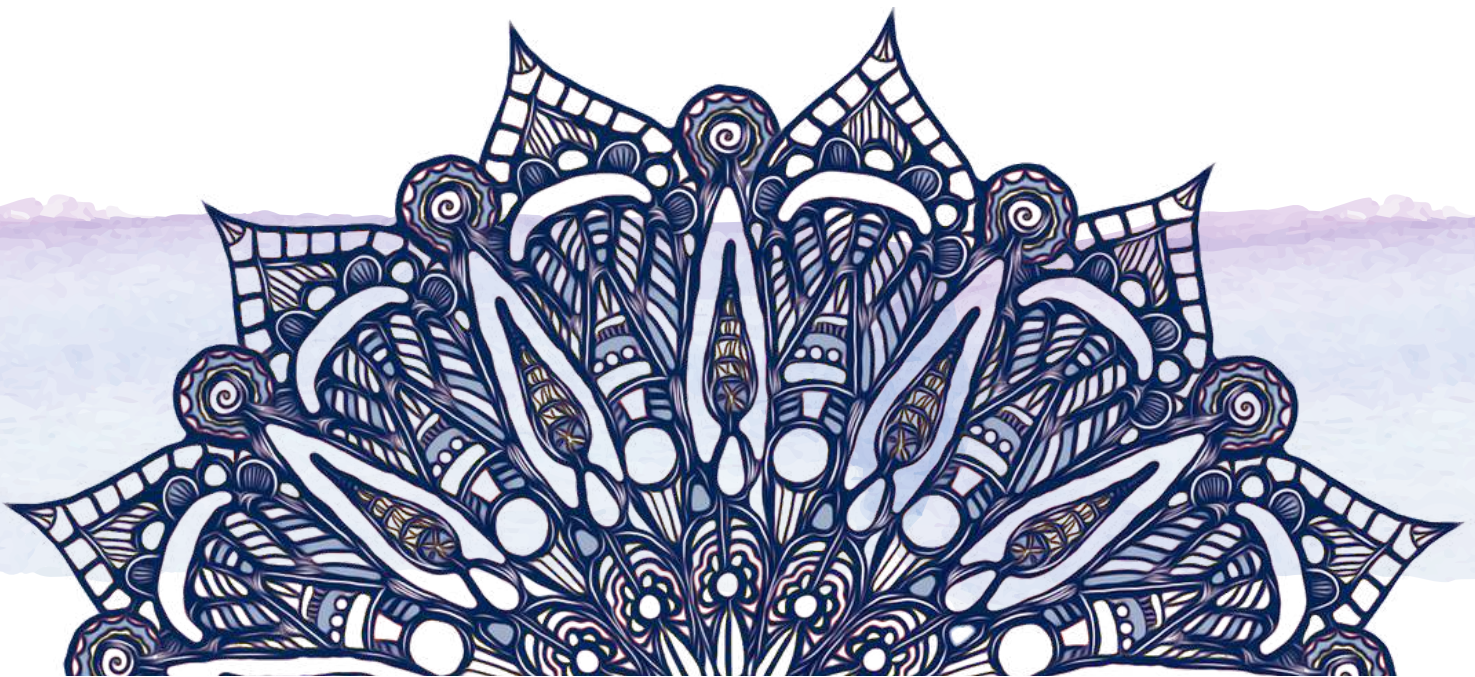


A REPORT SHARING FEEDBACK FROM OUR FAMILIES AND YOUNG ADULTS

ADOPTION SUPPORT FUND CHICHESTER CLINIC

DATE OF REPORT:	SEPTEMBER 2022
DATA COLLECTED BETWEEN:	JANUARY 2022 – APRIL 2022: REFLECTING THERAPEUTIC SUPPORT DELIVERED BETWEEN APRIL 2021 – APRIL 2022
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SECTION ONE: ABOUT THIS DATA

This report shares the feedback data we collected from children, parent/carers and young adults who accessed Beacon House at our Chichester clinic between April 2021 – April 2022, 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.

Between January and March 2022 we asked every child, adolescent, young adult, and parent/carer to complete a feedback form when their current phase of therapeutic intervention came to an end and progress was reviewed.

