



Beacon House

Therapeutic Services and Trauma Team

FEEDBACK FROM OUR CHILDREN, TEENS AND FAMILIES

ADOPTION SUPPORT FUND CUCKFIELD CLINIC

DATE OF REPORT:

DECEMBER 2020

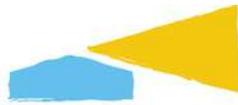
DATA COLLECTED BETWEEN:

JULY 2019 - JULY 2020

AUTHOR:

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Beacon House

Therapeutic Services and Trauma Team

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 |
|-------------------------|---------------|



EXECUTIVE SUMMARY

157 parents, 62 children, 35 teens and 8 adults provided feedback to us between July 2019 – July 2020.



PARENTS/CARERS

- 91%** of parents/carers told us that the problems they came with have now either 'partially' or 'very much' improved
- 99%** 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'
- 98%** of parents/carers told us that they were working towards clear therapeutic goals 'very much so', or 'somewhat'
- 100%** of parents/carers told us they felt they were treated well by everyone here
- 99%** of parents/carers told us they felt they were, overall, taken seriously by their child's therapist
- 100%** of parents/carers told us our facilities are comfortable
- 97%** of parents/carers told us appointments were at 'very' or 'somewhat' convenient times
- 99%** of parents/carers told us they 'would', or 'probably would', recommend us to others
- 97%** of parents/carers told us that the support here is, overall, good



ADULTS (18-25 YEARS)

- 100%** of young adults said that they felt listened to by their therapist
- 100%** of young adults said it was easy to talk to their therapist
- 100%** of young adults said they were treated well here
- 100%** of young adults said they were taken seriously
- 100%** of young adults said that people here know how to help them
- 100%** of young adults felt the facilities were comfortable
- 100%** of young adults would recommend us to their friends
- 100%** of young adults felt the support here is good

EXECUTIVE SUMMARY (CONT)



CHILDREN (5-12 YEARS)

- 92%** of children told us they felt 'very' or 'somewhat' listened to by their therapist
- 79%** of children said they found it 'very' or 'somewhat' easy to talk to their therapist
- 93%** of children told us that overall, they were treated well here
- 80%** of children told us their views were, overall, taken seriously
- 92%** of children said our facilities were comfortable
- 95%** of children said they would, overall, recommend us to their friends
- 40%** of children said that before they came to Beacon House their problems were "very big" and only
- 5%** of children said their problems were "very big" at the time of the feedback



ADOLESCENTS (13-17 YEARS)

- 100%** of teens told us they felt listened to by their therapist
- 97%** of teens said they found it 'very' or 'partly' easy to talk to their therapist
- 100%** of teens said they were, overall, treated well here
- 94%** of teens said their views were taken seriously
- 94%** of teens said that people here 'know' or 'partly know' how to help them
- 100%** of teens said the facilities were satisfactory or comfortable
- 89%** of teens said they would, overall, recommend us to their friends
- 100%** of teens said that the help they have received here is, overall, good

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 <https://beaconhouse.org.uk/specialist-clinics/adoption-and-special-guardians/>

SECTION ONE: ABOUT THE DATA

This report shares the feedback data we collected from families who were supported by Beacon House at our Cuckfield clinic, funded by the Adoption Support Fund, between July 2019 and July 2020.

We asked all children, teens, adults and parents/carers supported directly by us to complete a feedback form 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 the feedback form was completed, and the review meeting marked the planning for the next phase of work.

Here's how many feedback forms were completed during this period of time:



PARENTS/CARERS

157



CHILDREN (5-12 YEARS)

62



ADOLESCENTS (13-17 YEARS)

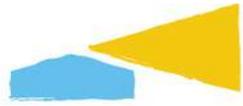
35



ADULTS (18-25 YEARS)

8

You will note that while there are 157 parent/carer forms, the children and adolescent columns do not add up to 157. 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



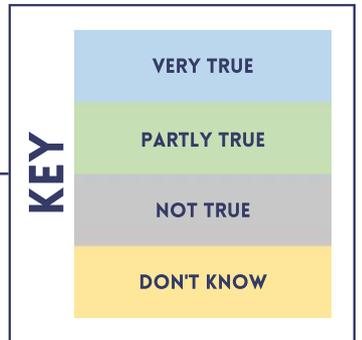
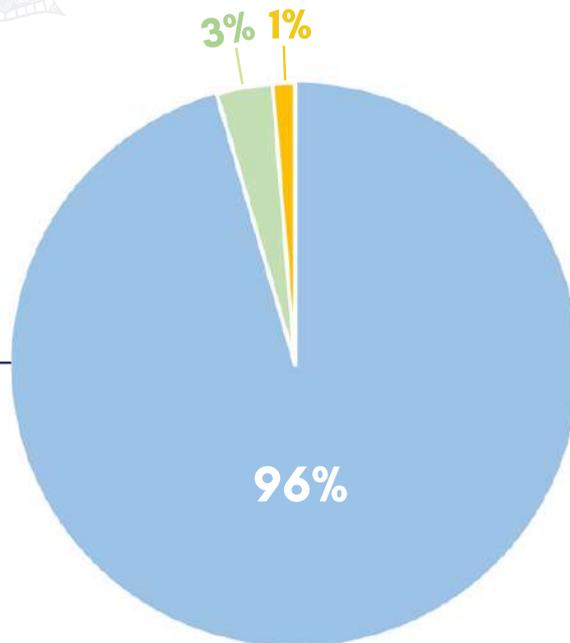
PARENTS/CARER FEEDBACK

SECTION TWO: FEEDBACK

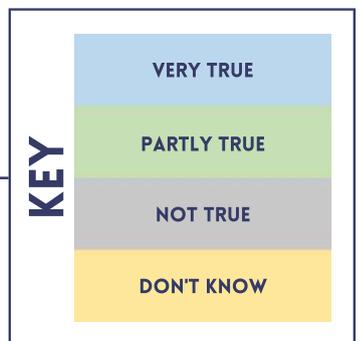
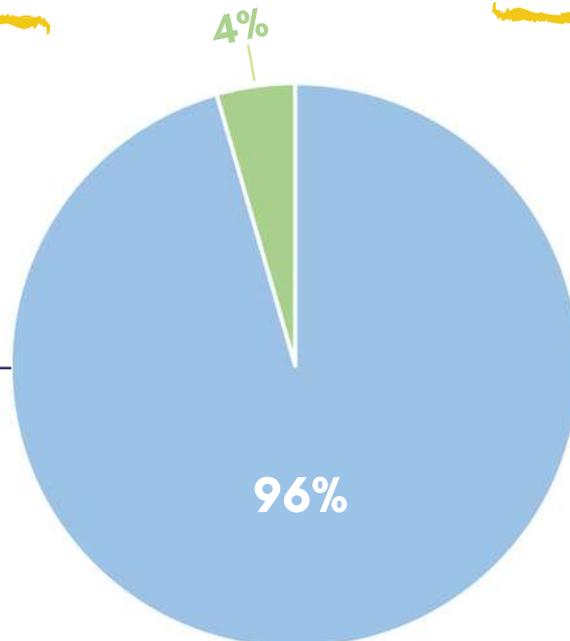


PARENTS/CARER FEEDBACK

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



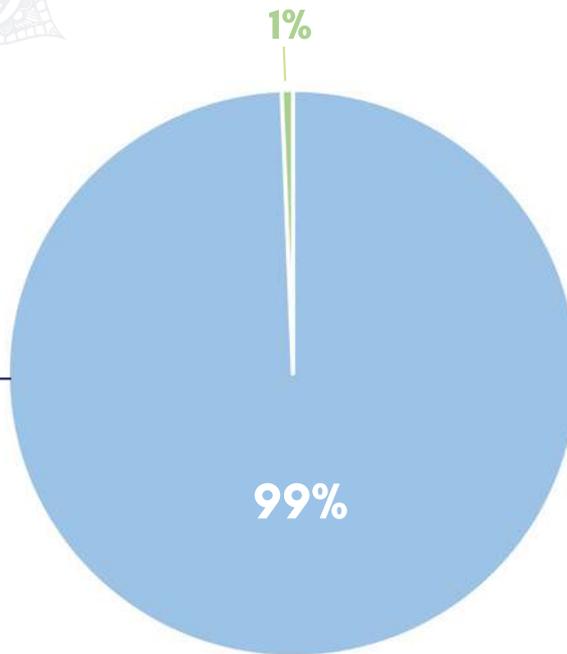
SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

Question Three:

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

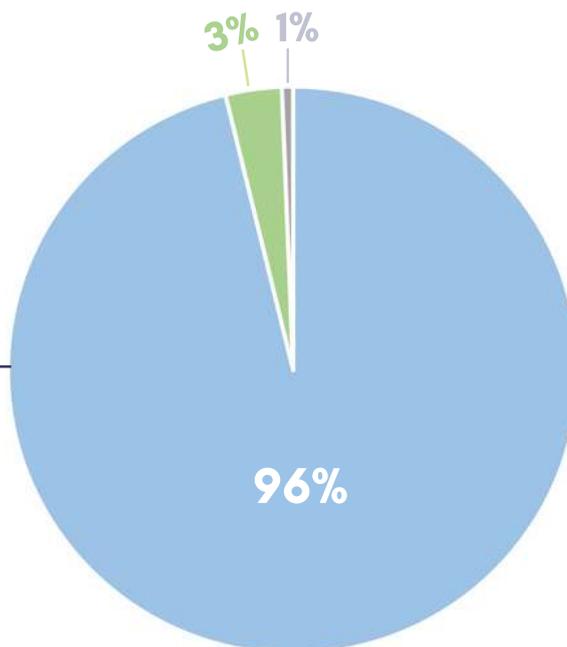


KEY



Question Four:

