

JANUARY 2023



# Service Guide

## For adults who are adopted



# Welcome to Beacon House

Welcome to Beacon House. This service guide will tell you everything you need to know about the support you will receive from us.

## Get In Touch



Chichester Clinic: 01243 219 900

Cuckfield Clinic: 01444 413 939



admin@beaconhouse.org.uk

[www.beaconhouse.org.uk](http://www.beaconhouse.org.uk)

For daily ideas and articles about mental health, parenting, trauma and attachment, find us on Facebook, Twitter and Instagram:

**FOLLOW US:**     
@BeaconHouseTeam

# What We Offer

Beacon House is a specialist therapeutic service offering assessment and interventions to individuals of all ages. We have a special interest in working with children and adults who have been adopted, and we are passionate about offering high quality and safe therapy which has a positive impact on people's lives.



# Our Facilities

We have two clinics, one in Cuckfield and one in Chichester



Cuckfield

Chichester



All our therapy rooms have been created with the needs of our clients in mind. You will find that our rooms are very welcoming, warm and comfortable. Guest wifi is available, and you will be offered refreshments on arrival. There is plenty of free parking right outside our clinics.

# Our Team

**We have a dedicated team of specialist therapists who work with individuals of all ages. Here is our leadership team:**



**Dr Shoshanah Lyons**  
is our Clinical  
Director



**Jayne Hemming**  
is our Service  
Manager



**Dr Kathryn Whyte**  
is our Child & Family  
Clinic Lead for our  
Chichester Clinic



**Dr Laura France**  
is our Adult &  
YOS Clinical  
Lead



**Sarah Brown**  
is our Business  
Manager

We are supported by Lyn Marsh, Jane Watson and our Chichester team secretary, Cathy Wilson, who are available to answer any questions from you Monday to Friday 9am - 5pm.

Our therapists bring many years' experience, passion and commitment to working with Individuals who have been adopted, and who have experienced loss, attachment disruption and/or trauma. We very much understand the need to offer a service that is timely, specialist, respectful and collaborative - and we will endeavour to follow these principles in our work with you.

**To see photographs of our team and read about each therapists' experience, please visit [www.beaconhouse.org.uk/team](http://www.beaconhouse.org.uk/team)**

# Therapeutic Needs Assessment

We always begin our therapy with you by carrying out what we call a 'therapeutic needs assessment'. This is our opportunity to develop a really good understanding of your background, your strengths and your current difficulties so that we can make a positive therapy plan with you.

Your assessment will be with one of our psychologists or psychotherapists and it will involve:

- A two-hour meeting with you
- A meeting with the professionals who are in your support network
- If you are a young adult, we may also speak with your parents if this is possible and you consent
- We will ask you to fill out some questionnaires (which we can help you with if you prefer)
- We will also read any previous reports and assessments that you are able to share with us



Our assessments aims to:

- Help us build a full story of your early experiences as a child, any key life events, your situation as an adult and any problems or concerns you have for yourself.
- Help us learn more about your strengths and resources so that we can build on them in our work with you.
- Assess whether you ever feel unsafe, either because you may harm yourself or because someone else may harm you. If there is risk, our assessment aims to create a safety plan with you.
- Develop a clear way forward with a therapy plan which you feel resonates with your own hopes and goals.

Once we have finished gathering all the information we need, we will invite you back for a feedback meeting where we will go through our assessment, our ideas and our recommendations. We will share with you a detailed therapeutic needs letter which explains our understanding of your difficulties and the therapeutic plan.

# Therapeutic Support

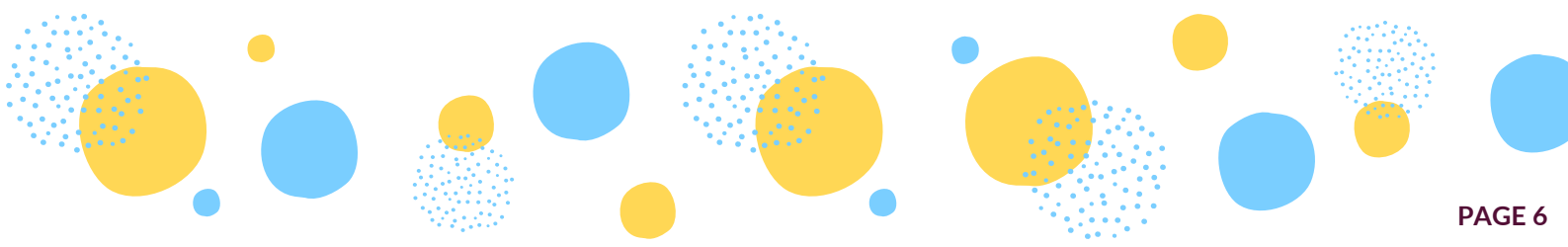
Here at Beacon House we have a number of therapies available, and you can read about them on our website [www.beaconhouse.org.uk](http://www.beaconhouse.org.uk). We carefully recommend which therapy will be most useful for you. Therapy goals vary from person to person, but common goals include:

- Supporting you to understand how your experiences in life have impacted you
- Helping you to develop strategies and tools to manage overwhelming emotions
- Exploring your identity as a person who is adopted, and how you experience yourself
- Improving your relationships with others, and with yourself
- If you do sometimes feel like you may harm yourself, we can help you to reduce these intense feelings.
- Building on your strengths and resources so that you feel more confident and can meet your own unique potential
- If you do have traumatic memories that trouble you, we can offer specialist therapy to help process your trauma and relieve the problems associated with your memories.



## Therapeutic Review

Your therapy with us here will be reviewed regularly. We will talk with you about whether you would like us to write review reports, or review your progress in conversation only. At the end of our work together you will be asked to complete a feedback form and some other questionnaires, which help us to see what impact the therapy has had for you.



# Other important information

## Confidentiality

The information you share with Beacon House is treated in the strictest confidence. We will not share information with outside agencies unless you give us explicit permission to do so. Any reports we write will be shared with you before we share them with your professional network. Just like all other professional teams, if we are worried about your safety then this is the one time we may need to share information about you to other professionals, but we will always aim to tell you about our duty of care to share information before we take any action.

## Safeguarding

We take safeguarding very seriously. We have a detailed Safeguarding Framework which you will find on our website. We have a clear system in place to ensure that all children and all adults who come to Beacon House are kept safe. Our staff are very carefully recruited and checked, and they are offered lots of training and supervision to ensure that they are competent and safe. If your therapist becomes aware of any risks to you by someone else, or becomes aware that you may harm another person, we have a system in place which will mean we act swiftly to help you to feel safe. Sometimes our duty of care means we need to talk to other agencies, such as Social Care or the Police, and we will also include you in that process where we can.

## Equality, diversity and inclusion

Beacon House is highly committed to embracing principles of equality and diversity and we strive to be an inclusive service. We strongly believe that individuals should have the same opportunities to access our service irrespective of gender, ethnic origin, disability, culture, religion, language or sexual orientation. We are passionate about treating all individuals, regardless of their personal characteristics, with the same compassion, respect and dignity. Please see our website for our full Equality, Diversity and Inclusion policy.

## Data Protection

Beacon House is registered with the Information Commissions Office which offers guidance about data protection within our record keeping systems. We are a paper-free service and we keep electronic records of all contact with you. This information is stored on a secure database, and can only be accessed by the Beacon House team. We store and process your data in line with our privacy policy which can be found on our website.

# Other important information (cont)

## Cancellation Policy

We ask for two weeks' notice of a cancellation, otherwise we will need to charge whoever is responsible for paying the therapy fees. This is because therapy is a mutual commitment, and we will ensure that our therapist is available for you at the same time and day each week. If a session is cancelled, your therapist is still available for you and so we do need to charge for their time. To cancel an appointment, please just get in touch on 01444 413 939 or [admin@beaconhouse.org.uk](mailto:admin@beaconhouse.org.uk).

## Making A Complaint

We really value feedback from our clients. If you would like to raise a concern or complaint, or indeed if you would like to share some positive feedback, you are very welcome to do so. You can find our full 'How to raise a complaint' policy on our website. To find out more, please don't hesitate to get in touch with us. You are also welcome to:

- Talk to your therapist
- Send us a message on our website feedback page
- Write a message in our waiting room feedback box

Beacon House is registered with Ofsted. If you would like to get in touch with them about our service you can do, here is their contact details:

Ofsted  
Piccadilly Gate, Store Street  
Manchester M12WD

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

0300 123 1231



## Other useful reading

We hope you have found this service guide useful. You can also read more about our adoption support by looking at our Statement of Purpose, which can be found on our website. Also on our website, you will find lots of free resources and information sheets about adoption, attachment and trauma.

## And finally...

We are really looking forward to working with you!

## The Beacon House Team