Key information about the data:

- **75% of the parents/carers who completed the feedback form were part way through their child's therapeutic plan.**
- **15% of the families had completed their child's therapeutic plan and were ending with Beacon House.**

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

Parents/carers	59
Children	30
Teenagers	25
Adults (18+)	4

SECTION TWO: FEEDBACK

PARENT/CARER FEEDBACK

Q1. I feel that the people who saw my child listened to me

ANSWER	NO. OF PARENT/CARERS	PERCENTAGE
Certainly True	58	98%
Partly True	0	0%
Not True	0	0%
Don't Know	1	2%

Q2. It was easy to talk to the people who have seen my child

ANSWER	NO. OF PARENT/CARERS	PERCENTAGE
Certainly True	57	97%
Partly True	2	3%
Not True	0	0%
Don't Know	0	0%

Q3. I was treated well by the people who have seen my child

ANSWER	NO. OF PARENT/CARERS	PERCENTAGE
Certainly True	59	100%
Partly True	0	0%
Not True	0	0%
Don't Know	0	0%

Q4. My views and worries were taken seriously

ANSWER	NO. OF PARENT/CARERS	PERCENTAGE
Certainly True	55	93%
Partly True	3	5%
Not True	0	0%
Don't Know	1	2%

Q5. I feel that people here know how to help with the problems I came for

ANSWER	NO. OF PARENT/CARERS	PERCENTAGE
Certainly True	53	90%
Partly True	5	8%
Not True	0	0%
Don't Know	1	2%

Q6. I have been given enough explanation about the help available here

ANSWER	NO. OF PARENT/CARERS	PERCENTAGE
Certainly True	58	98%
Partly True	1	2%
Not True	0	0%
Don't Know	0	0%

Q7. I feel that the people who have seen me are working together to help me

ANSWER	NO. OF PARENT/CARERS	PERCENTAGE
Certainly True	57	96%
Partly True	1	2%
Not True	0	0%
Don't Know	1	2%

Q8. The facilities are comfortable

ANSWER	NO. OF PARENT/CARERS	PERCENTAGE
Certainly True	58	98%
Partly True	1	2%
Not True	0	0%
Don't Know	0	0%

Q9. If a friend needed this sort of help, I would recommend that they come here

ANSWER	NO. OF PARENT/CARERS	PERCENTAGE
Certainly True	57	97%
Partly True	2	3%
Not True	0	0%
Don't Know	0	0%

Q10. Overall, the help I have received here is good

ANSWER	NO. OF PARENT/CARERS	PERCENTAGE
Certainly True	58	98%
Partly True	1	2%
Not True	0	0%
Don't Know	0	0%

Q11. What was really good about coming to Beacon House?

I found it a safe place to vent, without being judged. I was supported & my feelings were validated, but also it was balanced by helping me to understand the reason/message beyond my child's difficult behaviour & how & can help him.

It was/is a very well structured programme that, because there are a good number of sessions (with the hope of more to come), allows for constant review and repetition to embed the parenting techniques as deeply as possible. We've felt real progress has been made.

Always knowing the team have your back and give good advice about how to support XX. They always have time to talk to you and they really care about the whole family, which is so good.

Yes, it's an excellent place.

This is a calm and a safe place. Staff are always kind and understanding.

Skill and expertise of the professionals, the help we have received and the results we are achieving are helping us continue to survive as a family unit.

The tips (advice) we have been given to help us cope with our daughter's challenging behaviour. Calming environment.

I like coming to Beacon House because everyone is so caring, not just to XX, but to my husband and myself. Listen to us and have given great support with the challenges we face every day. Also, it's such a calming environment to come into.

Time to feel safe to be XX's true self

Q11. What was really good about coming to Beacon House? (cont)

Staff are always warm and welcoming on arrival, which immediately puts you at ease. I have always felt very supported in my meetings with the therapist and her advice on how to manage potential tricky situations with my grandson has been invaluable.

Peaceful setting with comfortable rooms, very calming atmosphere. The recognition that a holistic approach is required. The therapy is for all of us.

During the pandemic, Beacon House have worked hard to keep everyone feeling safe and comfortable. My daughter's needs have changed during the financial year and this has been taken on board and dealt with sensitively.

Everyone is very friendly and welcoming. Amanda has been very flexible with the days/places of sessions, eg. the option of having term-time only sessions has been really helpful and when the children have been ill we have been able to do sessions over Zoom.

Same therapist over several years. Convenient location. Comfortable. Knowledgeable and supportive staff.

It's great to have someone who 'gets it' and all the things that an adopted child may face.

Knowing that it was a safe, non-judgemental place where I would be listened to and my child would receive help.

Emma is adapting and fluid to XX's needs, alongside the overall picture of the whole family. Her skill at doing this means we have had a very rich assessment period and sets us up for a productive start when funding comes in. She has made a brilliant bond with XX and he is very much looking forward to seeing her again soon.

We felt that eventually we were getting somewhere and that she got to understand our son.

Q12. Was there anything you didn't like about coming to Beacon House?

The only thing is when the support finishes it's a big gap and XX slips back a bit until we have more funding. But as far as being here, it really helps.