My views and worries
were taken seriously



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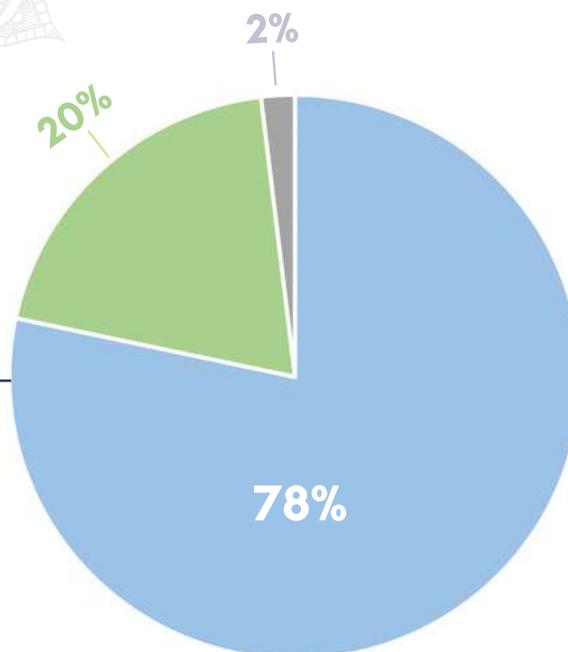
SECTION TWO: FEEDBACK



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

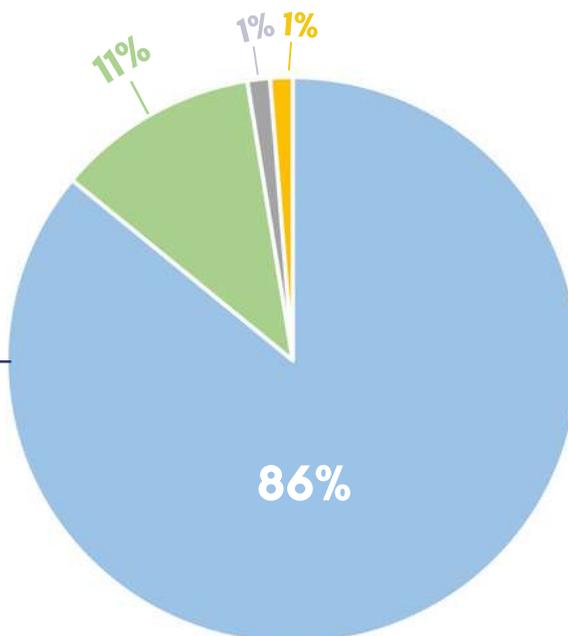


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Question Six:

I have been given enough explanation about the help available here



KEY



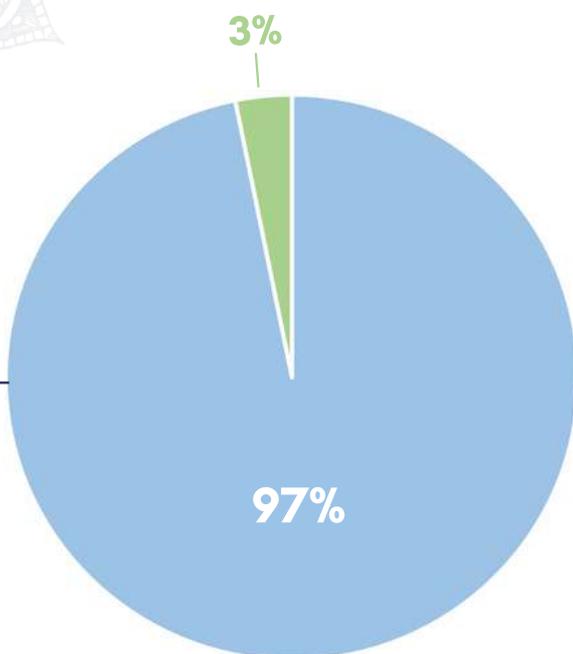
SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

Question Seven:

The facilities here are comfortable

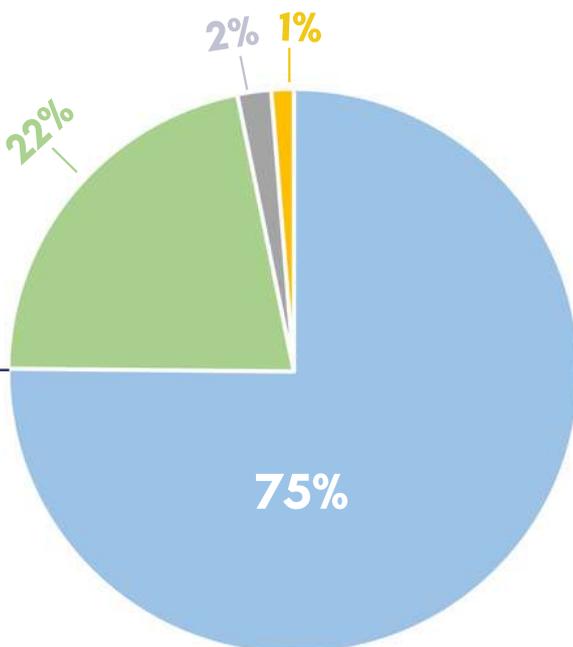


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Question Eight:

The appointments are usually at a convenient time



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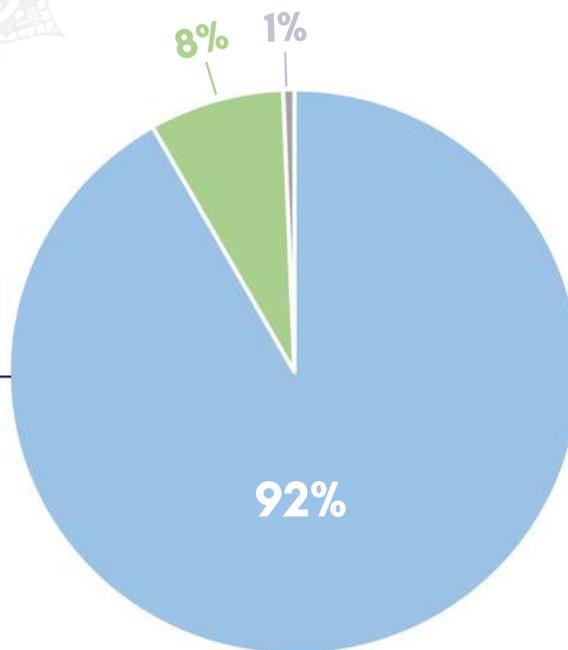
SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

Question Nine:

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

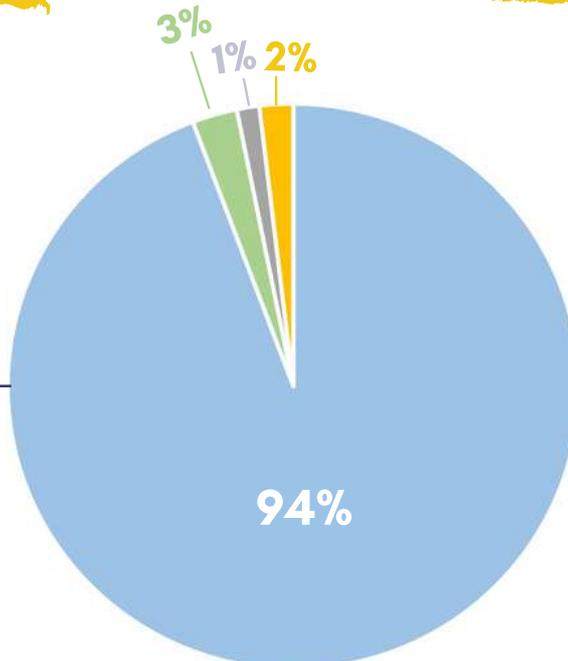


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Question Ten:

Overall, the help we have received here is good



KEY

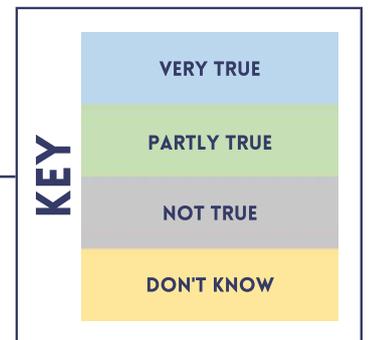
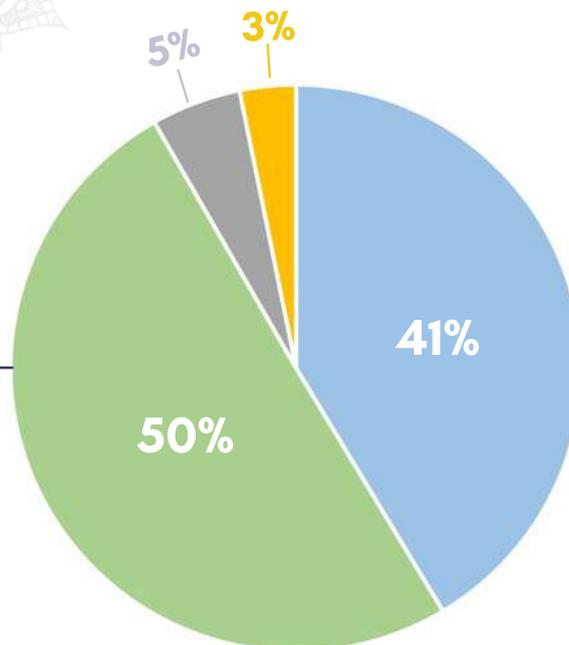


SECTION TWO: FEEDBACK



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?

151 parents/carers commented on this question, leaving 6 parents/carers who chose not to comment. The themes that emerged are:

Theme One: Feeling understood by staff at Beacon House (56 comments)

Theme Two: Feeling positively impacted by the support offered (46 comments)

Theme Three: A personal, flexible, child and family centered approach (17 comments)

Theme Four: Overall a positive and safe experience (32 comments)

Examples of these are as follows:

SECTION TWO: FEEDBACK

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

“

My therapist truly understands our needs, especially my child's; I have also benefited from my therapist's insight, feedback and guidance.

”

"Very skilled staff, knowledgeable and understanding and are really trying to engage my son".

"Multidisciplinary. Great practitioners. Understanding and flexible."

"Our therapist listened to us both in a way that nobody had before."

“

Our therapist is very knowledgeable and is willing to be guided by what we feel we want from sessions. He helps keep us focused on what we need to be discussing/achieving. We can say anything to him and he will not take it the wrong way.

”

"People are great at listening and take your views seriously."

“

I feel that my therapist has listened to me and was able to offer me guidance and support when I needed it.

”

"I didn't feel alone, lots of good advice and support."

"The staff are amazing and have a lot of expertise. They understand like nobody else does."

