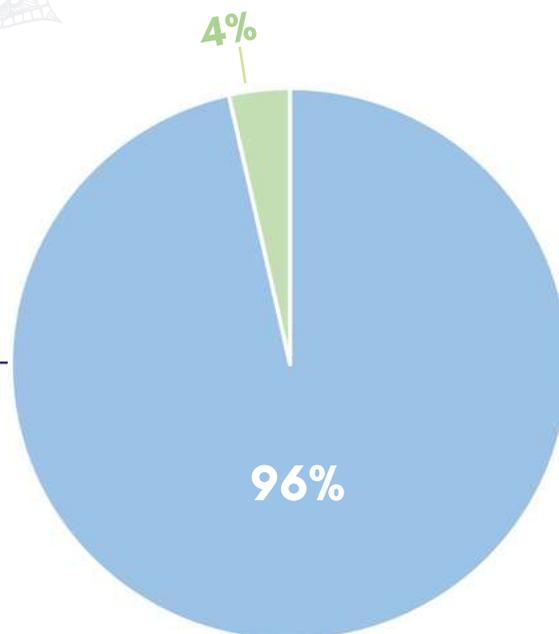
SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

Question Three:

I was treated well
by the people
who work at
Beacon House

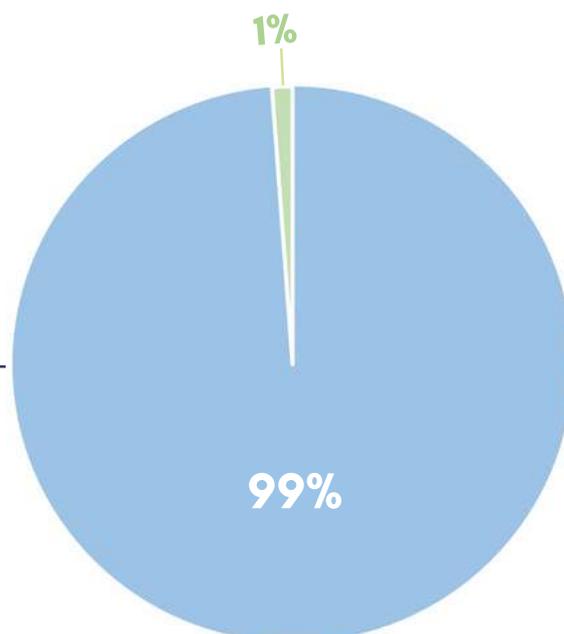


KEY



Question Four:

My views and worries
were taken seriously



KEY



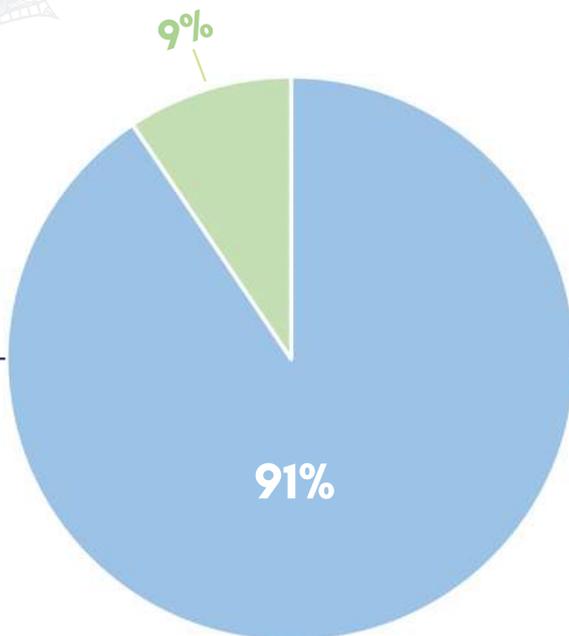
SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

Question Five:

It was explained to me what therapy my child/family was going to have, and we worked towards clear goals

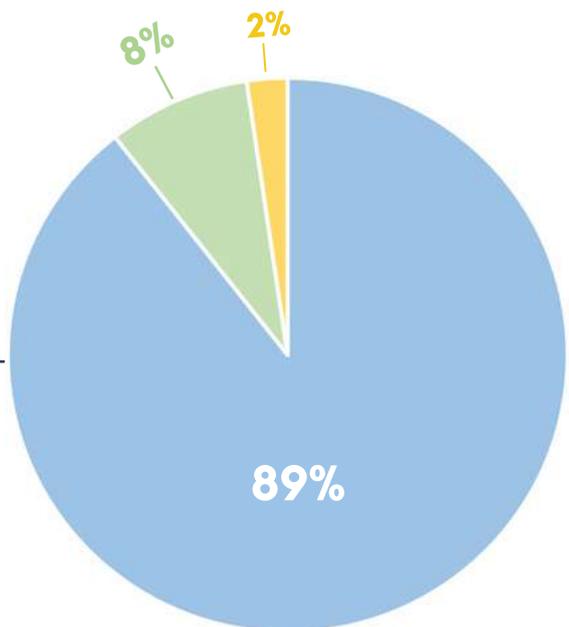


KEY



Question Six:

I have been given enough explanation about the help available here



KEY



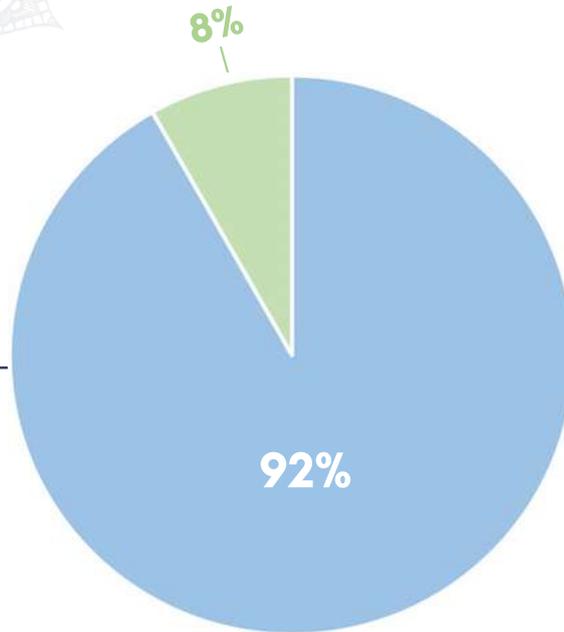
SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

Question Seven:

The facilities here are comfortable

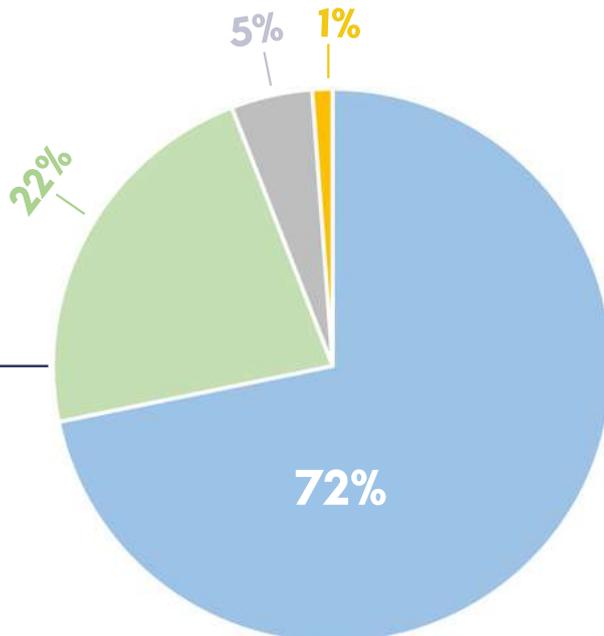


KEY



Question Eight:

The appointments are usually at a convenient time



KEY

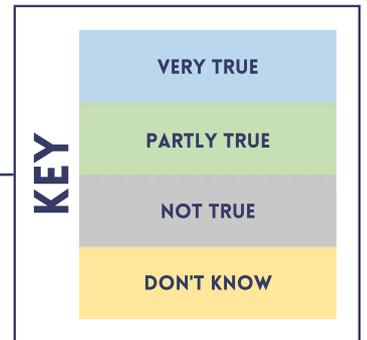
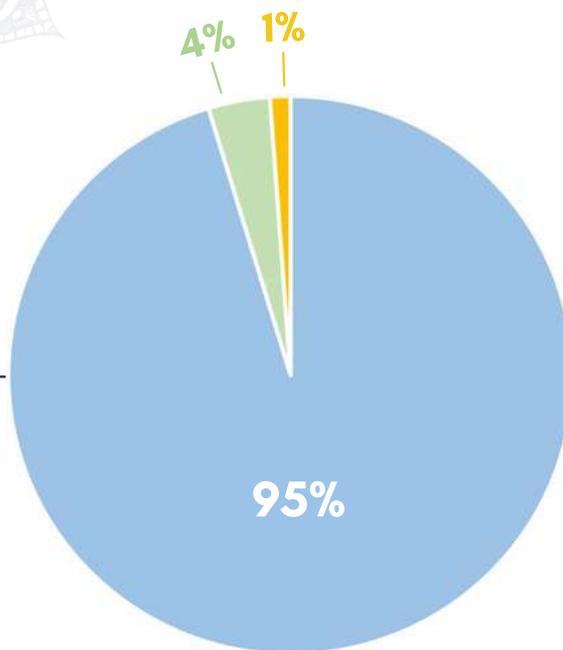


SECTION TWO: FEEDBACK

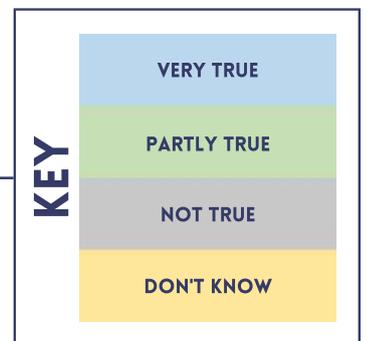
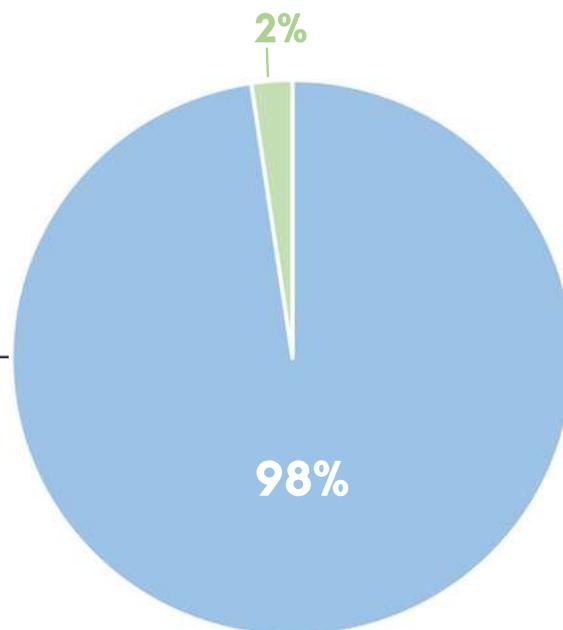


PARENTS/CARER FEEDBACK (CONT)

Question Nine:
If a friend needed similar help, I would recommend that he or she come to Beacon House



Question Ten:
Overall, the help we have received here is good

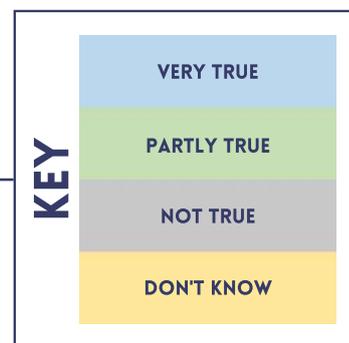
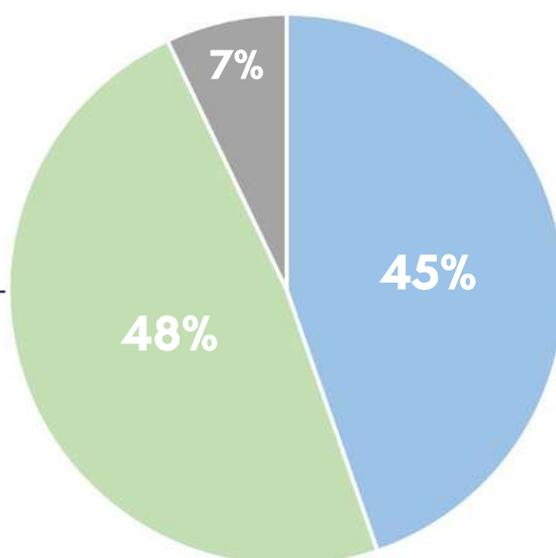


SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

Question Eleven:
Overall, I feel the problems we came here for are now better



Question Twelve: What was good about your support from Beacon House?

81 parents/carers commented on this question, leaving 4 parents/carers who chose not to comment. Four themes emerged from the feedback as follows:

- Theme One:** Feeling understood and supported by staff at Beacon House (24 comments)
- Theme Two:** Feeling positivity impacted by the support offered (8 comments)
- Theme Three:** A personal, flexible, child and family centered approach (9 comments)
- Theme Four:** The expertise and specialism of the team (9 comments)
- Theme Five:** Overall a positive and safe experience (31 comments)

Examples of these are as follows:

SECTION TWO: FEEDBACK

THEME ONE: FEELING UNDERSTOOD BY STAFF AT BEACON HOUSE (EXAMPLES)

“

Really supportive and understanding environment. Helped us to understand our daughter from a different viewpoint so we could support her more.

”

"Total understanding, environment is relaxing and comforting, the therapists really do listen and have excellent knowledge of children with trauma etc."

"I was grateful for a chance to talk and to be listened to."

"We were listened to and given different skills to use in our parenting."

“

That our needs have been accepted and explained, we all work together and most importantly a clear and thorough understanding and approach of my son's needs are always shown.

”

"It was good to talk and be understood. I felt encouraged and was given advice."

“

Somewhere to come each week to chat and work through. Friendly people. Relaxed. Acceptance

”

"Attentive, focused and supportive."

“

Appropriate for all the family. Essential for the family: caring, listening, empathic, appropriate.

”

"People listening and understanding. I've finally got some answers as to what troubles my son has and can now be addressed to help him."

“

Felt fully supported, lots of information that was helpful in dealing with all our needs

”

"Staff listened intently to our problems and helped us come to sensible conclusions"

SECTION TWO: FEEDBACK

THEME TWO: FEELING POSITIVELY IMPACTED BY THE SUPPORT OFFERED (EXAMPLES)

“

Really understanding specific issues and holistic approach. Really helped with getting school to understand my daughter's challenges, really friendly.

”

"We have had support from Mel and now Amanda. My son has enjoyed both therapeutic work and he is more relaxed when he feels he is being helped"

"Support as parents to our daughter to work together to help."

“

The understanding of what we are dealing with, how to address it and the support given to us. I always leave feeling more positive

”

"Being listened to and given supportive practical advice"

“

I have found our sessions very informative and feel I have learnt a lot about how my child's brain / emotions work.

”

SECTION TWO: FEEDBACK

THEME THREE: A PERSONAL, FLEXIBLE, CHILD AND FAMILY CENTERED APPROACH (EXAMPLES)

"Took time to understand the issue. Therapy tailored to needs. Feedback sessions."

"Flexible and bespoke"

“

"Hamish has listened well and adapted his work to help meet my son's ongoing needs."