XX didn't like it in the waiting area. Although we've never been waiting long at all, he just wanted to go straight into the room, as he struggles with being around other people and venues that he's not familiar with. Amanda sorted this straight away and we go straight into the room on arrival which is great.

Distance from home.

I do hate the time commitment as it does take out a morning or an afternoon, but that can't be helped. Don't like the seats in the waiting area, sorry.

Only issue is fitting the appointments around school/work. Fortunately I am able to work flexibly and not doing school on a Wednesday works well.

No, the whole experience has been a thoroughly worthwhile exercise.

Q13 Is there anything else you would like to tell us about coming to Beacon House?

The whole team are so great. They are like family members, so thank you for all the support.

We hope to continue working with Beacon House and for them to support us all going forward as we do feel it has been useful for our son.

It is such a safe place. Always clean and calm. The team always make you welcome and in a way, it is like visiting family with always good advice for you and XX. Cannot thank them enough for their help.

Just a big thank you, as XX is able to express his feelings better and we are on a journey with him and starting to find out more about what he thinks and he is able to process more about his feelings towards his brother.

Would like to thank the whole team for always making time for us, even when we have not had an appointment, i.e. when we phoned for help there was someone on the end of the line with support.

Please don't stop!

SECTION TWO: FEEDBACK

CHILD FEEDBACK

Q1. The people who saw me listened to me:

ANSWER	NO. OF CHILDREN	PERCENTAGE
True	29	97%
Partly True	0	0%
Not True	0	0%
Don't Know	1	2%

Q2. How were you treated by the people who saw you?

ANSWER	NO. OF CHILDREN	PERCENTAGE
Very Well	25	83%
Okay	3	10%
Not Very Well	0	0%
Don't Know	2	7%

Q3. Were your views and worries taken seriously?

ANSWER	NO. OF CHILDREN	PERCENTAGE
Yes	22	73%
A Little	4	13%
Not Really	1	3%
Don't Know	3	10%

Q4. Do you feel that people here know how to help you?

ANSWER	NO. OF CHILDREN	PERCENTAGE
Yes	23	77%
A Little	3	10%
Not Really	0	0%
Don't Know	4	13%

Q5. Do you feel that the people here are working together to help you?

ANSWER	NO. OF CHILDREN	PERCENTAGE
Yes	27	91%
A Little	1	3%
Not Really	1	3%
Don't Know	1	3%

Q6. The facilities here (like the waiting room and my therapy room) are comfortable:

ANSWER	NO. OF CHILDREN	PERCENTAGE
Yes	24	81%
A Little	4	13%
Not Really	1	3%
Don't Know	1	3%

Q7. Has the help you got here been good?

ANSWER	NO. OF CHILDREN	PERCENTAGE
Yes	24	80%
A Little	3	10%
Not Really	0	0%
Don't Know	3	10%

Q8. What did you like about coming to Beacon House?

It was good because it was kind of helpful.

It's a good place to come and talk about your family, feelings and environment I live in. To be able to talk about your feelings, which I'm still working on, but getting a little better.

Taking part in Mel's activities, especially using the swing equipment.

Everyone was really nice to me whilst I have been in the waiting room and whilst having therapy.

Fun teddys, swing , trapeze and walrus cushion.

I could express my feeling (sometimes with the puppets) and they would understand the way I felt. When I feel sad, I do the puppet dragon sad and when I feel happy I do the dragon happy dance.

It is helping me.

Q9. Was there anything you didn't like about coming to Beacon House?

No, I liked it all.

When the swing wasn't out and when Mel wore her hair differently.

I don't want it to end. I want to stay here forever. I really enjoy everything that Beacon House has to offer.

The talking, the questions, the stress.

I loved it.

Q10. Is there anything else you would like to tell us about coming to Beacon House?

IT WAS GREAT FUN!

I like coming and keep asking when I can come again!

I have really enjoyed every session with Mel, especially using the golden cushion and the different swings. I also like the sequin dogs to collect on the way in. Thank you Mel.

I'd like to come back another time.

I felt safe and could show my feelings. Very good before school (relaxing and fun!)