“

Professional and expert advice. They really get adopted kids.

”

"Very thorough assessments. Knowledgeable specialists. Very caring and approachable."

SECTION TWO: FEEDBACK

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

“

I feel a better parent after each visit.

”

"The ability to learn more about our child and become a true family again."

"I am such a better parent with advice and tools on how to deal with tricky behaviours and how to de-escalate tricky situations in a non-confrontational way."

“

The parenting support we have had from our therapist has been invaluable and we have seen improvements in our child's self-esteem and happiness since engaging in therapy.

”

“

I have a better understanding of how my children have been affected during their early months in care and how this has been transferred into behaviours we see.

”

"It really helped me talking over recent issues as they were happening. I do feel that things have improved with the girls and that therapy is and was necessary to enable them to move forwards."

"It's been great to see how much my son enjoyed coming to his sessions and to be given some ideas and strategies to help calm him."

"I feel I understand my child better and ways to improve my relationship with her."

“

Listened to, given strategies, discuss scenarios etc. Huge support and comfort. Stops you feeling isolated and instead makes you feel you are understood and not alone.

”

"I feel stronger to deal with things and more confident within myself."

"The feeling of renewed energy and ideas to take home and utilise after every session."

SECTION TWO: FEEDBACK

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

"We were offered multiple approaches to find what worked best for our family and ourselves. I felt VERY supported."

“

Our therapist was very flexible on timings and understanding the nature of teens and last-minute changes.

”

"The way the therapy developed was done very openly and inclusively."

“

Lots of professional people to help all members of the family in whatever way they need.

”

"They are very understanding, helpful and accommodating to our needs."

"Accommodating and flexible with regards to sessions timing and dates."

“

The continuity between therapists so we were always 'seen' as a family unit.

”

"Very flexible and adaptable towards our needs."

SECTION TWO: FEEDBACK

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

"We felt that we were listened to and acknowledged as being the "experts" on our child and his behaviour. No one has been dismissive or judgemental. Our suggestions have been listened to and acted on."

"Our therapist is a very friendly and warm person who helped us feel very at ease. The visits we had were very calm, and in such a soft and friendly environment, which made our anxiety calmer."

"It has really helped us. The environment is very welcoming and easy for my child to cope with."

"We feel that Beacon House has championed our needs as a whole family."

"It was committed, thoughtful, patient and effective."

"My child being given the space to trust someone else to help him."

"Fun therapy sessions. Great understanding of children's needs and clear explanations. Signposted us to other therapists where it was felt it would be helpful. Smiley welcome from Jo and therapists. Extra care and support for me as well as my children. A popular fruit bowl in the waiting room."

"My therapist created a safe space for my daughter to be able to open up about her feelings."

"An atmosphere of calm safety and responsibility to the children."

"It was great to come to a calm, comfortable environment where we were treated as individuals who were asking for advice and help rather than someone to be fixed. The way the therapy developed was done very openly and inclusively."

SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

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

93 parents/carers chose not to answer this question, or they answered it with a comment to the effect of 'no improvements needed'. For those who did respond, only two themes emerged as follows:

Theme One: Distance to travel and inflexibility of appointment times (35 comments)

Theme Two: Therapy is challenging and progress is slow (6 comments)

Examples of these are as follows:

THEME 1: DISTANCE TO TRAVEL AND INFLEXIBILITY OF APPOINTMENT TIMES

"Sometimes the time of the day / day of the week was a bit tricky."

“

The distance can be a challenge in terms of taking time off work. On the other hand, the time together in the car is nice.

”

"Difficulty finding a convenient appointment time due to work commitments."

“

Distance from home and difficulty finding the time to attend but this isn't a problem with Beacon House just an obstacle for us to overcome.

”

SECTION TWO: FEEDBACK

THEME 2: THERAPY IS CHALLENGING AND PROGRESS IS SLOW (EXAMPLES)

“

It's a slow process
- feels like we've
been coming here
forever.

”

*"Progress - but
appreciate that
may be out of
your control"*

“

If I am being totally honest, sometimes inwardly, I would have preferred not to come because in some ways it feels like talking and going over the same issues becomes a bit of a chore.

”

*"Sometimes we find the sessions
uncomfortable to watch and listen to."*

*"I don't enjoy it that much myself.
It's not really my cup of tea."*

MISCELLANEOUS ITEMS (WHICH WERE COMMENTED ONCE EACH BY A PARENT/CARER)

“

Some admin communication
would have been better
i.e. appointment mix ups
caused a few difficulties

”

*"Concerned
about the
initial delay
in setting
up the
sessions."*

“

Sometimes the language used can be quite technical, which is understandable but tricky at times. It has also been hard, at times, to understand how to use the knowledge we have been given in a practical way when faced with a difficult situation at home.

”

*"Circumstances were
unfortunate - a change of
therapist was disruptive."*

*"There was a long wait from
assessment to start of treatment /
interventions."*

SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

Question Fourteen:

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

98 parents/carers chose not to answer this question, or they commented to the effect of 'no improvements needed'. Only two themes emerged from those who did respond, as follows:

Theme 1: Greater flexibility of appointment times (13 comments)

Theme 2: Ideas for broadening our service provision (23 comments)

Examples of these are as follows:

THEME 1: GREATER FLEXIBILITY OF APPOINTMENTS (EXAMPLES)

"Available appointments at the weekend."

“

Offer out of hours appointments.

”

"Greater flexibility of appointments."

“

Different appointment times each week would help.

”

"Early morning appointments would be very useful."

SECTION TWO: FEEDBACK

THEME 2: IDEAS FOR BROADENING OUR SERVICE PROVISION (EXAMPLES)

“In an ideal world, Beacon House would be available to everyone!”

“Expanding work with schools would be very positive.”

“Open other branches so more accessible.”

“Provide onsite childcare for siblings.”

“Facilitate open informal sessions for families.”

“Take training out to other organisations.”

“More therapists and more premises.”

“Offer an additional parenting group.”

MISCELLANEOUS COMMENTS (MADE BY 1 OR 2 PARENTS/CARERS)

“A bit clearer about the range of therapies on offer at Beacon House to start with.”

“waiting room can be sad, when busy, for anxious teens.”

“Ensure timing of assessment and subsequent therapy could be tightened up/ timelier to avoid delay / potential loss of momentum.”

“I didn't understand the purpose of OT until towards the end of the work.”



Beacon House

Therapeutic Services and Trauma Team



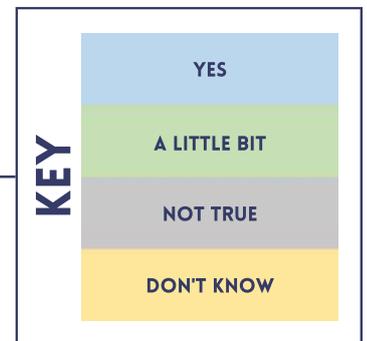
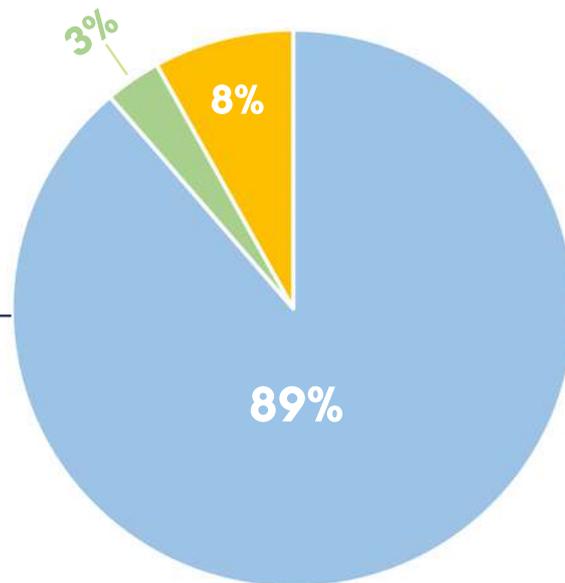
CHILDREN (5-12 YEARS) FEEDBACK

SECTION TWO: FEEDBACK

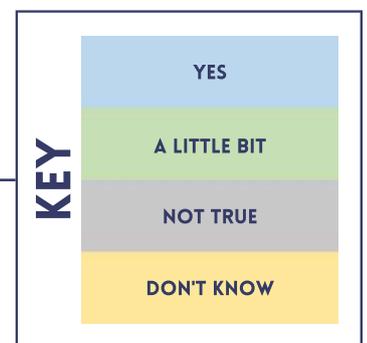
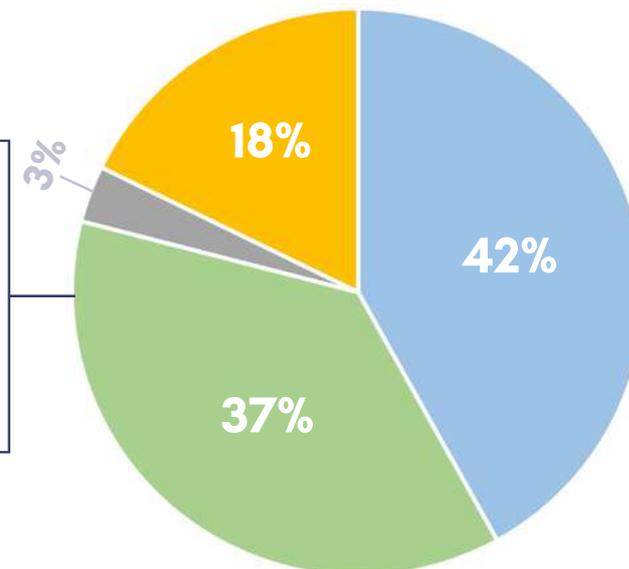


CHILDREN (5-12 YEARS) FEEDBACK

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?