”

"Flexible, Supportive, Considerate"

“

We are treated as a whole family with different members of the family having different therapies but linking in

”

"Bespoke care packages for the client and carried along with intelligent care plans"

“

Very flexible and adaptable

”

THEME FOUR: THE EXPERTISE AND SPECIALISM OF THE TEAM (EXAMPLES)

"It is extremely reassuring to have the support of Kathryn and her wealth of experience in helping us navigate the complex and challenging behaviours of our son. She has also been flexible when our needs have changed at short notice"

"The depth of the assessment"

“

Amanda and Jo are both very understanding and knowledgeable

”

"Mel's expertise and empathy have been invaluable to us"

“

"Techniques and understanding"

Very knowledgeable - I learnt a lot

”

"It has been good to offload to someone who "gets it" and can offer advice."

SECTION TWO: FEEDBACK

THEME FIVE: OVERALL A POSITIVE AND SAFE EXPERIENCE (EXAMPLES)

"Consistent, reliable, predictable, inclusive, accepting, supportive, non judgemental, helpful. I feel it has really made a big difference to my relationship with my daughter. It has been very positive."

"I have noticed a very positive improvement with my daughter's confidence. Ruth was happy to take into account other events and we update each other by email."

"Treated as part of the therapy process. Never patronised and always listened to with compassion."

"My son felt comfortable and safe from the first meeting"

"Good dialogue between therapist and parents. Emailed updates are used in session."

"Supportive, non-judgmental, nice environment"

"It's a very calm setting, great therapist, only just starting our journey but feeling very positive with the help available."

"Very friendly, comfortable environment, easy to talk to and good listeners. Great advice / help with situations on how to deal with our son"

"Tamish understood my concerns as a parent and was able to relate to my son well. A relational approach - much appreciated,"

"My daughter has been given the time and space to feel safe. The therapy and therapist recommended have fitted perfectly."

"Kathryn has been very consistent in her approach and we have developed a system of communication that works well. Kathryn will always go out of her way if I have questions or need immediate support"

"Great facilities and great people. Always kind and helpful with valuable insight."

"Approachable and good being able to email Kathryn between sessions. Feeling welcomed on arrival and facilities good"

"Emma has adapted the sessions to J's needs and it has worked really well"

SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

Question Thirteen: Was there anything you didn't like about coming to Beacon House?

- **73/81** parents/carers said that there was nothing they didn't like.
- **5** parents/carers indicated that the travel was challenging, and 1 parent/carer told us that the appointments were hard to fit around work.
- **1** parent/carer expressed a preference for their daughter to be more involved in sessions.



PARENTS/CARER FEEDBACK (CONT)

Question Fourteen:
Do you have any ideas about how we can improve our services to children and families?

69/81 parents/carers left this question blank. From the 12 who responded, the themes that emerged are:

Theme 1: Greater flexibility of appointment times (1 comment)

Theme 2: Greater reach to other locations and to extended families and schools (6 comments)

Theme 3: Ongoing support (2 comments)

Theme 4: Our facilities (3 comments)

Examples of these are as follows:

SECTION TWO: FEEDBACK

THEME 1: GREATER FLEXIBILITY OF APPOINTMENTS (EXAMPLE)

"It would be helpful to have more evening appointments for parents"

THEME 2: GREATER REACH TO OTHER LOCATIONS AND TO EXTENDED FAMILIES AND SCHOOLS (EXAMPLES)

“

More people need to be aware of the services you have here!!

”

"In an ideal world it would be available to everyone!
Expanding work with schools would be very positive"

“

Maybe offer free workshops for friends/family to help them understand the trials adoptive families face and how best to support them.

”

"I just wish some of the support we get was available more widely to parents to enable them to feel the empowerment that we feel."

“

The only thing I would say is more widespread access to such expert help e.g. linked to schooling/ medical and other provision.

”

"You offer such an exclusive and professional service, it would be fantastic if more of you were available for adoptive families in crisis"

SECTION TWO: FEEDBACK

THEME 3: ONGOING SUPPORT (EXAMPLES)

“

Continued support
throughout the year

”

"Would it be possible to have a
"keep in touch" catch up after 6
months of finishing some sessions,
just to make sure everything is
going okay for parents or
children that need it."

THEME 4: OUR FACILITIES (EXAMPLES)

“

Comfy chairs in the waiting area

”

"Guest WiFi"

“

Perhaps a small outdoor area for children who struggle
to sit still to burn off energy whilst waiting

”



Beacon House

Therapeutic Services and Trauma Team



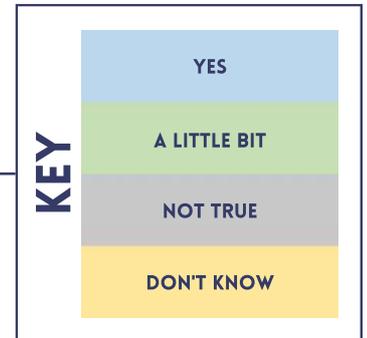
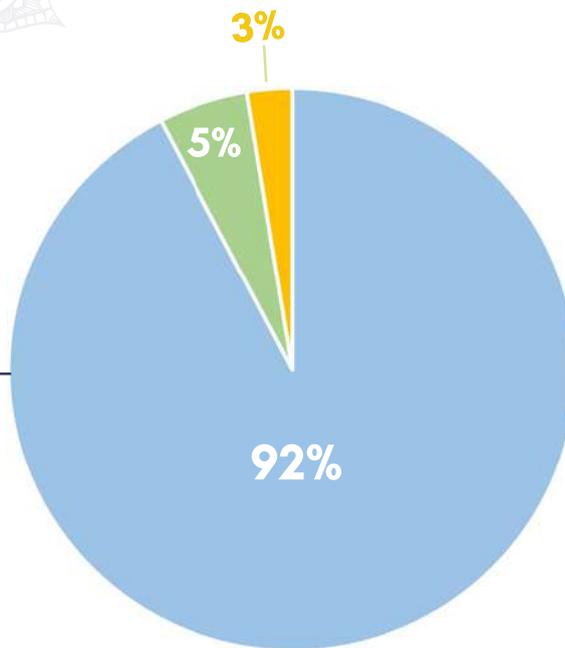
CHILDREN (5-12 YEARS) FEEDBACK

SECTION TWO: FEEDBACK

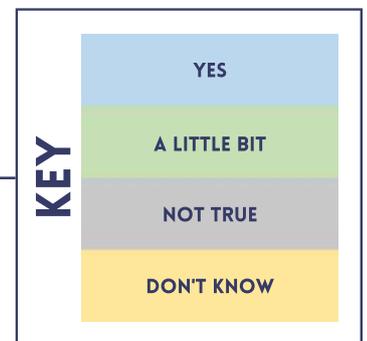
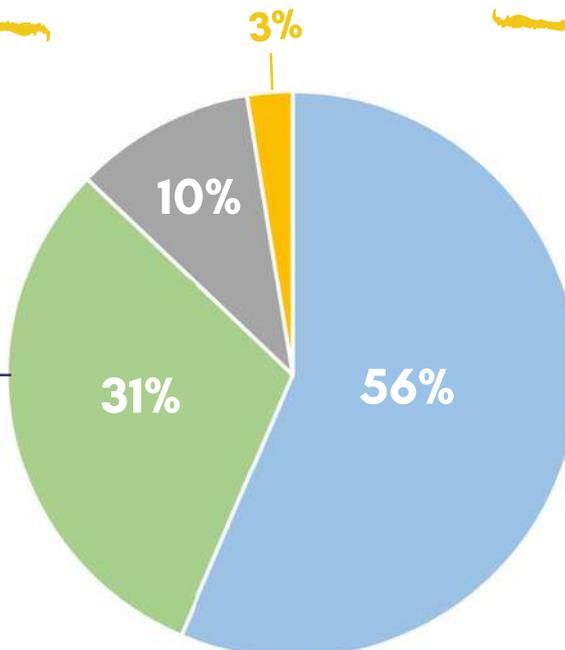


CHILDREN (5-12 YEARS) FEEDBACK

Question One
Did the people who saw you at Beacon House listen to you?



