

FEEDBACK FROM OUR CHILDREN, TEENS AND FAMILIES

ADOPTION SUPPORT THERAPEUTIC SERVICES CHICHESTER CLINIC

DATE OF REPORT:	APRIL 2021
DATA COLLECTED BETWEEN:	AUGUST 2020 – APRIL 2021
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EXECUTIVE SUMMARY



PARENTS/CARERS

- 100%** of parents/carers said that the therapy at Beacon House has had a positive impact on their child and family either 'partly' or 'very much' so
- 100%** of parents/carers feel that their child's problems have either 'partly' or 'very much' improved.
- 100%** of parents/carers felt 'partly' or 'completely' listened to
- 100%** of parents/carers felt they were treated well
- 100%** of parents/carers felt they were in safe hands at Beacon House
- 100%** of parents/carers felt their worries were taken seriously
- 100%** of parents/carers felt that overall, the help here is of high quality
- 97%** of parents/carers said they either 'partly' or 'very much' have a better relationship with their child now
- 97%** of parents/carers said their child responds to attempts to help him/her 'partly' or 'very much' better now
- 100%** of parents/carers said that they were working towards meaningful goals here



ADULTS (18-25 YEARS)

- 100%** of adults say that they felt listened to here
- 100%** of adults say they felt in safe hands at Beacon House
- 100%** of adults say they were treated well here
- 100%** of adults say their worries were taken seriously
- 100%** of adults say that people at Beacon House know how to help them
- 100%** of adults say that they were working towards meaningful goals in their therapy
- 100%** of adults would recommend us to a friend
- 100%** of adults say the help here is of a high quality
- 100%** of adults say that the help they received here has either 'partly' or 'very much' had a positive impact

EXECUTIVE SUMMARY (CONT)



CHILDREN & ADOLESCENTS (5-17 YEARS)

96% of young people said that they feel listened to here

100% of young people say that people here are kind to them

92% of young people say that they feel safe here

97% of young people said that coming to Beacon House has helped them

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

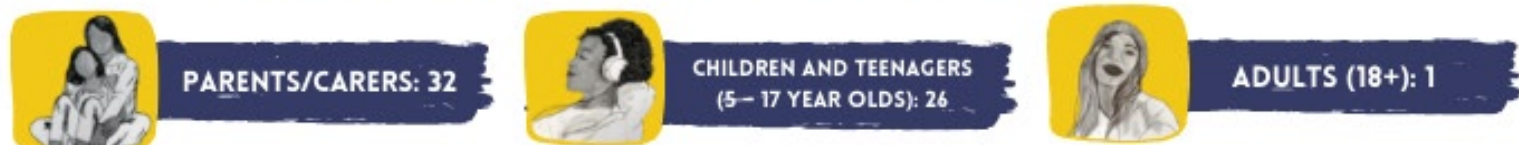
This report shares the feedback data we collected from children and families who accessed Beacon House at our Chichester clinic between August 2020 - April 2021, funded by the Adoption Support Fund (ASF). The ASF provides funding for children who are adopted and children who are cared for by a Special Guardian.

We asked every child, teenager, and parent/carer to complete a feedback form when their current phase of therapeutic intervention came to an end and progress was reviewed. Due to Covid-19, this feedback was sought online, which is likely to have reduced the overall number of responses we received.

Key information about the data:

- **72%** of the parents/carers who completed the feedback form were part way through their child's therapeutic plan.
- **22%** of the families had completed their child's therapeutic plan and were ending with Beacon House.
- **6%** of parents/carers were yet to decide whether their therapy would be continued or not.
- **91%** of the parents/carers were adoptive parents.
- **9%** of the parents/carers were Special Guardians.

The totals for how many feedback forms were completed are as follows:



You will note that while there are 32 parent/carer forms, the children and adolescent columns do not add up to 32. 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.

Covid-19 Pandemic

An important factor when making sense of this feedback is the impact of the Covid-19 Pandemic, which resulted in three national lockdowns across 2020 and 2021. In line with government guidance, our services transitioned into to primarily remote therapeutic support during these times. For many children and families, one impact of the pandemic was that therapeutic plans had to be adjusted and adapted, and for many, online therapy was a struggle.