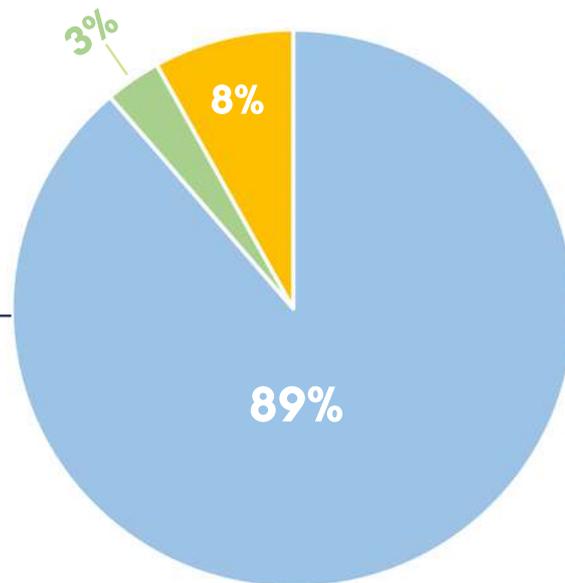
SECTION TWO: FEEDBACK



CHILDREN (5-12 YEARS) FEEDBACK

Question Three

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

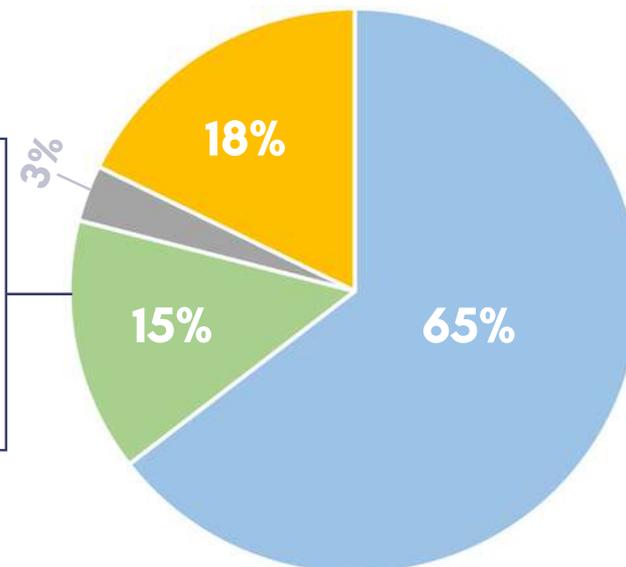


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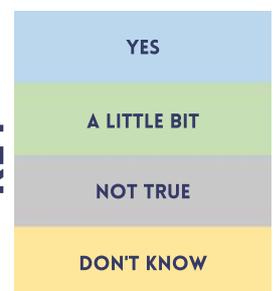


Question Four

Were your views
and worries taken
seriously?



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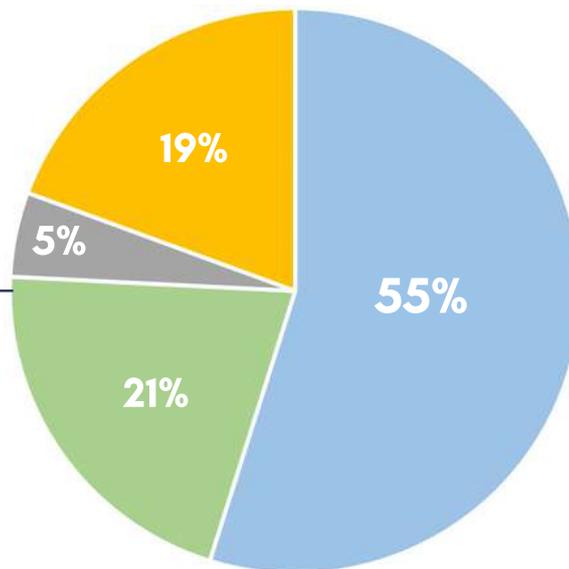
SECTION TWO: FEEDBACK



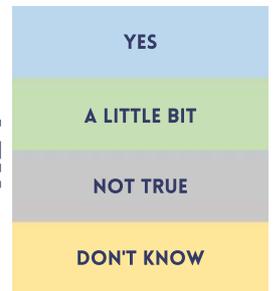
CHILDREN (5-12 YEARS) FEEDBACK

Question Five

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

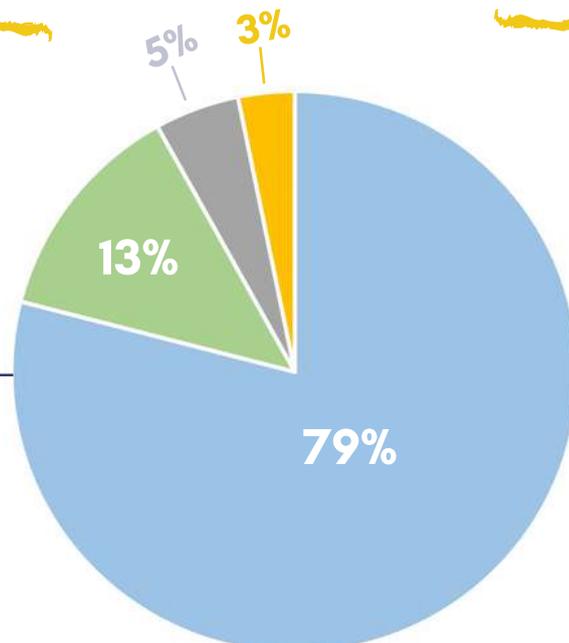


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Question Six

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



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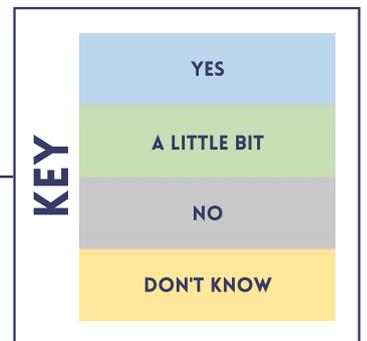
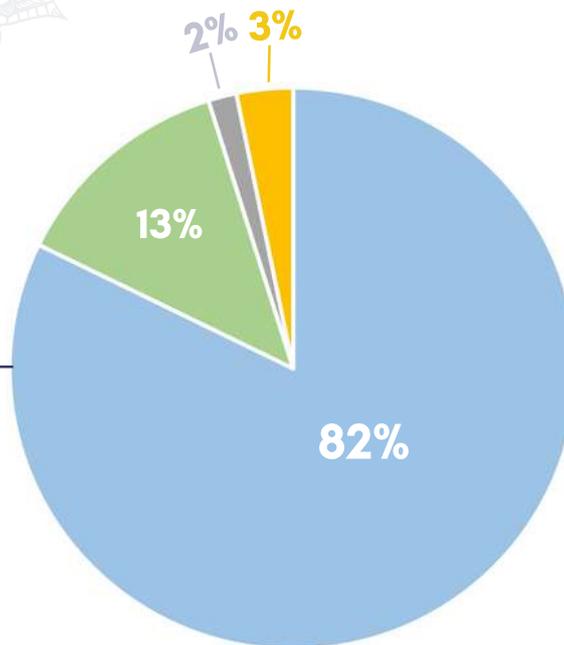


SECTION TWO: FEEDBACK

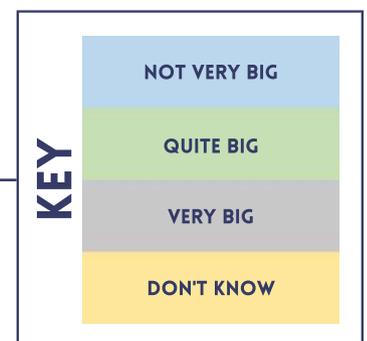
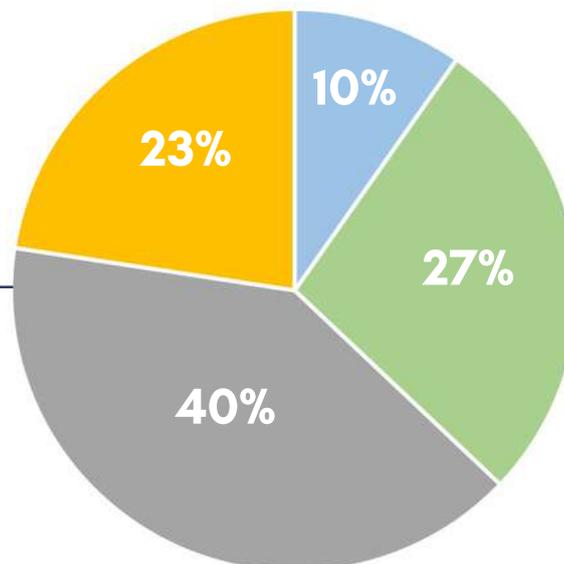


CHILDREN (5-12 YEARS) FEEDBACK

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?

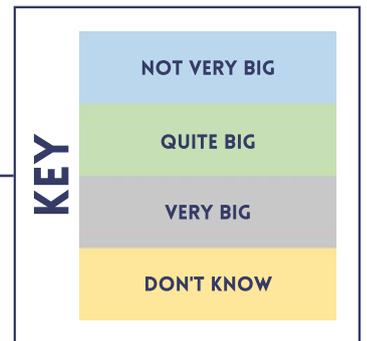
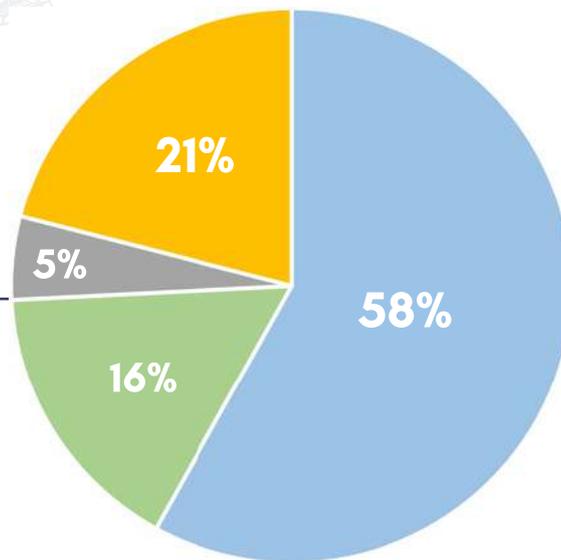


SECTION TWO: FEEDBACK



CHILDREN (5-12 YEARS) FEEDBACK

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



40% of children said that before they came to Beacon House, their problems were “very big”. At the point of giving feedback, only 5% of children felt their problems were “very big”.