Question Two
Was it easy to talk to the people who saw you?

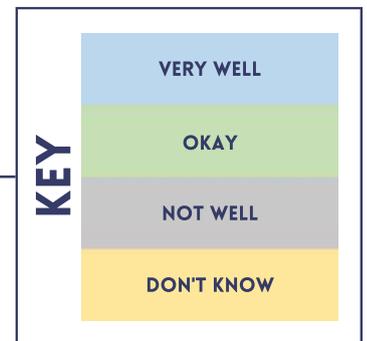
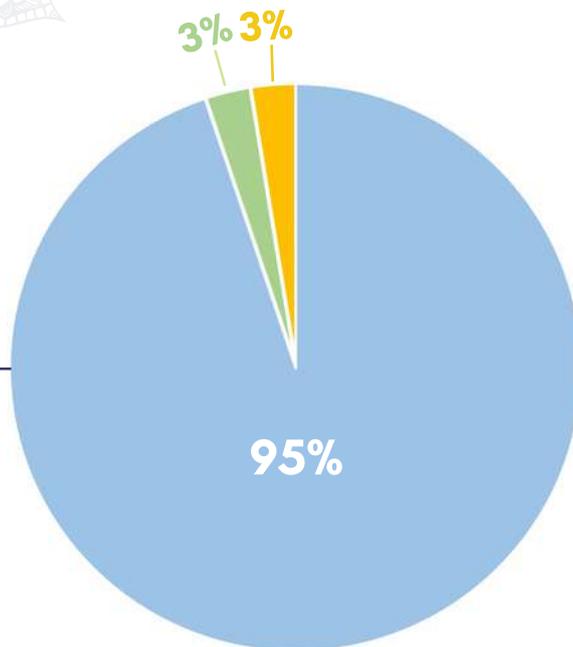


SECTION TWO: FEEDBACK

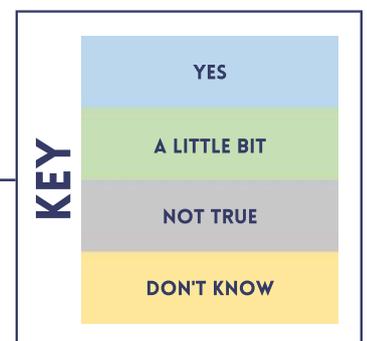
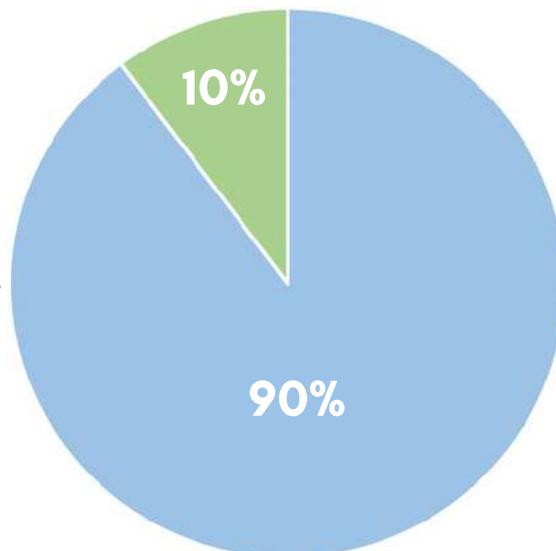


CHILDREN (5-12 YEARS) FEEDBACK

Question Three
How were you treated
by the people who
work at Beacon House?



Question Four
Were your views
and worries taken
seriously?

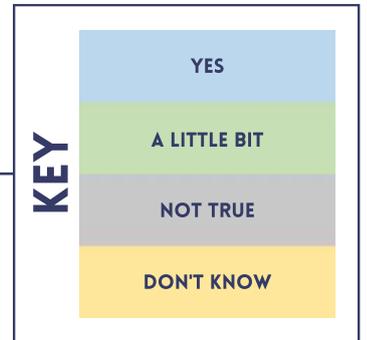
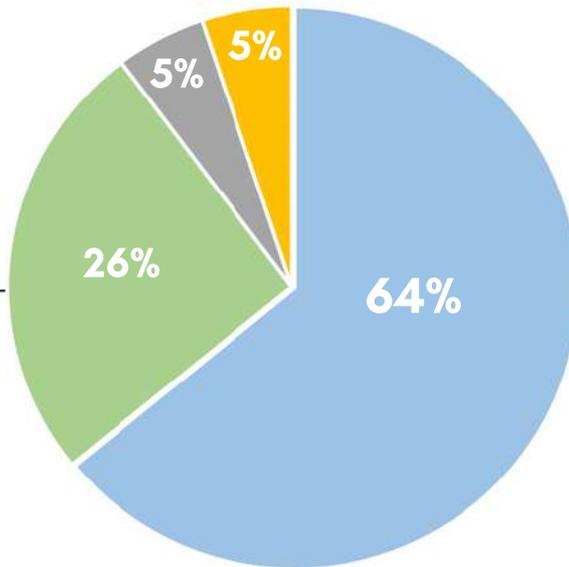


SECTION TWO: FEEDBACK

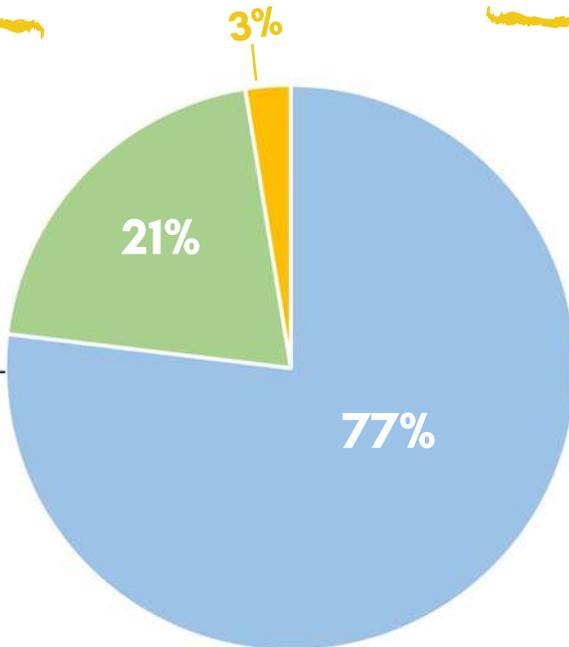


CHILDREN (5-12 YEARS) FEEDBACK

Question Five
It was explained to me what kind of help I was going to have, and how it might make things better



Question Six
The facilities (like the waiting room and your therapy rooms) are:

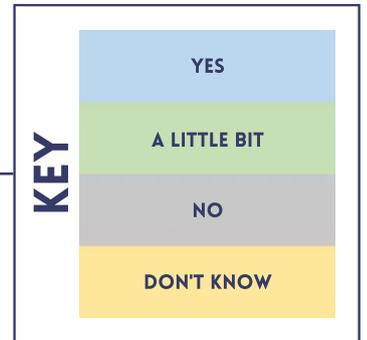
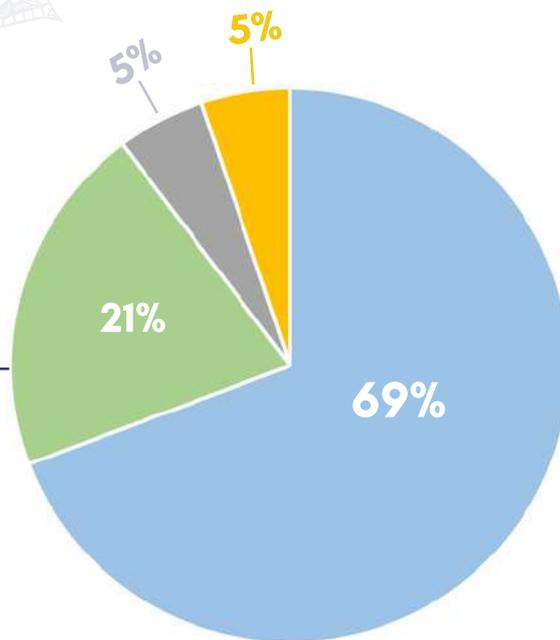


