



# Beacon House



## **Hello from Beacon House!**

*You and your family are coming to Beacon House soon and we are looking forward to meeting you.*

# What is Beacon House?

Beacon House is a place where lots of therapists work. A therapist is a helper who meets children and their families to talk, think and play together.



Lots of people come to Beacon House; grown-ups, children, teenagers. At Beacon House we know that all children and families are different and special!

This guide is for children who are adopted or who live with a special guardian carer. We want to help you with feeling even happier, healthier, safer and stronger in the future!

# Why do people come to Beacon House?



Everyone has their own reason for coming to Beacon House. Children come...

- Because they have angry or sad or muddly feelings.
- Because they have questions about why they are adopted or live with different carers.
- To have lots of fun with their parents and to help their body move how they want it to and feel good/calm inside and outside.
- Some parents come without their children to get new ideas to help the whole family.

# What will happen when you come to Beacon House?

When you arrive, our friendly receptionist will open the door and welcome you in. You will be shown the way to our waiting room, where you will find some comfy beanbags, fresh water and some snacks.



At Beacon House we don't make anyone do anything they don't want to. We will ask you some questions and we would love to hear your thoughts. It's okay with us if you want to mostly listen or play while we talk to your adults.

# What will I do at Beacon House?

Therapists at Beacon House enjoy meeting all children and families!



- When we meet children and families we might play, talk, listen, draw.
- There are always comfy chairs, blankets, toys, games and books.
- We like to hear about what you enjoy and are good at.
- We like to know what is going really well for you.
- Children tell us what is tricky for them and we think about how we can help.
- We might act out stories together.
- We might play with balls or other big toys.



# What happens next?

The therapist and your grown-ups will meet and make a plan and you might come and see us some more times to play, talk and draw so that we can help you with the things you have asked for help with.

Sometimes parents and carers come instead.

Sometimes whole families come together.

We will always try our best to listen to you, treat you fairly and help you.



# Staying safe

You can talk to any adult at Beacon House if something is worrying you. There are also some people who have the special job of helping you stay safe...



...you can talk to your therapist or...



Kathryn Whyte, our  
Safeguarding Lead



Jayne Hemming, our  
Safeguarding Lead

You can talk to them or a grown up can phone them on 01444 413939

If you don't feel safe at Beacon House or at home  
or school, you can call Childline on 0800 1111

# What if you are not happy with the help you get?

We try really hard  
to get things right for everyone.

If you aren't happy with the way that  
Beacon House has helped you and your family,  
you can tell your therapist, your parent/carer  
or you can call us on 01243 219 900 and ask  
to speak to our manager here, who is  
called Jayne Hemming.



You will also find special blank cards in our waiting  
room where you can write or draw about what it is  
like for you to come to Beacon House, and how we  
can get even better at helping families.



# What if you are not happy with the help you get?

There are other people who are there to help you too if you do not feel you are being listened to, or you do not feel safe.



## YOU CAN CONTACT:

### **The Children's Commissioner for England**

**Email:** [info.request@childrenscommissioner.gsi.gov.uk](mailto:info.request@childrenscommissioner.gsi.gov.uk)

**Tel:** 020 7783 8330

### **The Children's Advocates - NYAS**

**Website:** [www.nyas.net/helpline](http://www.nyas.net/helpline)

**Email:** [help@nyas.net](mailto:help@nyas.net)

**Tel:** 0808 808 1001

Beacon House is registered with a group of people called Ofsted. Ofsted make sure that we are offering a safe and helpful service to you and other young people. You can contact Ofsted on:

**Address:** Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

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

**Tel:** 0300 123 1231

If you have an Independent Reviewing Officer (IRO) you can also ask your parent/carer for their details and get in touch with them.

We are really looking  
forward to meeting you

**The Beacon House Team**