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

5 children chose not to answer this question, or answered “don’t know”. Other themes that emerged include:

Theme One: Overall positive experience (28 comments)

Theme Two: Beacon House has helped me (11 comments)

Theme Three: The therapists were kind and caring (7 comments)

Theme Four: Attached to the resources in the clinic (7 comments)

Examples of these are as follows:

SECTION TWO: FEEDBACK

THEME 1: OVERALL POSITIVE EXPERIENCE (EXAMPLES)

“I really enjoyed building the web page because it may help me and others.”

“I loved everything I did.”

“I was having fun playing while having therapy instead of just talking. I especially liked the foam.”

“Everything and I want to come here again.”

THEME 2: BEACON HOUSE HAS HELPED ME (EXAMPLES)

“When I come here my worries get calmer.”

“My anger feels a lot less.”

“It was good because now my problems are small.”

“It made me feel better about everything that has happened.”

“It was good to see you and it helps very much.”

“It was good because now my problems are small. The really good thing about the help was my therapist was lovely and helped me understand things.”

SECTION TWO: FEEDBACK

THEME 3: THE THERAPISTS WERE KIND AND CARING (EXAMPLES)

“

They were kind.

”

"Very friendly."

"They listen."

"Everyone
smiles."

“

Well it was very kind and I
could do with that as what
I am doing is difficult.

”

THEME 4: ATTACHED TO RESOURCES IN THE CLINIC (EXAMPLES)

“

The ladder and
the pinch pots.

”

It's nice there
because it's
really comfy in
the rooms.

“

The toys -
scooter board.

”

"Jo's hot chocolate!"

“

Laara's dog
Tallulah.

”

"Swing, tent,
stepping stones."

"Big bear."

SECTION TWO: FEEDBACK



CHILDREN (5-12 YEARS) FEEDBACK

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

39 children chose not to answer, or commented to the effect of 'no, I liked everything'. The only two themes that emerged from those who did respond were:

Theme 1: Feeling nervous about therapy and having difficult conversations (11 comments)

Theme 2: The journey (6 comments)

Examples of these are as follows:

THEME 1: FEELING NERVOUS ABOUT THERAPY AND HAVING DIFFICULT CONVERSATIONS (EXAMPLES)

"Nerves"

"The talking"

"Scary and worrying"

"I find it hard to talk about how I feel."

SECTION TWO: FEEDBACK

THEME 2: THE JOURNEY (EXAMPLES)

“It takes a long time to get there.”

“Traffic - don't like..”

“It was far away from home.”

“No, I love it there but it takes a long time to get there.”

MISCELLANEOUS COMMENTS

“The oribis are too sticky”

“Don't like the time ending.”

“Waiting in the car”

“Didn't like having a last session”

“Not having my therapist”

“More dolls for the doll's house needed.”

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?

THE CHILDREN SHARED THESE IDEAS:

“ Longer sessions ”

“Hotwheels”

“ Grow seeds ”

“Computer. More baby dolls for bashing”

“ Maybe do some stuff outside ”

“ Having all the equipment and Mel at school ”

“Football”

“That you can bring a dog with special permission.”

“Trampoline in every room”

“ I would love to go more often ”

“ Ice cream ”

“Put signs up to tell people about Beacon House”



Beacon House

Therapeutic Services and Trauma Team



ADOLESCENTS (13-17 YEARS) FEEDBACK

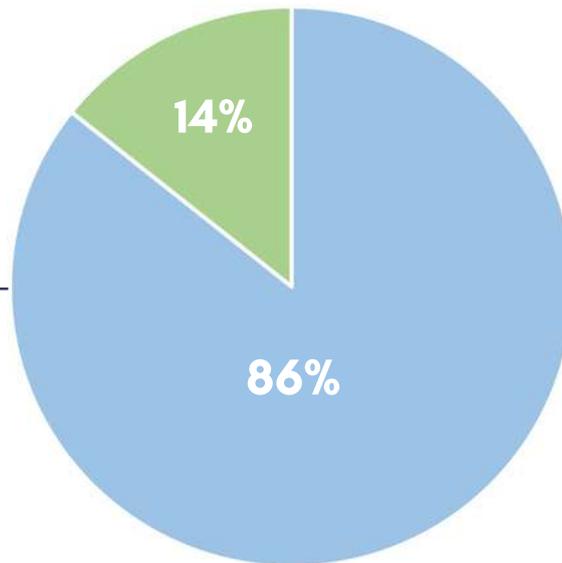
SECTION TWO: FEEDBACK



ADOLESCENTS (13-17 YEARS) FEEDBACK

Question One:

I feel that people
I saw here
listened to me

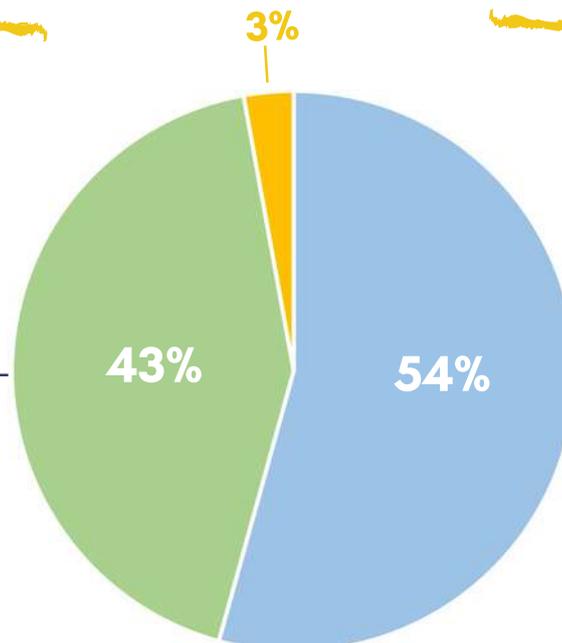


KEY



Question Two

It was easy to talk
to the people who
saw me



KEY



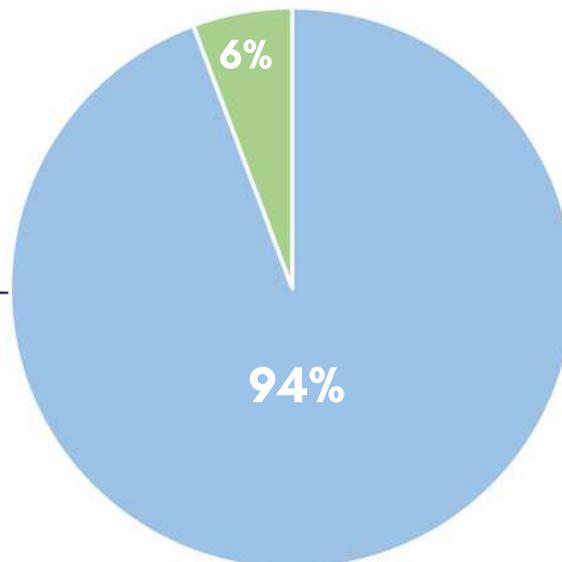
SECTION TWO: FEEDBACK



ADOLESCENTS (13-17 YEARS) FEEDBACK

Question Three

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

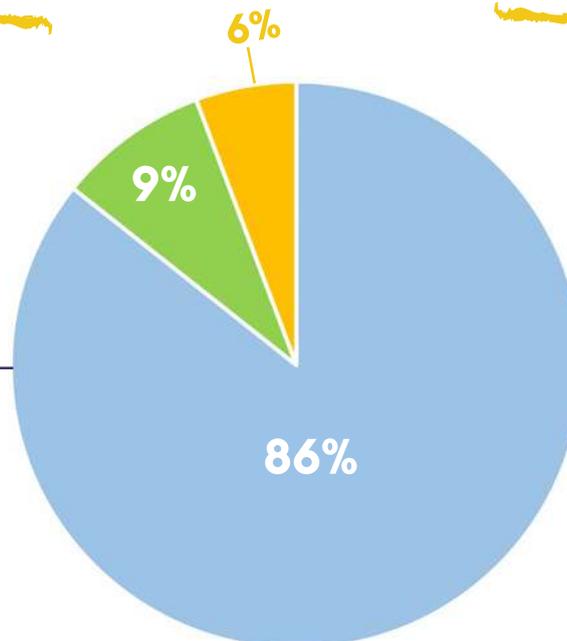


KEY



Question Four

My views and worries were taken seriously



KEY

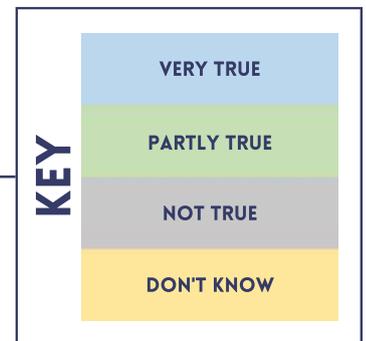
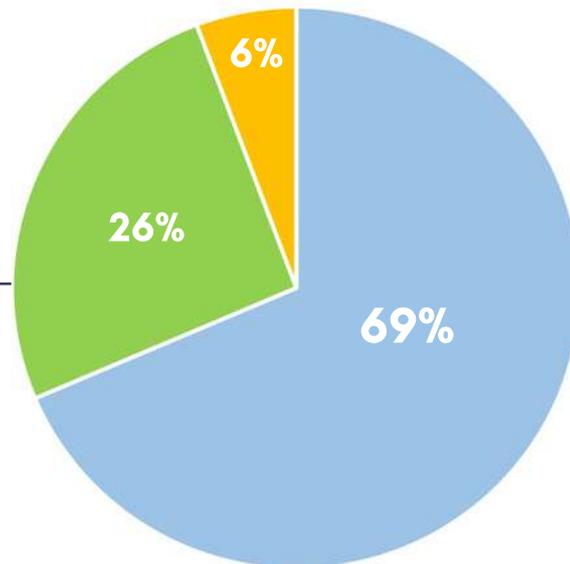