SECTION TWO: FEEDBACK

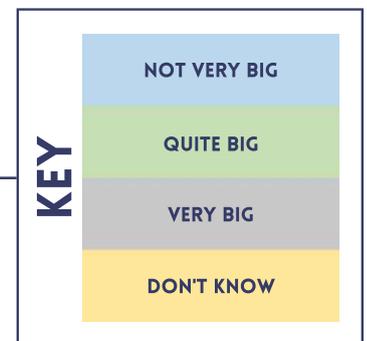
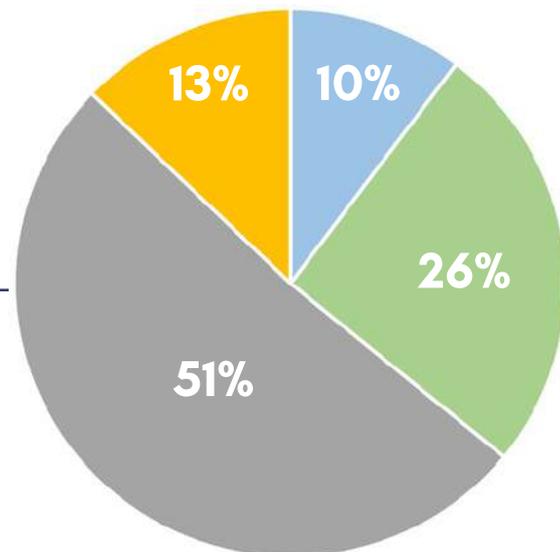


CHILDREN (5-12 YEARS) FEEDBACK

Question Seven
If a friend needed this sort of help, do you think they should come here?



Question Eight
Before you came here, how big were your problems?

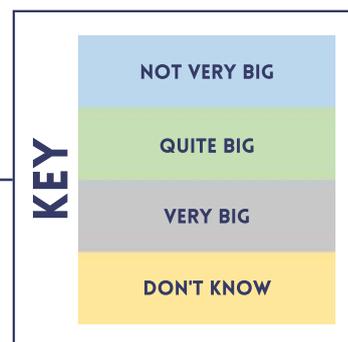
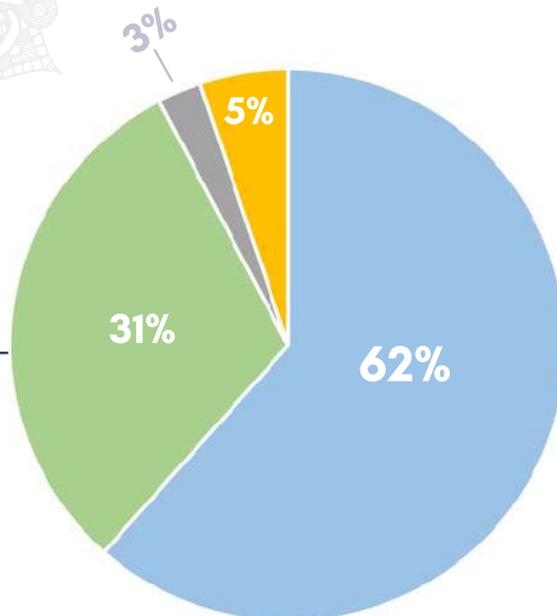


SECTION TWO: FEEDBACK



CHILDREN (5-12 YEARS) FEEDBACK

Question Nine
Now that you have come to Beacon House, how big are your problems?



51% of children said their problems were “very big” before coming to Beacon House. At the point of giving the feedback, only 2% of children said their problems were “very big”.

Question Ten: What was really good about the help you have had here?

29/38 children chose to respond. The themes that emerged are:

Theme One: Coming to Beacon House helps me (11 comments)

Theme Two: The things and activities at Beacon House (10 comments)

Theme Three: Being able to express myself and feeling listened to (8 comments)

Examples of these are as follows:

SECTION TWO: FEEDBACK

THEME 1: COMING TO BEACON HOUSE HELPS ME (EXAMPLES)

“

People understood me and helped me through it

”

"Helps my body"

“

The help is that now in many situations I understand how to deal and prevent them

”

"It helped me not get stressed at school"

“

Everyone listens and I can relax

”

"It gets all of my worries away. It was fun."

“

Everything, I liked playing dolls and being a character

”

"Becky really listened to me and helped me understand my feeling"

“

Coming here has helped me

”

"It helps me"

“

It has helped me in my body

”

SECTION TWO: FEEDBACK

THEME 2: THE THINGS AND ACTIVITIES AT BEACON HOUSE (EXAMPLES)

“
Having fun
”

“The swing
and dens”

“
Playing with toys – they
are really fun toys like a
swing and shaving foam.
”

“Big bear, the stories
and acting them out”

“The exercises
using the
peanut ball”

“
Seeing Panda, snacks, rooms,
games, toys, making slime
”

“Mostly listening and
hugging Paul the Panda”

THEME 3: BEING ABLE TO EXPRESS MYSELF AND FEELING LISTENED TO (EXAMPLES)

“
Being able to
talk with a
different adult.
”

“Saying out
loud my
feelings”

“
They listened
to me
”

“That they listened.”

“
That they
listen to you
”

“They listened to me and they
were very understanding”

SECTION TWO: FEEDBACK



CHILDREN (5-12 YEARS) FEEDBACK

Question Eleven: Was there anything you didn't like about coming here?

Only 4/39 children commented to this question, they told us:

"I wasn't allowed to try new things"

“ Having to talk about lots of my feelings as soon as I get here. ”

“ Felt anxious about coming here sometimes. ”

"Talking made it embarrassing"

SECTION TWO: FEEDBACK



CHILDREN (5-12 YEARS) FEEDBACK

Question Twelve:

Have you got any ideas about how we can get even better at helping children?

4/39 CHILDREN OFFERED SUGGESTIONS:

“

Play more outside games

”

“Having the golden cushion out every day”

“You could have more bean bags and even more lego”

“

More sweets

”



Beacon House

Therapeutic Services and Trauma Team



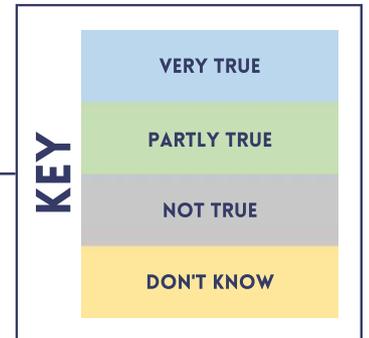
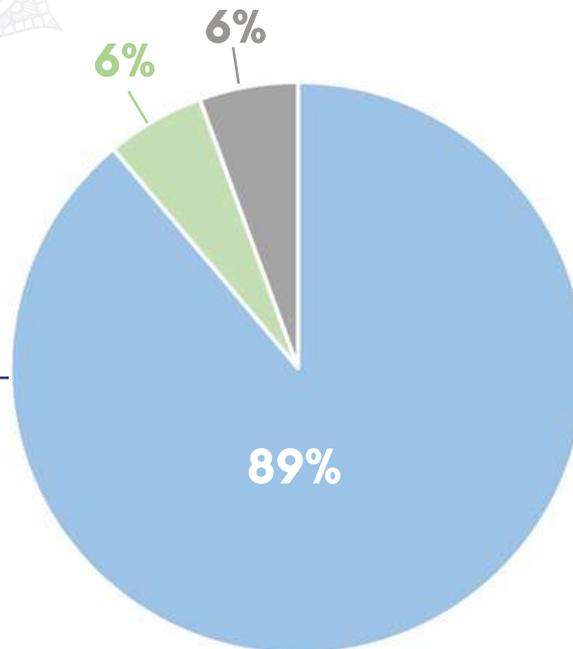
ADOLESCENTS (13-17 YEARS) FEEDBACK