It is of course also important to bear in mind the broader impact of the pandemic on children who are adopted or cared for by a special Guardian. For many children and families, the turbulence of 2020 was highly disruptive emotionally and relationally. For some however, spending more time at home with parents/carers was stabilizing and grounding. The over-riding theme in our review process for our ASF funded families was that Covid-19 had interrupted the flow, goals and direction of therapy.



PARENTS/CARER FEEDBACK

SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK

I feel that the
therapists here at
Beacon House have
listened to me

True	100%
Partly True	0%
Not True	0%
Don't Know	0%

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

True	100%
Partly True	0%
Not True	0%
Don't Know	0%

SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

**I feel that my
family were in
safe hands here
at Beacon House**

True	100%
Partly True	0%
Not True	0%
Don't Know	0%

**My views and
worries were
taken seriously**

True	100%
Partly True	0%
Not True	0%
Don't Know	0%

SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

Overall, the help
we have
received here is
of high quality

True	100%
Partly True	0%
Not True	0%
Don't Know	0%

I would recommend
Beacon House to
others who are in a
similar situation
to ours

True	100%
Partly True	0%
Not True	0%
Don't Know	0%

SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

I have a better relationship with my child now, compared with before we came to Beacon House

True	88%
Partly True	9%
Not True	3%
Don't Know	0%

My child responds to my attempts to help him/her better now, compared with before we came to Beacon House

True	56%
Partly True	41%
Not True	3%
Don't Know	0%

SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

I find it more rewarding
to parent my child now,
compared with before
we came to Beacon
House

True	56%
Partly True	34%
Not True	9%
Don't Know	0%

The support we have
received from Beacon
House has had a
positive impact on my
child and/or our family

True	84%
Partly True	22%
Not True	0%
Don't Know	0%

SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

After the first couple of sessions, I understood the type of therapy my child/family was going to have and what would be involved

True	84%
Partly True	16%
Not True	0%
Don't Know	0%

We worked towards goals that were meaningful to me and/or my child

True	90%
Partly True	10%
Not True	0%
Don't Know	0%

SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

Overall, I feel that the problems we have been working on have improved somewhat, compared with before we came to Beacon House

True	67%
Partly True	33%
Not True	0%
Don't Know	0%

My child is better able to express his or her emotions compared with before we came to Beacon House

True	47%
Partly True	34%
Not True	12%
Don't Know	6%

SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

My child is better able to calm their body when they are feeling stressed now, compared with before we came to Beacon House

True	31%
Partly True	50%
Not True	9%
Don't Know	9%

My child is better able to accept help or comfort from adults now, compared with before we came to Beacon House

True	38%
Partly True	47%
Not True	9%
Don't Know	6%

SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

My child is better able
to control their impulses
now, compared with
before we came to
Beacon House

True	47%
Partly True	38%
Not True	9%
Don't Know	3%

What was good about your support from Beacon House?

32 (100%) parents commented on this question, covering the following themes:

Theme One: Overall excellent experience (15 comments)

Theme Two: The therapeutic relationship (5 comments)

Theme Three: Therapy has had a positive impact (4 comments)

Theme Four: Flexibility and an individualised therapeutic plan (5 comments)

Examples of these are as follows:

SECTION TWO: FEEDBACK

THEME ONE: OVERALL EXCELLENT EXPERIENCE

"Kind, caring, insightful."

“

Nice, calm environment - good communication re appointments etc - understanding therapist.

”

"Lovely positive reception from everyone when we arrive. My child is so happy to see Becky that she struts around like it's home, she is very comfortable."

"It has been great to work together with B & the therapist & feel supported, so that I can transfer skills to home. It's also been good to talk to the therapist, who understands the challenges I face at home with a child with additional needs.

"The service as far as I'm concerned is faultless."

"Helen listens and understand S. Becky worked hard to create a relationship with S and we felt that she knew him well."