SECTION TWO: FEEDBACK

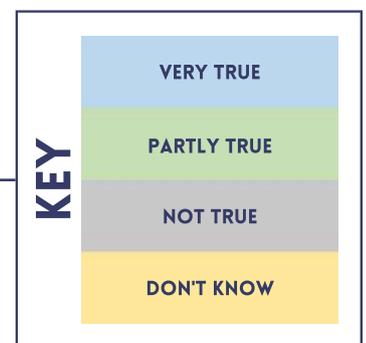
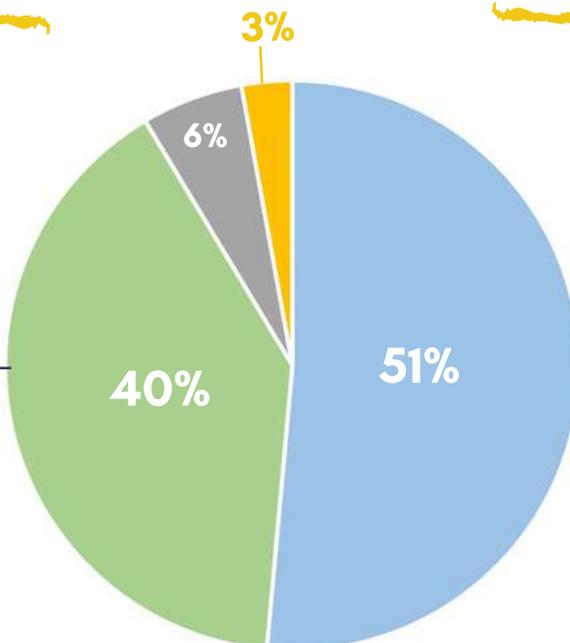


ADOLESCENTS (13-17 YEARS) FEEDBACK

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

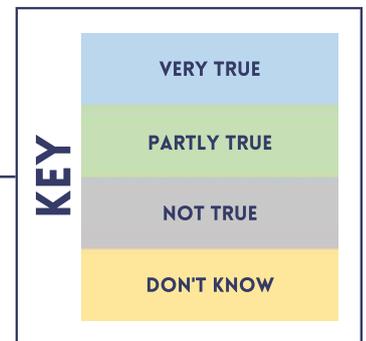
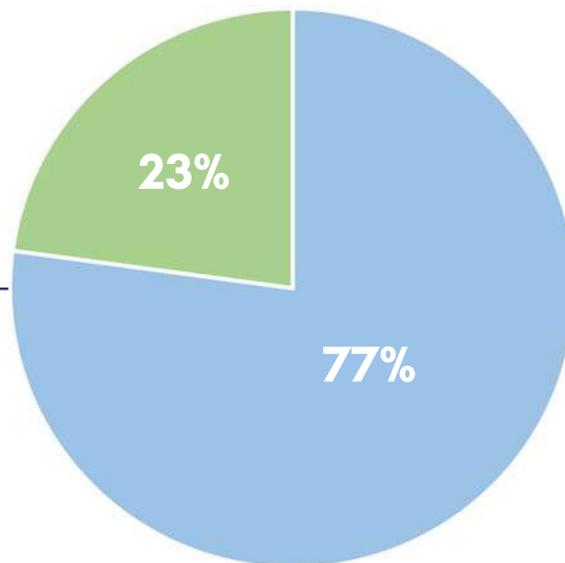


SECTION TWO: FEEDBACK

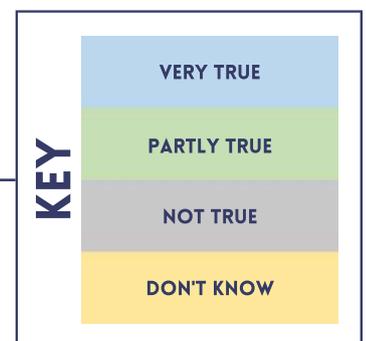
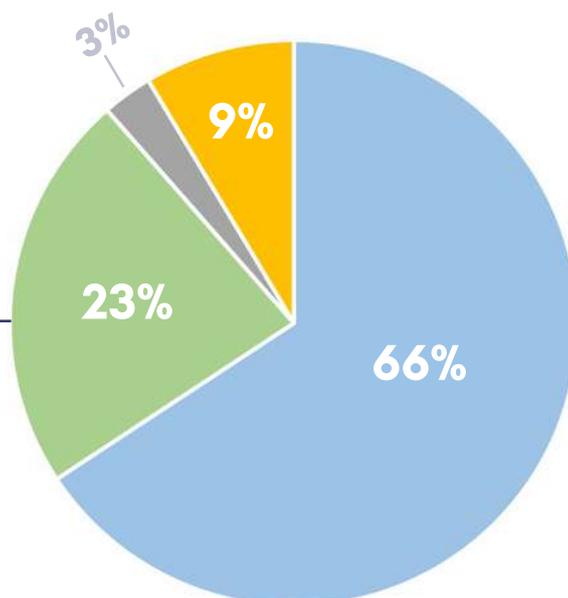


ADOLESCENTS (13-17 YEARS) FEEDBACK

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

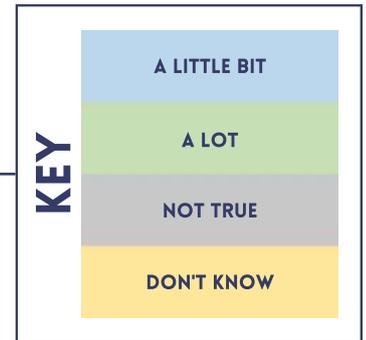
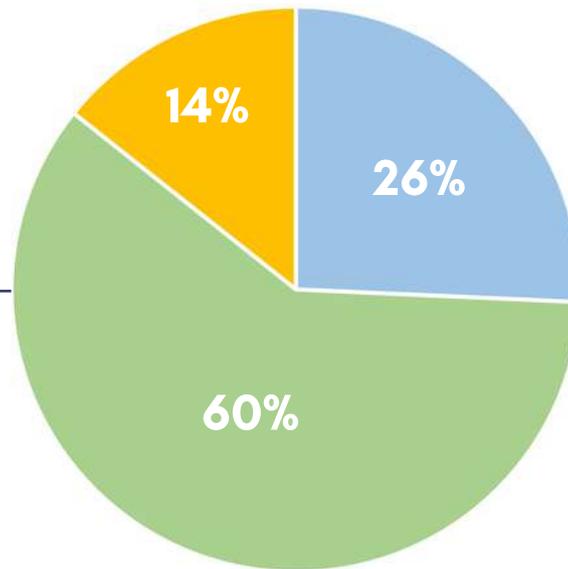


SECTION TWO: FEEDBACK

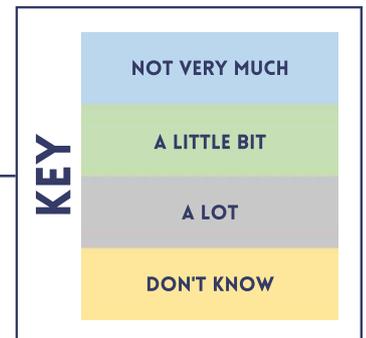
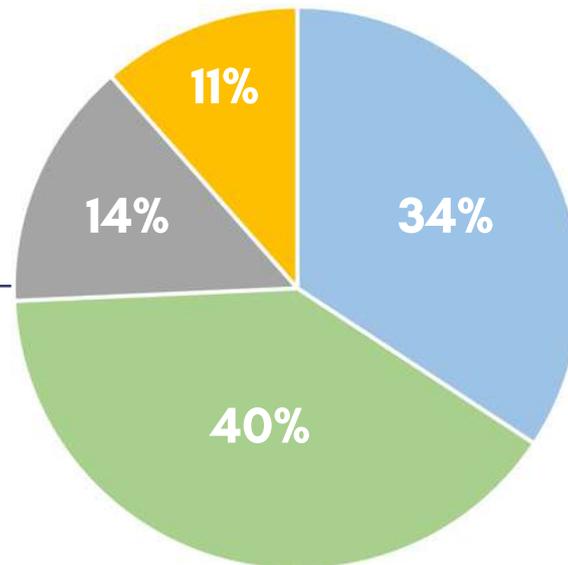


ADOLESCENTS (13-17 YEARS) FEEDBACK

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?

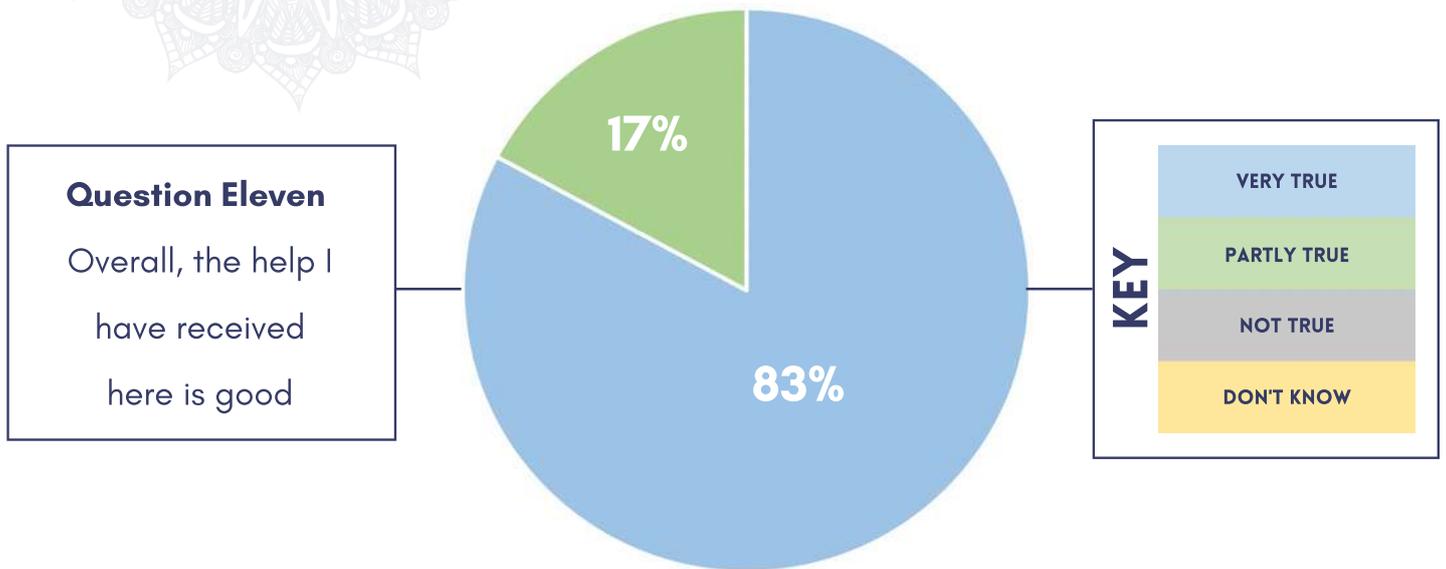


60% of teens said that before coming to Beacon House their problems affected them “a lot” compared with the point of feedback, when 14% of teens said that their problems affected them “a lot”.