SECTION TWO: FEEDBACK

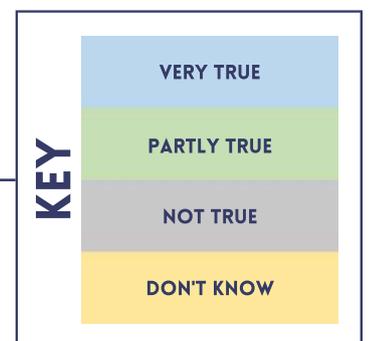
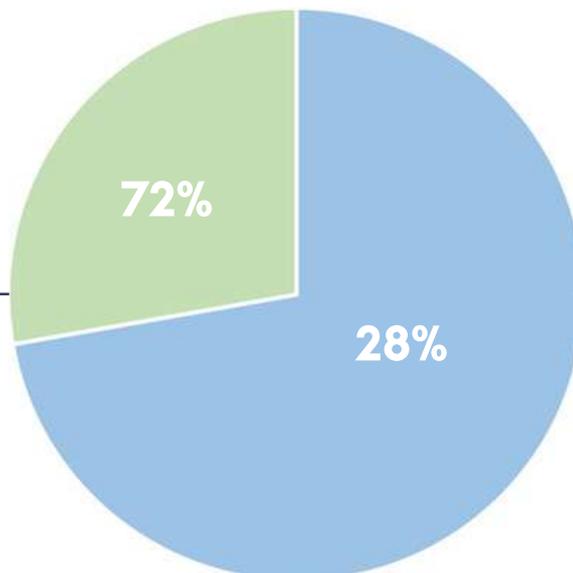


ADOLESCENTS (13-17 YEARS) FEEDBACK

Question One:
I feel that people
I saw here
listened to me



Question Two
It was easy to talk
to the people who
saw me

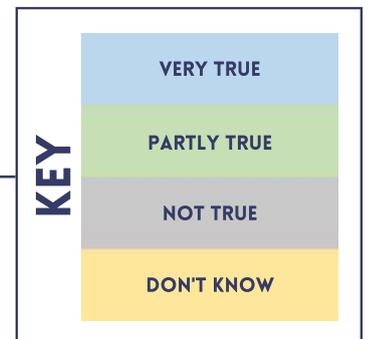
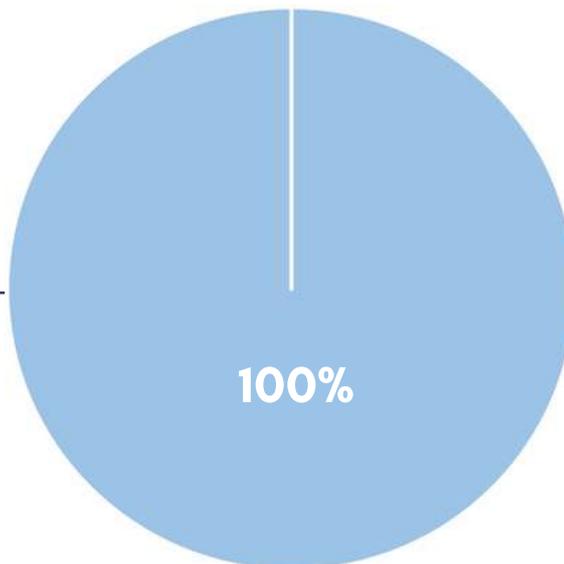


SECTION TWO: FEEDBACK

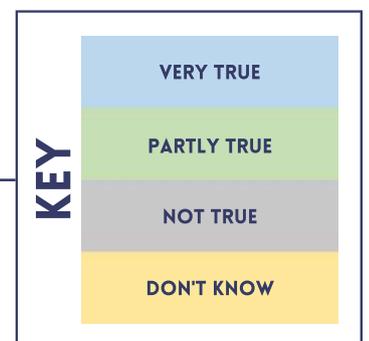
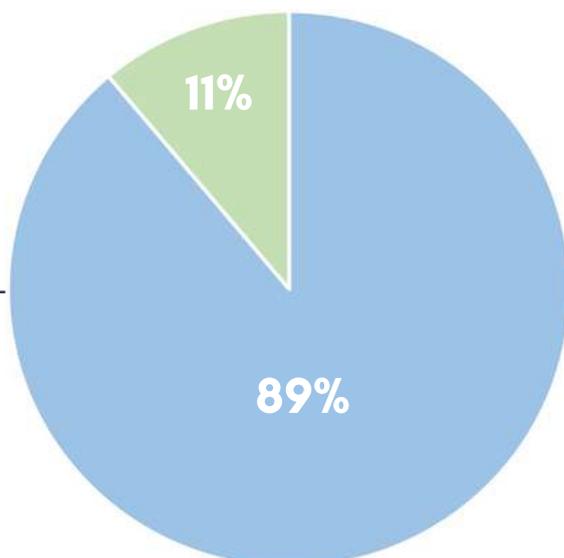


ADOLESCENTS (13-17 YEARS) FEEDBACK

Question Three
I was treated well by
the people who work
at Beacon House



Question Four
My views and
worries were
taken seriously

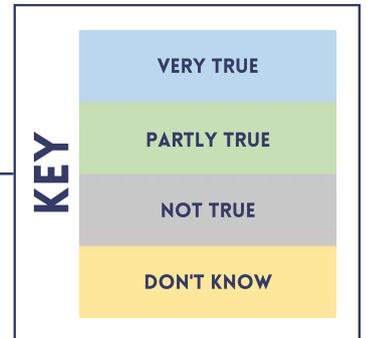
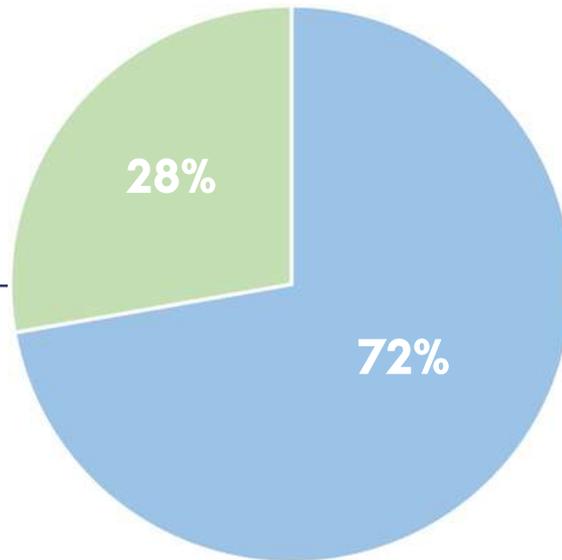


SECTION TWO: FEEDBACK

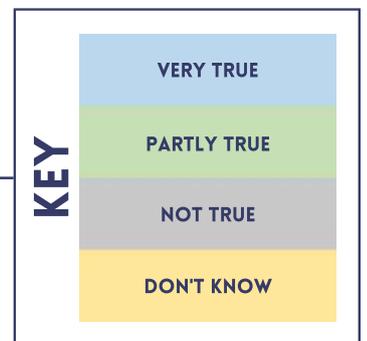
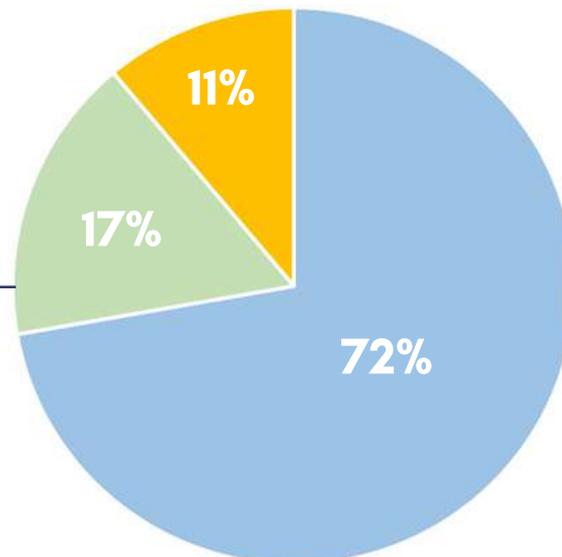