“

We found the therapy sessions to be a safe place to share problems. We also feel that the time spent to get to know us and build a trusting relationship with our child has proved to be invaluable.

”

"I was listened to and the advice given I was able to put into practice."

“

We feel that the support and help we have and are being given is genuine and invaluable.

”

"Very calm and gentle."

“

It is very reassuring to have someone available to talk to who understands exactly what we are dealing with, and to give us help and advice with areas of concern. It has been very easy to communicate, despite lockdown.

”

"My daughter has reported that she feels valued and listened to. She has built up a good relationship with her therapist and feels comfortable working alongside her. She likes the environment at BHT and feels all the staff she comes across are welcoming, calming and supportive"

SECTION TWO: FEEDBACK

THEME TWO: THE THERAPEUTIC RELATIONSHIP (EXAMPLES)

"Nicola always make me feel understood and helps me to see things differently as well as process the way I am feeling."

“My daughter has been able to build a strong bond with her therapist and recently shared with me that she can speak to her therapist about things she cannot share with me.”

"Having someone who listened to me and who understood the situation regarding myself."

"Becky's drama therapy has completely engaged my child and had an enormous benefit to his mental health and coping abilities."

THEME THREE: THERAPY HAS HAD A POSITIVE IMPACT (EXAMPLES)

"It will hopefully slowly help my daughter begin to "heal" and to understand why her life has been so difficult."

"We have been given the space and support to help my daughter become more confident, to allow her to feel safe to play and build our relationships as a family."

"Our therapeutic parenting sessions have helped enormously for us as a family."

“Starting his therapy over Zoom really worked for my son, enabling him to build a confidence with Amanda so that when we entered Beacon House he was able to feel safe enough to really work on his feelings. He has blown us all away!”

THEME FOUR: FLEXIBILITY AND AN INDIVIDUALISED THERAPEUTIC PLAN (EXAMPLES)

"Very adaptable to current climate. Amazing rapport with us both."

“The therapy was tailored to our son's needs. It is a very pleasant environment to have therapy in and our son enjoyed attending his sessions.”

"Felt very personalised, professional in a calm environment."

"Timely, supportive, therapeutic, tailored."

"Well tailored to our needs. Good rapport established from early sessions. All my concerns and suggestions were taken seriously"

“Consistent and reliable support over several years with the same therapist. Adaptive to meet the needs of the whole family”

SECTION TWO: FEEDBACK



PARENTS/CARER FEEDBACK (CONT)

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

Only one parent/carer made a comment to this question, as follows:

“

The gap between funding ending and beginning again really effects my child, the gap is too long for her.

”



PARENTS/CARER FEEDBACK (CONT)

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

6 parents/carers commented as follows:

"More bigger rooms."

“

I think it would be helpful for each therapist to meet the child they are talking about - even if just for a short time in person / via Zoom.

”

"More feed back on the progress or findings from each meeting"

“

More after school appointments.

”

"Only by Beacon House being able to support the parents more with their own counselling so they are then more able to support their children."

"Have more therapists as you are so invaluable!"



CHILDREN & ADOLESCENTS (5-17 YEARS) FEEDBACK

SECTION TWO: FEEDBACK



CHILDREN & ADOLESCENTS (5-17 YEARS) FEEDBACK

**Coming to
Beacon House
has helped me**

True	85%
Partly True	12%
Not True	0%
Don't Know	4%

**I feel that people
at Beacon House
listen to me**

True	92%
Partly True	4%
Not True	4%
Don't Know	0%

SECTION TWO: FEEDBACK



CHILDREN & ADOLESCENTS (5-17 YEARS) FEEDBACK

**People at
Beacon House
are kind to me**

True	93%
Partly True	8%
Not True	0%
Don't Know	0%

**Coming to Beacon
House has helped
my parents/carers
understand me
better**

True	34%
Partly True	54%
Not True	0%
Don't Know	12%

SECTION TWO: FEEDBACK



CHILDREN & ADOLESCENTS (5-17 YEARS) FEEDBACK

**I get on better with
the adults in my life
now (like parents,
carers, teachers)**

True	50%
Partly True	31%
Not True	12%
Don't Know	8%

**I feel safe at
Beacon
House**

True	92%
Partly True	0%
Not True	4%
Don't Know	4%

SECTION TWO: FEEDBACK



CHILDREN & ADOLESCENTS (5-17 YEARS) FEEDBACK

What did you like about coming to Beacon House?