SECTION TWO: FEEDBACK



ADOLESCENTS (13-17 YEARS) FEEDBACK



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

7 young people chose not to answer this question, or they answered "I don't know". The only two themes that emerged include:

Theme One: I learnt a lot and the support I received has helped me (13 comments)

Theme Two: I felt safe, respected and understood (17 comments)

Examples of these are as follows:

SECTION TWO: FEEDBACK

THEME 1: I LEARNT A LOT AND THE SUPPORT I RECEIVED HAS HELPED ME (EXAMPLES)

“It was very informative. It helped me learn a lot of new skills and techniques.”

“Helping to find ways to help me at school.”

“It showed me that even “healthy” coping mechanisms like over working hard/focusing on academia could be harmful.”

“They helped me get through my problems and helped me feel that I wasn't alone. All the things there were good – the staff.”

“Having time with Mummy.”

“It has given me confidence to believe that I am fine as I am. I don't need to be like others.”

THEME 2: I FELT SAFE, RESPECTED AND UNDERSTOOD (EXAMPLES)

“I was listened to and understood.”

“It was open and I could control what we spoke about.”

“It is a very peaceful space and a nice get away from my usual scene.”

“My therapist listened to me. She helped me understand stuff that happened to me. She offers me hot chocolate. She always asks me how I am doing.”

“It was incredible, thank you”

“Good environment to be comfortable being upset.”

SECTION TWO: FEEDBACK



ADOLESCENTS (13-17 YEARS) FEEDBACK

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

28 young people chose not to answer this question, or commented to the effect of 'no improvements needed'. The two themes that did emerge include:

Theme One: Feeling anxious about coming to therapy, and having tough conversations (4 comments)

Theme Two: The Journey (6 comments)

Examples of these are as follows:

THEME 1: FEELING ANXIOUS ABOUT COMING TO THERAPY, AND HAVING TOUGH CONVERSATIONS (EXAMPLES)

"I was nervous about coming."

I find it hard sometimes.

Sometimes, if I had had a bad day at school, I didn't want to go.

"Talking about hard things."

SECTION TWO: FEEDBACK

THEME 2: THE JOURNEY (EXAMPLES)

"The journey was too long."

“

I don't like having to be in the car with my mum for an hour as she is one of the main sources of mental stress for me.

”



ADOLESCENTS (13-17 YEARS) FEEDBACK

Question Fourteen:

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

32 Young people chose not to answer this question. There were 3 comments as follows:

“

Be good to talk to other young people because they might have gone through the same stuff as you

”

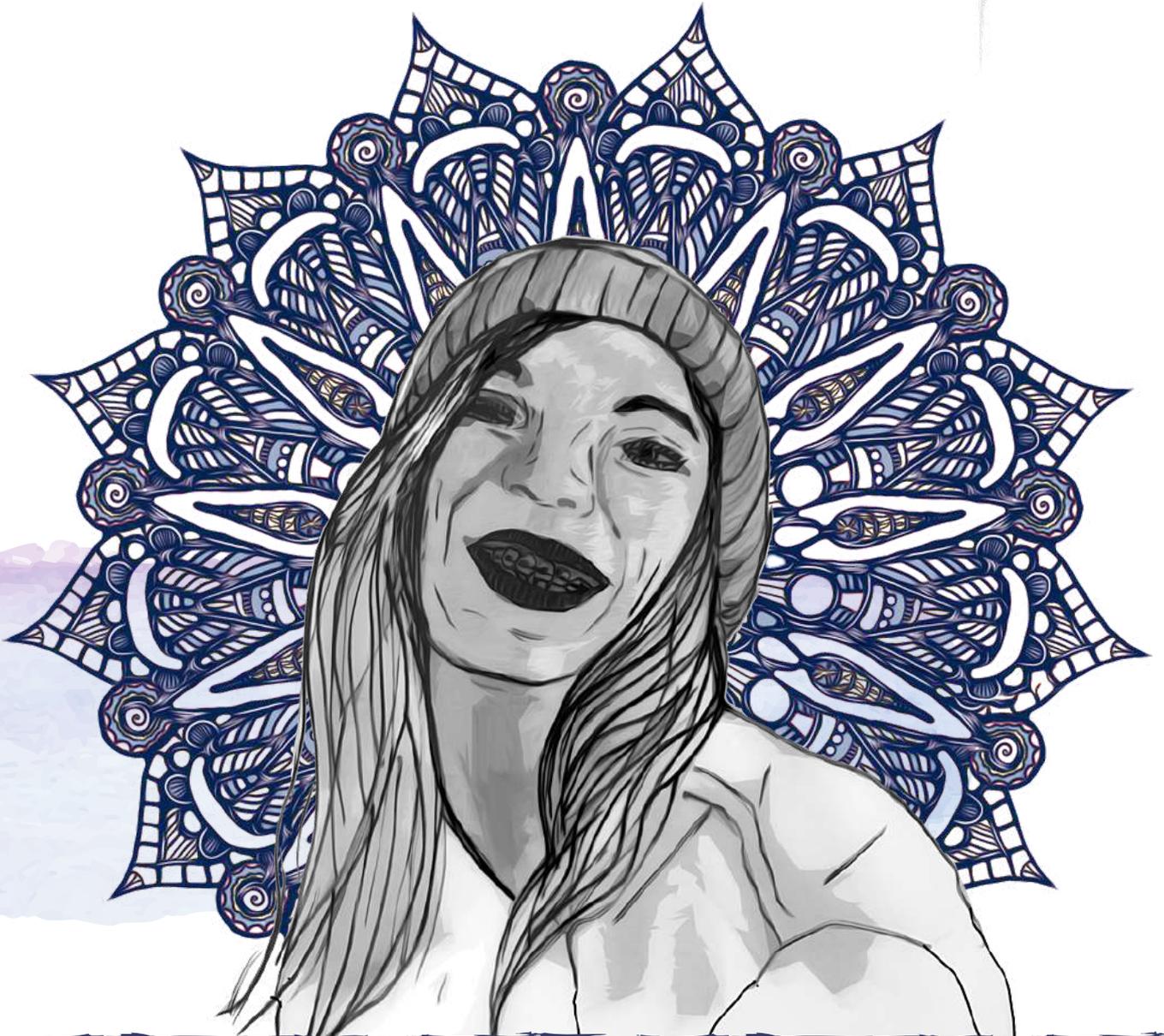
"Seeing Tallulah more."

"I think that you could do more sensory things and more creativity"



Beacon House

Therapeutic Services and Trauma Team



ADULTS (18-25 YEARS) FEEDBACK

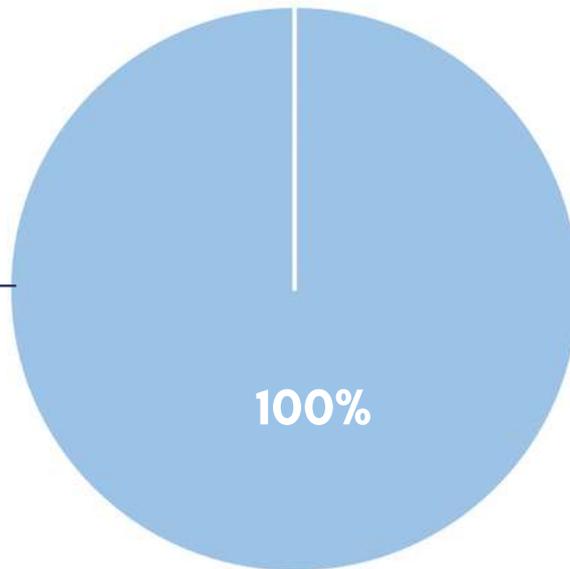
SECTION TWO: FEEDBACK



ADULTS (18-25 YEARS) FEEDBACK

Question One

I feel that
people here
listened to me

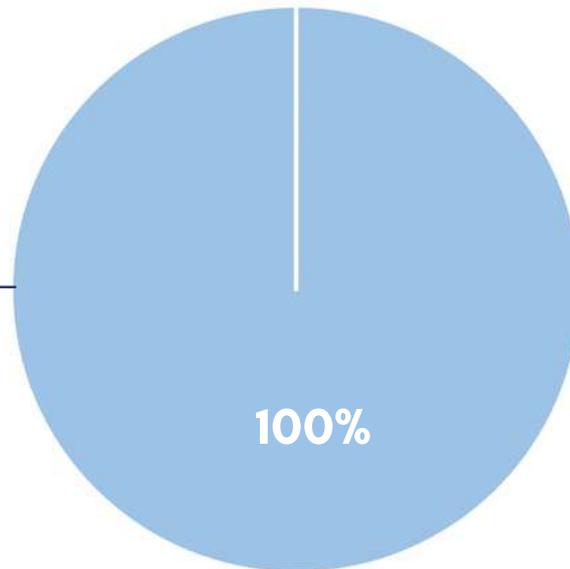


KEY



Question Two

It was easy to talk
to the people who
saw me



KEY



SECTION TWO: FEEDBACK



ADULTS (18-25 YEARS) FEEDBACK

Question Three

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

100%

KEY

VERY TRUE

PARTLY TRUE

NOT TRUE

DON'T KNOW

Question Four

My views and worries were taken seriously

100%

KEY

VERY TRUE

PARTLY TRUE

NOT TRUE

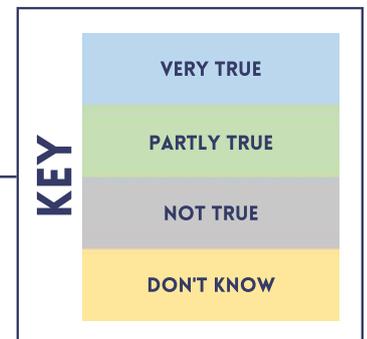
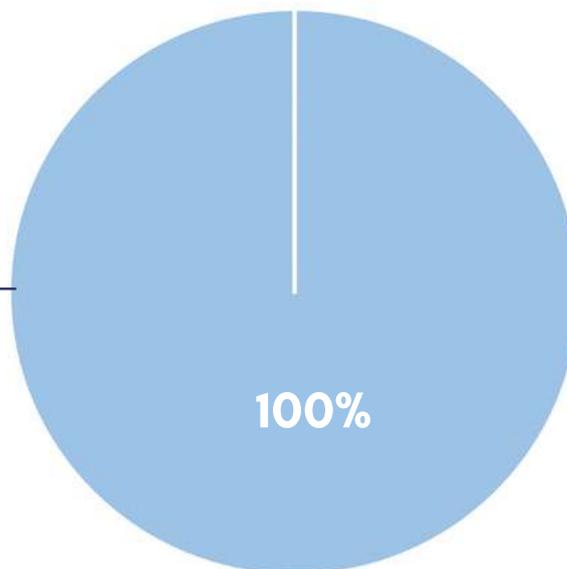
DON'T KNOW