ADOLESCENTS (13-17 YEARS) FEEDBACK

Question Five
I feel that people here know how to help me



Question Six
It was explained to me what kind of help I was going to have, and how it might make things better

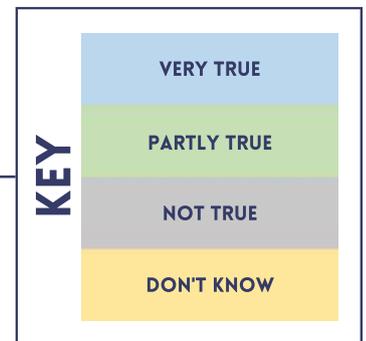
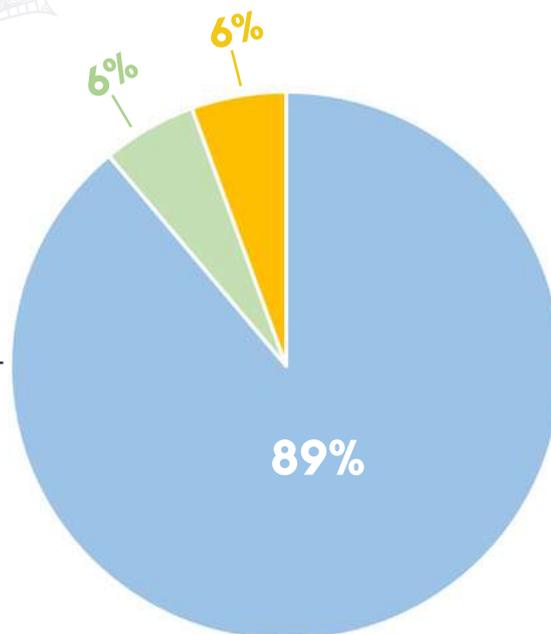


SECTION TWO: FEEDBACK

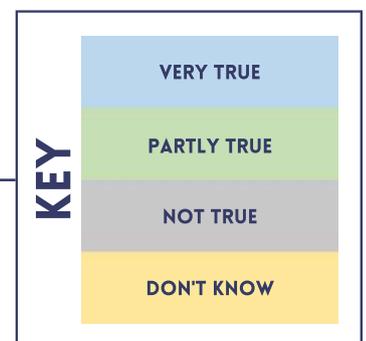
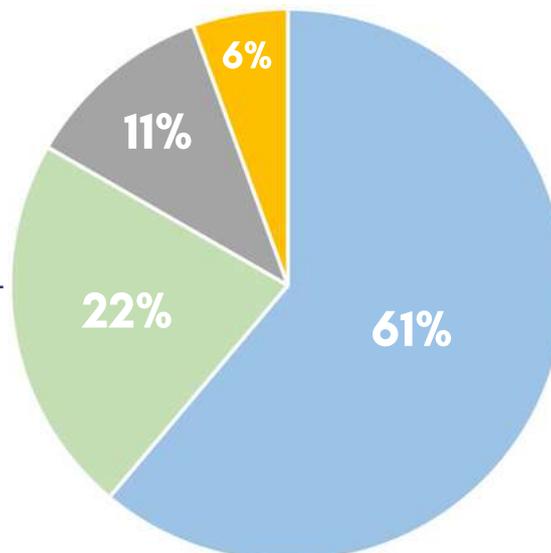


ADOLESCENTS (13-17 YEARS) FEEDBACK

Question Seven
The facilities here (e.g. waiting area and the therapy rooms) are comfortable



Question Eight
If a friend needed this sort of help, I would suggest that they come here

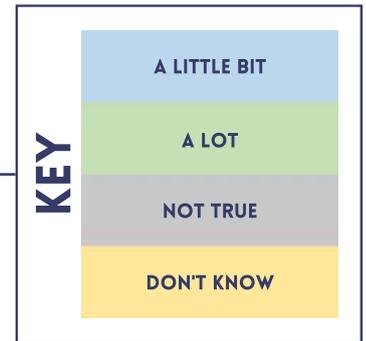
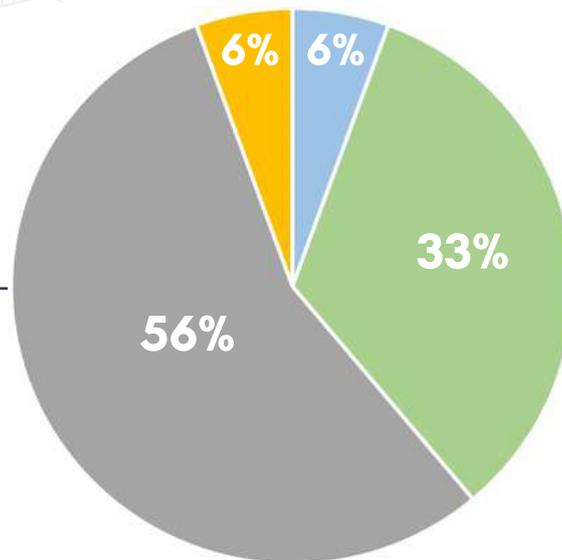


SECTION TWO: FEEDBACK

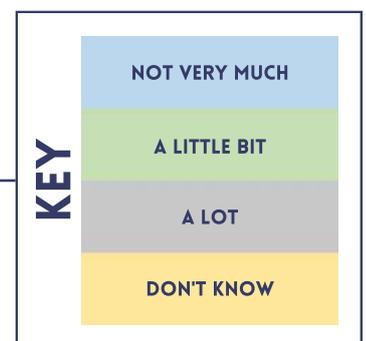
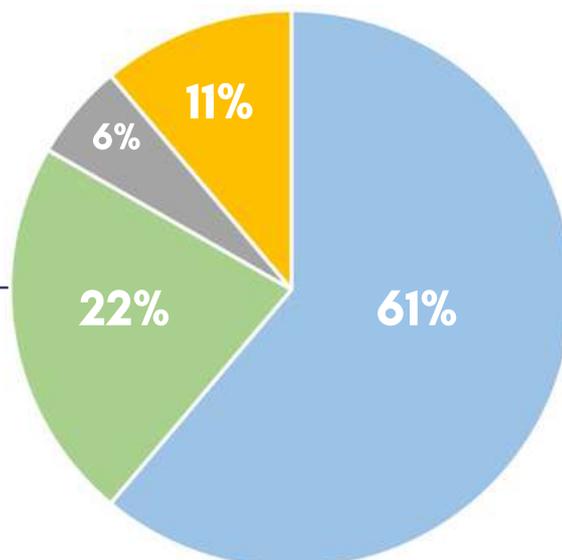


ADOLESCENTS (13-17 YEARS) FEEDBACK

Question Nine
Before you came to Beacon House, how much did your problems affect you?



Question Ten
Now that you have come to Beacon House, how much do your problems affect you?



55% of teenagers said that before they came to Beacon House, their problems were “very big”, and at the point of feedback only 5% of teens said their problems were “very big”.