SECTION TWO: FEEDBACK

ADOLESCENT FEEDBACK

Q1. I feel that the people who saw me listened to me

ANSWER	NO. OF ADOLESCENTS	PERCENTAGE
Certainly True	22	88%
Partly True	2	8%
Not True	0	0%
Don't Know	1	4%

Q2. I was treated well by the people who saw me

ANSWER	NO. OF ADOLESCENTS	PERCENTAGE
Certainly True	25	100%
Partly True	0	0%
Not True	0	0%
Don't Know	0	0%

Q3. My views and worries were taken seriously

ANSWER	NO. OF ADOLESCENTS	PERCENTAGE
Certainly True	24	96%
Partly True	1	4%
Not True	0	0%
Don't Know	0	0%

Q4 . I feel that people here know how to help me

ANSWER	NO. OF ADOLESCENTS	PERCENTAGE
Certainly True	22	88%
Partly True	2	8%
Not True	0	0%
Don't Know	1	4%

Q5. The facilities are comfortable

ANSWER	NO. OF ADOLESCENTS	PERCENTAGE
Certainly True	22	88%
Partly True	3	12%
Not True	0	0%
Don't Know	0	0%

Q6. If a friend needed this sort of help, I would suggest that they come here

ANSWER	NO. OF ADOLESCENTS	PERCENTAGE
Certainly True	23	88%
Partly True	2	12%
Not True	0	0%
Don't Know	0	0%

Q7. Overall, the help I have received here is good

ANSWER	NO. OF ADOLESCENTS	PERCENTAGE
Certainly True	24	96%
Partly True	1	4%
Not True	0	0%
Don't Know	0	0%

Q8. What was really good about coming to Beacon House?

Hot chocolate.

I got listened to. I like having my own box of special things.

It's fun and nice, yeah – good, good.

I can speak to Allison with no judgement. It is a safe space to talk to someone. To play games I don't play at home.

Everything!

It has helped me have a bit of a boost in confidence.

The services, the therapist, the drinks, the discussions. The therapy related games. Tough stuff.

The best ever. The best ever. Yes, very posh. Getting support, playing, eating, sleeping, dancing.

You are nice.

Q9. Was there anything you didn't like about coming to Beacon House?

No. I want biscuits.

No, I loved every single bit.

It was just too good :)

No, I like everything.

Talking about tricky things.

Could have kept the snack bar open during COVID 19.

SECTION TWO: FEEDBACK

YOUNG ADULT FEEDBACK

Q1. I feel that the people who saw me listened to me

ANSWER	NO. OF YOUNG ADULTS	PERCENTAGE
Certainly True	4	100%
Partly True	0	0%
Not True	0	0%
Don't Know	0	0%

Q2. It was easy to talk to the people who saw me

ANSWER	NO. OF YOUNG ADULTS	PERCENTAGE
Certainly True	4	100%
Partly True	0	0%
Not True	0	0%
Don't Know	0	0%

Q3. I was treated well by the people who saw me

ANSWER	NO. OF YOUNG ADULTS	PERCENTAGE
Certainly True	4	100%
Partly True	0	0%
Not True	0	0%
Don't Know	0	0%

Q4. My views and worries were taken seriously

ANSWER	NO. OF YOUNG ADULTS	PERCENTAGE
Certainly True	4	100%
Partly True	0	0%
Not True	0	0%
Don't Know	0	0%

Q5. I feel that people here know how to help me

ANSWER	NO. OF YOUNG ADULTS	PERCENTAGE
Certainly True	2	50%
Partly True	2	50%
Not True	0	0%
Don't Know	0	0%

Q6. I feel that the people who have seen me are working together to help me

ANSWER	NO. OF YOUNG ADULTS	PERCENTAGE
Certainly True	4	100%
Partly True	0	0%
Not True	0	0%
Don't Know	0	0%

Q7. The facilities are comfortable

ANSWER	NO. OF YOUNG ADULTS	PERCENTAGE
Certainly True	3	75%
Partly True	1	25%
Not True	0	0%
Don't Know	0	0%

Q8. If a friend needed this sort of help, I would suggest that they come here

ANSWER	NO. OF YOUNG ADULTS	PERCENTAGE
Certainly True	4	100%
Partly True	0	0%
Not True	0	0%
Don't Know	0	0%

Q9. Overall, the help I have received here is good

ANSWER	NO. OF YOUNG ADULTS	PERCENTAGE
Certainly True	4	100%
Partly True	0	0%
Not True	0	0%
Don't Know	0	0%

Q10. What was really good about coming to Beacon House?

Talking to someone who actually listens.

I can open up.

Talking, drinks, being allowed to bring my rabbits.

Q11. Was there anything you didn't like about coming to Beacon House?

No.

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.

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 and after a global pandemic. 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.

No specific themes emerged in the feedback for how we might improve our services. We are curious about the children's feedback to some items where they answered 'Don't know' and we have set an intention to review our feedback questions to ensure that they are as meaningful as possible for children and teens. We continue to put a lot of energy into developing our service for children, families and adults who are adopted and have a goal for 2023 to invite children and young people to contribute to this much more actively.

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