26 out of the 26 children left a comment to this question. Themes include:

Theme One: Being able to speak freely about my feelings and thoughts and be myself (4 comments)

Theme Two: People are kind and it feels safe (3 comments)

Theme Three: The therapeutic relationship and time with mum & dad (5 comments)

Theme Four: Play and activities (4 comments)

Theme Five: Therapy is helping (2 comments)

Examples of these are as follows:

THEME 1: BEING ABLE TO SPEAK FREELY ABOUT MY FEELINGS AND THOUGHTS AND BE MYSELF (EXAMPLES)

“

Getting to be all sorts of different characters and playing out different stories. I feel safe because I can be myself.

”

"Relieves my stress. Great company. The food. It's good. Helen knows what I am going to say before I say it."

"I get to do what I want and not be judged. I am able to fizz up and then calm down. I love going on the big inflatable thing and playing with the scooter boards."

“

It was a place where I could let my feelings out by talking about it and spend time with my Dad.

”

SECTION TWO: FEEDBACK

THEME 2: PEOPLE ARE KIND AND IT FEELS SAFE (EXAMPLES)

“It's a place
I can relax.”

“Freedom to have a normal conversation with my parents without being shouted at like I normally do at home. Talking with family and resolving things in a different way.”

“Everything. I liked the obstacle courses, the drawing and the acting out of stories. I concentrate a lot more because I'm older and understanding myself more. I feel safe here because I trust the people around. You're kind because you're understanding”

THEME 3: THE THERAPEUTIC RELATIONSHIP AND TIME WITH MUM & DAD (EXAMPLES)

“Spending time with my mummy was special.
It made me happy. I love big bear.”

“Becky listens to me all the time – thank you very much. Becky is always kind to me.”

“I like it when I see Helen and all the toys she brings in.”

“Seeing Becky, talking about my feelings”

“I like spending time with mummy and having packed lunch.”

SECTION TWO: FEEDBACK

THEME 4: PLAY AND ACTIVITIES (EXAMPLES)

“Talking to people.”

“I liked the layout of the activities. I like the big blow up cushion because I like bouncing. I felt very free. It is also a nice place to have special time with mummy or daddy. I liked drawing round me and writing what I felt sometimes. I love the great big bear and I love building dens.”

“I love that we played and coloured and it is a really fun place.”

“My sessions with Julia are fun and I like the dancing and funny filters on Zoom. She helps me to talk about my feelings”

THEME 5: THERAPY IS HELPING (EXAMPLES)

“I can learn to control my temper.”

“I like it when we play games and express feelings. It has helped me with my feelings. It's made them better. I can now control myself when I am angry and not do anything bad.”

SECTION TWO: FEEDBACK



CHILDREN & ADOLESCENTS (5-17 YEARS) FEEDBACK

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

Five children responded to this question, as follows:

“

They don't allow animals.

”

"Sometimes you ask a lot of questions and it can get annoying."

"I don't like going because we talk about tricky things."

"Mostly all of it is because of talking about my feelings and adoption."

“

Talking, I got angry

”



CHILDREN & ADOLESCENTS (5-17 YEARS) FEEDBACK

What things can we do to make Beacon House better for everyone who comes here?

Three children responded to this question, as follows:

“

Allow animals. Have a Beacon House therapy dog or therapy cat.

”

"Nothing really, it's already a perfect place."

“

More bears

”



ADULTS (18-25 YEARS) FEEDBACK

SECTION TWO: FEEDBACK



ADULTS (18-25 YEARS) FEEDBACK

Just one young adult completed our feedback form. She rated "True" on all items, and commented:

“

"Therapy sessions through the pandemic on zoom have been very good. Kathryn has been an amazing support this year"

”

SECTION THREE: SUMMARY AND REFLECTIONS

We are incredibly grateful for the time and energy that families have taken to provide us with this valuable feedback. Overall, families are telling us that they are extremely satisfied with the therapeutic support they are receiving from Beacon House; and we are having a positive impact 'in part' or 'very significantly' for 100% of the families who provided feedback.