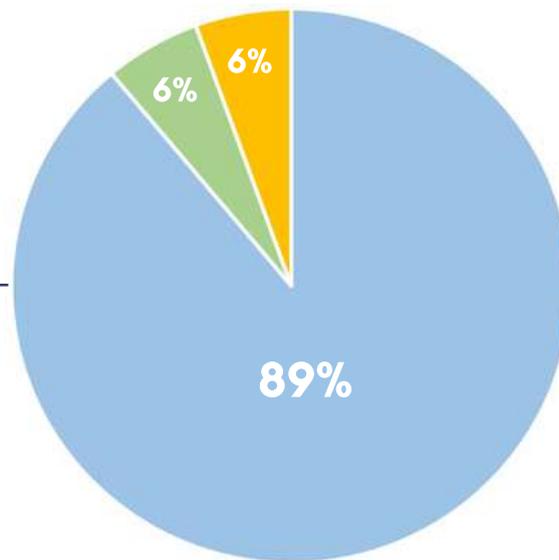
SECTION TWO: FEEDBACK



ADOLESCENTS (13-17 YEARS) FEEDBACK

Question Eleven

Overall, the help I
have received
here is good



KEY



Question Twelve: What was really good about the support you have had from Beacon House?

13/18 teenagers commented on this question. Three themes emerged:

Theme One: Feeling listened to (3 comments)

Theme Two: Feeling safe (7 comments)

Theme Three: Coming here helps me (3 comments)

Examples of these are as follows:

SECTION TWO: FEEDBACK

THEME 1: FEELING LISTENED TO (EXAMPLES)

“They listen extremely well.”

“That they listened to what I was telling them.”

“They actually listened to me with what I was talking about.”

THEME 2: FEELING SAFE (EXAMPLES)

“I could talk to someone without being judged.”

“Everyone is really friendly and kind.”

“I felt comfortable and welcomed with open arms.”

It's easy to talk about any problems or worries

Overall, very good, laid back and chill support

“Did their best to help me.”

I liked the swing, the puppy and the snacks. I loved the games we played.

THEME 3: FEELING SAFE (EXAMPLES)

“They have made me feel safe and more in who I am.”

“That they listened to what helping with my behaviour and emotional regulation and building trusting relationships I was telling them.”

“I learnt a lot about stuff I didn't know about.”

SECTION TWO: FEEDBACK



ADOLESCENTS (13-17 YEARS) FEEDBACK

Question Thirteen: Is there anything you didn't like about coming here?

Only two young people commented to this question, and for both they didn't like the distance to Beacon House.



ADOLESCENTS (13-17 YEARS) FEEDBACK

Question Fourteen: Do you have any ideas about how we could be even better at helping young people?

5/18 young people offered suggestions:

“

Promoting creativity which could help express themselves.

”

“Possibly make thing occasionally silly/fun maybe drawing an emoji face to express how the child is feeling.”

“More physical stuff.”

“Sensory room, massage stick, chewy food.”

SECTION THREE: SUMMARY AND REFLECTIONS

We are really privileged to work alongside these families and so grateful for their comments; both the very complimentary ones and those which let us know what we could be doing differently to help support them and other families even better.



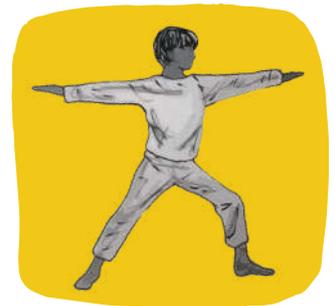
As a team, we work hard to live our values and mission statement wholeheartedly and so it is encouraging to read that the vast majority of the parents, young people and children who come to Beacon House for therapeutic sessions can see those values in action. Reading that families' lives have been changed for the better; parents say that they have found a place where they are deeply understood and respected as experts in their own children and their children are valued and accepted; and that children and young people say that they are welcomed, listened to, understood, relaxed, and safe here is something that drives us to continue and grow the quality of the services we are offering.



We are grateful for the honesty of those families who have let us know that things have not always been as they would like them or have shared their ideas about how we can make our services more accessible, more enjoyable and with a greater and faster impact.



Younger children were most likely to comment on how hard therapy was for them – that talking about things which were difficult made them embarrassed or anxious while the very small number of young people who shared what they didn't like mentioned the distance they had to travel to attend sessions.



A small number of parents commented that the travel time and there not being enough flexibility with appointment times was a challenge for them.

The dominant themes from parents and carers were a wish that the service could be expanded to offer work with other settings such as school and medical service providers and that the service was bigger so more people could access it or that families wouldn't have to wait.



SECTION THREE: NEXT STEPS FOR US

CHANGES WE HAVE MADE AS A RESULT OF THE FEEDBACK AND NEXT STEPS

The creative suggestions from families about how to improve things are really welcomed. You will see from the list below that we have already put some of these into action while we have other changes in mind to respond to some of the ideas. At the time of writing, the lockdown and continued restrictions associated with COVID-19 have meant that other changes are not possible for the time being (different toys and activities in clinic and waiting room spaces, different range of refreshments).

1. We now have secure guest Wifi available in the waiting room for all clients
2. We have recruited 2 additional therapists who began work in October/November 2020. This expands our service offer for younger children and their parents as well as those who need access to specialist Sensory Attachment Assessment and Intervention and dance and movement psychotherapy
3. We send out our Compliments, Concerns and Complaints policy to all parents/carers with their first appointment, to ensure everyone knows how they can give us feedback.
4. We have a variety of methods of feedback throughout the support offered to families, rather than just at the end of each phase of therapy.
5. We have made our Service Guides and our key articles available in audio, to help with 'access' to what can be complex terms and concepts.
6. We have updated our website with much more comprehensive information about Adoption Support Services, the range of therapies on offer and the timescales parents/carers can expect.
7. We have amended our feedback forms for children, teens and parents/carers for the next six months of data collection, based on feedback that some of the questions were confusing.
8. We have included a tick box on the new feedback forms which enables all those completing them to ask for someone in our leadership team to contact them about their feedback.
9. We have continued to expand our online training offer to make the ideas and resources we use in therapy more readily available to schools and others working with children who are adopted or cared for by special guardians.

SECTION THREE: NEXT STEPS FOR US

In addition, we have plans in development as follows

1. We will update the information leaflets available to parents/carers and referring social care teams, so that they are in a better position to make an informed choice about whether to refer to Beacon House.
2. We will build on our method for collecting feedback by piloting what is known as 'goal based outcomes' and asking parents/carers to complete a questionnaire about progress in the parent/child relationship.
3. We will work across our team to be clearer and more explicit with families about what therapeutic goals are being worked towards, with space and time to reflect on progress towards those goals.
4. We will hold a child participation event (If Covid-19 allows) to hear directly from children about how we can continue to improve and what is working well.
5. We are becoming more explicit with our anti-racist position and the ethnic diversity represented in our therapy rooms, such as toys, books and other resources.
6. We will be developing our approach to explicitly talking with new families about how we can make Beacon House as accessible as possible for them.
7. We are explicitly considering how we can become even more inclusive to those individuals who we support who identify their gender as non-binary.
8. We will be creatively exploring how we can include children and young people more centrally in the feeding back of our therapeutic needs assessments and prioritising their involvement in their therapy planning.
9. We are working on more closely tailoring our therapeutic needs assessment letters to the specific needs of parents/carers and families to avoid the feeling for some that the language is too technical or the letters are too long to be shared with others in the child's network
10. We will continue creating freely-available psycho-educational resources for our therapists to use with children, young people and parents/carers to help them understand the purpose and goals of their therapy.
11. We will be developing our therapeutic support options for when our assessment suggests that the child is too dysregulated or distressed to meaningfully engage in therapy.
12. We will be developing our therapeutic support options for parents/carers of children two years old and under, including parent/carer and baby specialist services.

THANK YOU

Thank you for reading this report. We would very much like to thank all the families we have worked with and who have given us so much to think about to continue growing and improving the services we offer. We are very grateful for the trust families put in Beacon House and the work we do to support children, young people and their parents and carers. Walking alongside them is a privilege and a responsibility and we will always work to make this as positive an experience as possible. We will continue to welcome all and any feedback and are always open to conversations about how to make what we do as meaningful and accessible to families as possible.

Dr Shoshanah Lyons
Clinical Director and
Responsible Individual

Dr Kathryn Whyte
Chichester Clinic Lead
and Registered Manager