SECTION TWO: FEEDBACK

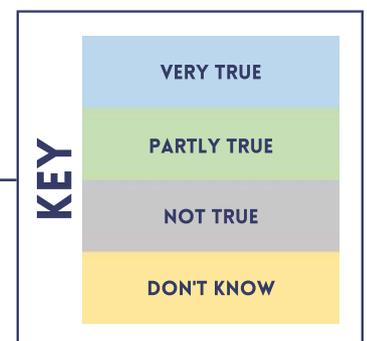
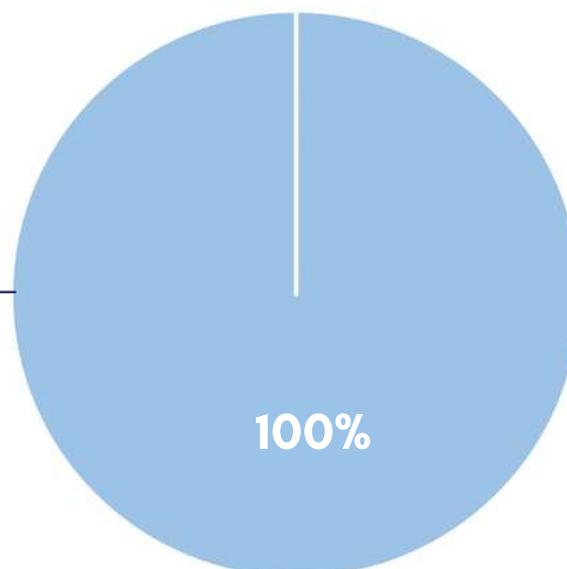


ADULTS (18-25 YEARS) FEEDBACK

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



Question Six
It was explained to me what therapy I was going to have, and we worked towards clear goals



SECTION TWO: FEEDBACK



ADULTS (18-25 YEARS) FEEDBACK

Question Seven

The facilities here are comfortable

100%

KEY

VERY TRUE

PARTLY TRUE

NOT TRUE

DON'T KNOW

Question Eight

If a friend needed this sort of help, I would recommend that they come to Beacon House

100%

KEY

VERY TRUE

PARTLY TRUE

NOT TRUE

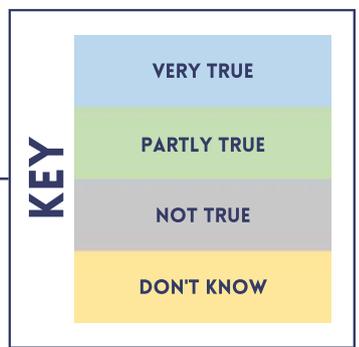
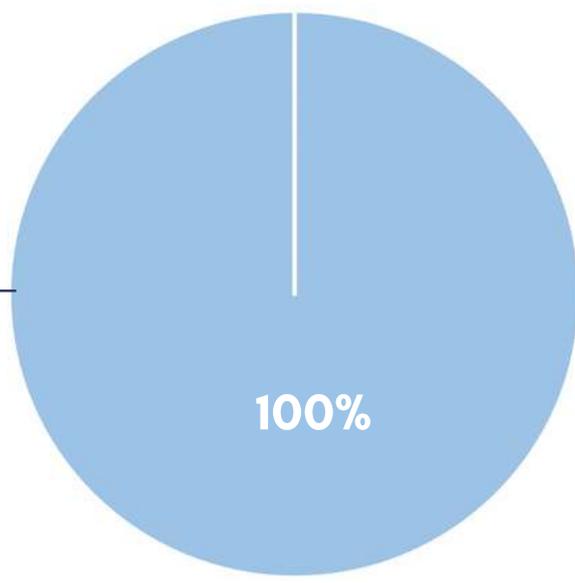
DON'T KNOW

SECTION TWO: FEEDBACK

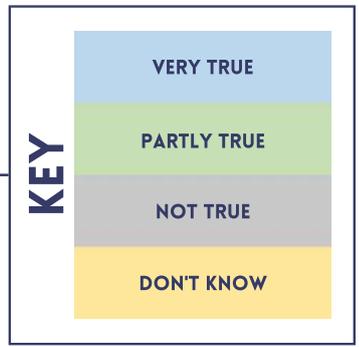
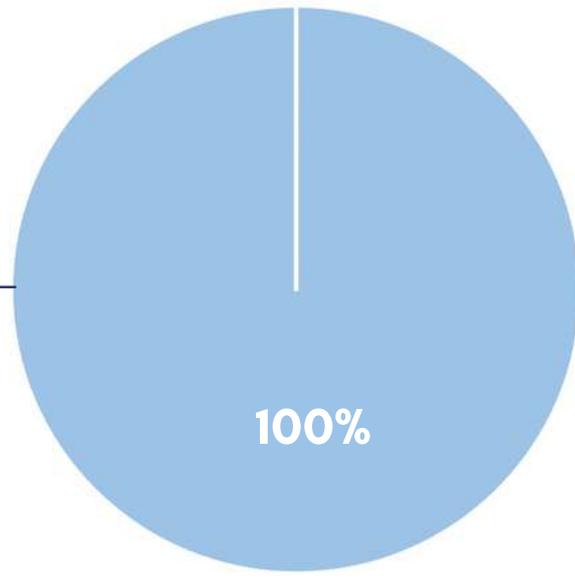


ADULTS (18-25 YEARS) FEEDBACK

Question Nine
Overall, the help I
have received
here is good



Question Ten
Overall, I feel the
problems I came here
for are better



SECTION TWO: FEEDBACK



ADULTS (18-25 YEARS) FEEDBACK

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

TWO ADULTS CHOSE NOT TO ANSWER THIS QUESTION. OTHER COMMENTS INCLUDED:

"IT WAS EASY TO TALK ABOUT THINGS THAT I FIND HARD TO TALK ABOUT."

"WAS LISTENED TO, BUILDINGS NICE, PEOPLE ARE KIND AND FRIENDLY."

“

"I have been able to accept the past, see life differently than I did before therapy which I didn't think I would ever do."

”

“

"I suffer from really bad anxiety and I feel since having support at Beacon House my anxiety has definitely improved."

"MY THERAPIST IS VERY PATIENT AND LISTENS WELL."

”



ADULTS (18-25 YEARS) FEEDBACK

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

7 adults chose not to answer this question. 1 adult commented "crying".

SECTION TWO: FEEDBACK



ADULTS (18-25 YEARS) FEEDBACK

Question Thirteen: Do you have any ideas about how we could be even better at helping others?

6 ADULTS CHOSE NOT TO ANSWER THIS QUESTION. TWO ADULTS SAID:

“

More therapy animals

”

“IT IS BRILLIANT”



ADULTS (18-25 YEARS) FEEDBACK

Question Fourteen: Is there anything else you would like to tell us about the help you have received here?

“

“The help I have received has really helped me and I have definitely noticed a change and has helped me for the better.”

”

“VERY UNDERSTANDING AND HELP TO UNDERSTAND WHAT IS BEING SAID.”

“IT IS BRILLIANT.”

SECTION THREE: SUMMARY AND REFLECTIONS

Overall, our feedback outcomes tell us that children and young people, young adults and their parents/carers speak very positively about the support they have received from Beacon House. The vast majority of children and parents/carers tell us that they feel heard, listened to and respected; that they feel safe and that our support has had a positive impact for them. It is humbling to read in this feedback the words of the children and teens who we support describing how impactful Beacon House has been for them.



The themes for dissatisfaction centre around the distance many families need to travel to Beacon House, and the limited flexibility of appointments available. Given the complex stresses and strains that families are facing, this dissatisfaction is very understandable. Another understandable theme is how challenging the process of therapy is, and how progress for complex difficulties can often be slow.



The main themes for suggested improvement focus on the broadening of our services in terms of location and reach, and the hope for an increase in our availability and flexibility of appointment times. The data also shows us that we need to get better at being clear with parents/carers and young people what therapeutic goals we are working towards with them, and how we evaluate this.



SECTION THREE: NEXT STEPS FOR US

We are continually striving to improve our services for children and young adults who are funded by the ASF, and their parents/carers. Here are some of the ways we have responded to the feedback provided to us by our families:

1. In September and October 2020 we **recruited an additional 11 therapists**. We hope that this will help with **greater flexibility of appointments, shorter waiting times** between assessment and therapy and **greater capacity** to accept new referrals for ASF funded support.
2. We now have **relaxing music** in our waiting room.
3. We **introduced more activities into the waiting room**, such as stone painting 'give what you can, take what you need' (at the time of writing this needed to be stopped due to Covid-19).
4. We sent 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**.
5. 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.
6. We have **made our Service Guides and our key articles available in audio**, to help with 'accessing' what can be complex terms and concepts.
7. 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.
8. 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.
9. 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.

SECTION THREE: NEXT STEPS FOR US

Here are some of our broader goals for developing our support to families over the next six months:

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 **second 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 will be creating even more **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.
10. 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 talking therapy.
11. 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

We would like to express our gratitude to all the children, young people, young adults and parents/carers who took the time and energy to complete our feedback forms. We feel humbled and honoured to be working alongside families who show so much courage and tenacity in the face of complex difficulties; and we will continue to be ambitious in our passion and efforts to provide Adoption Support Services which have a positive impact on everyone who comes here.

Dr Shoshanah Lyons

Clinical Director and Responsible Individual

September 2020