We would expect change and progress to be slow, paced and turbulent amongst children and families with Developmental Trauma, and this is true more than ever during a global pandemic. The outcomes reported here on change are, on balance, very promising and show us that children are progressing here – with 100% of parents/carers reporting that overall, the problems their child came with have improved to some extent. We are very proud of the courage and commitment seen every day in our families, and in our therapists too, which creates the landscape for small but very significant steps forward for the children.

From the 32 parents/carers and 27 children, young people and adults who are represented in this report, no themes emerged for how we might improve our services. One parent/carer very understandably expressed a concern about the impact of the funding gap on her child, and this is something we are mindful of for each and every family.



SECTION THREE: AN UPDATE ON OUR INTENTIONS FROM THE DECEMBER 2020

In our last report we set out a number of intentions. Here is how we are getting on with them:

OUR INTENTION

We will update our information leaflets for parents/carers so that they can make an informed choice about coming to Beacon House

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.

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.

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.

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.

HOW WE ARE GETTING ON

This has been done, and the leaflets are provided by our secretary to all parents/carers and referrers who get in touch with us.

We have not been able to introduce 'goal based outcomes' yet due to the focus on remote working over the last year.

We have improved our feedback questionnaire (reflected in this report) which now gives us valuable information about the parent-child relationship and the child's difficulties.

Between January and March 2021, we reviewed the therapeutic support that every ASF funded family has received from Beacon House. As part of this process, we identified with each family the therapeutic goals for the next phase of work, and provided a report outlining the plan.

This has not yet been possible due to Covid-19.

We now have an anti-racist statement on our website and have also invested in therapy resources which are more diverse. We continue to build on this.

SECTION THREE: AN UPDATE ON OUR INTENTIONS FROM THE DECEMBER 2020 REPORT (CONT)

OUR INTENTION

We are explicitly considering how we can become even more inclusive to those clients who we support who identify their gender as non-binary.

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.

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.

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.

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

HOW WE ARE GETTING ON

We have a new gender neutral toilet 'for everyone' which provides a fully inclusive space. We have also organised some team learning opportunities for 2021 on themes around gender.

In April 2021 our leadership team have embarked on a new project where we are re-evaluating the way we carry out therapeutic assessments.

We have created an ASF-funded online seminar for parents/carers about how to support their dysregulated child. This is available to all parents/carers under Adoption South East.

We have also distributed, free of charge, our online seminar for trauma informed practice in school. To date, 4500 places have been booked.

This is still work in progress, delayed by Covid- 19.

A small team within Beacon House who have a passion and interest in parents/carers and their babies are developing a framework for offering specialist services, using innovative and creative ways of working.

SECTION THREE: OUR INTENTIONS FOR APRIL 2021 – APRIL 2022

1. We are mindful that across the last financial year, our Chichester clinic provided ASF funded services to 82 families, and only 32 parents/carers (39%) completed our feedback. We have an intention to create a far more accessible way of collecting feedback, so that we can capture a greater representation of the families we work with.
2. We are committed to developing and improving our therapeutic needs assessment process so that:
 - a. We have a number of assessment options available depending on the need
 - b. We include the child much more explicitly in the feedback and therapy planning phase
 - c. We provide a briefer, more accessible assessment letter
3. We intend to review the ways in which parents/carers of adults who are adopted or cared for by a Special Guardian are involved and included in our therapeutic assessments.
4. We continue to be committed to develop the ways in which our services and our resources are accessible and inclusive.
5. We intend to recruit a new full-time team secretary which will increase our administrative capacity to be responsive and timely with families and with referrers.
6. We intend to collaborate with our colleagues in referring Regional Adoption Agencies in order to plan a smooth and predictable review process in January – March 2022.

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
April 2021

