



# Beacon House

Therapeutic Services and Trauma Team

WELCOME TO BEACON HOUSE



A Guide to Beacon House for young  
people who are adopted or cared  
for by a Special Guardian

2023

# A Big Welcome TO 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 professional who meets with young people and their families to talk and think together before a plan is made about how we might be able to support you and your family.

## YOUNG PEOPLE COME TO BEACON HOUSE WHEN...



...the young person, their parents or carers or another adult who knows them well - think that they need extra help to feel happier, more settled or to talk about something stressful that has happened to them; to make sense of things.

Therapists at Beacon House enjoy meeting all young people and families. Some of us have met 100s! When we meet young people and their families we are really interested to find out about them.

## WE'D LOVE TO KNOW:

- What ideas everyone in the family has about how things are
- How everyone in the family gets on with each other - what's fun, and what's difficult
- What ideas everyone has about what might help
- What everyone enjoys, what you find funny and what you like to do
- How people in the family feel about each other
- What you and your family hope for the future



## WHAT WILL HAPPEN WHEN YOU COME TO BEACON HOUSE?



We know that sometimes coming to somewhere new can cause a bit of anxiety - young people tell us that they sometimes feel nervous or worried about what will happen.

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, but it's okay with us if you want to mostly listen while we talk to your adults.



YOU ARE ABLE TO MAKE CHOICES HERE ABOUT WHAT YOU DO, AND WHAT YOU SAY.

WHEN YOU ARRIVE, SOMEONE WILL ASK YOU IF YOU WOULD LIKE A DRINK OF SQUASH, WATER, TEA OR COFFEE.

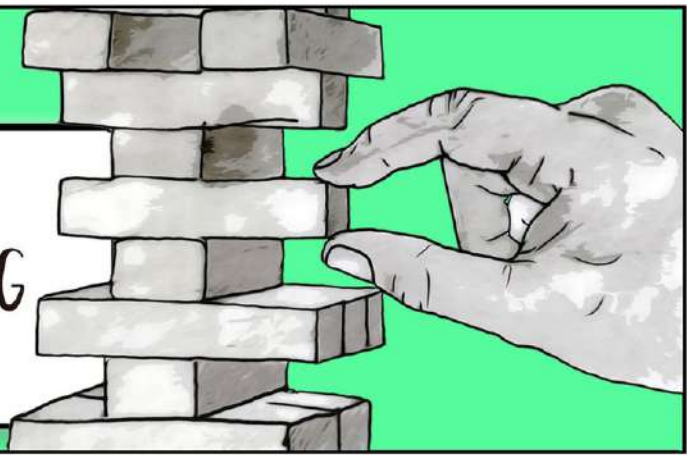


There are always snacks like fruit, breadsticks, popcorn or chewy bars to choose from if your adults say that's okay.



Then you, your family and the therapist will go to a room where there are comfy chairs, sofas or bean bags to sit on.

WE USUALLY PLAY A GAME OR  
DRAW TOGETHER TO START GETTING  
TO KNOW EACH OTHER A BIT.



Sometimes young people come and see us on their own and sometimes the adults come without the young person; whatever works best for your family.



WE WILL DO  
EVERYTHING  
WE CAN TO  
HELP YOU FEEL  
AT EASE.



Some of the things we will talk about with young people and families can be a bit difficult because things aren't always happy or calm at home.

We will talk about family life and we would like to hear about what is going well and the things you would like to build on to be better.



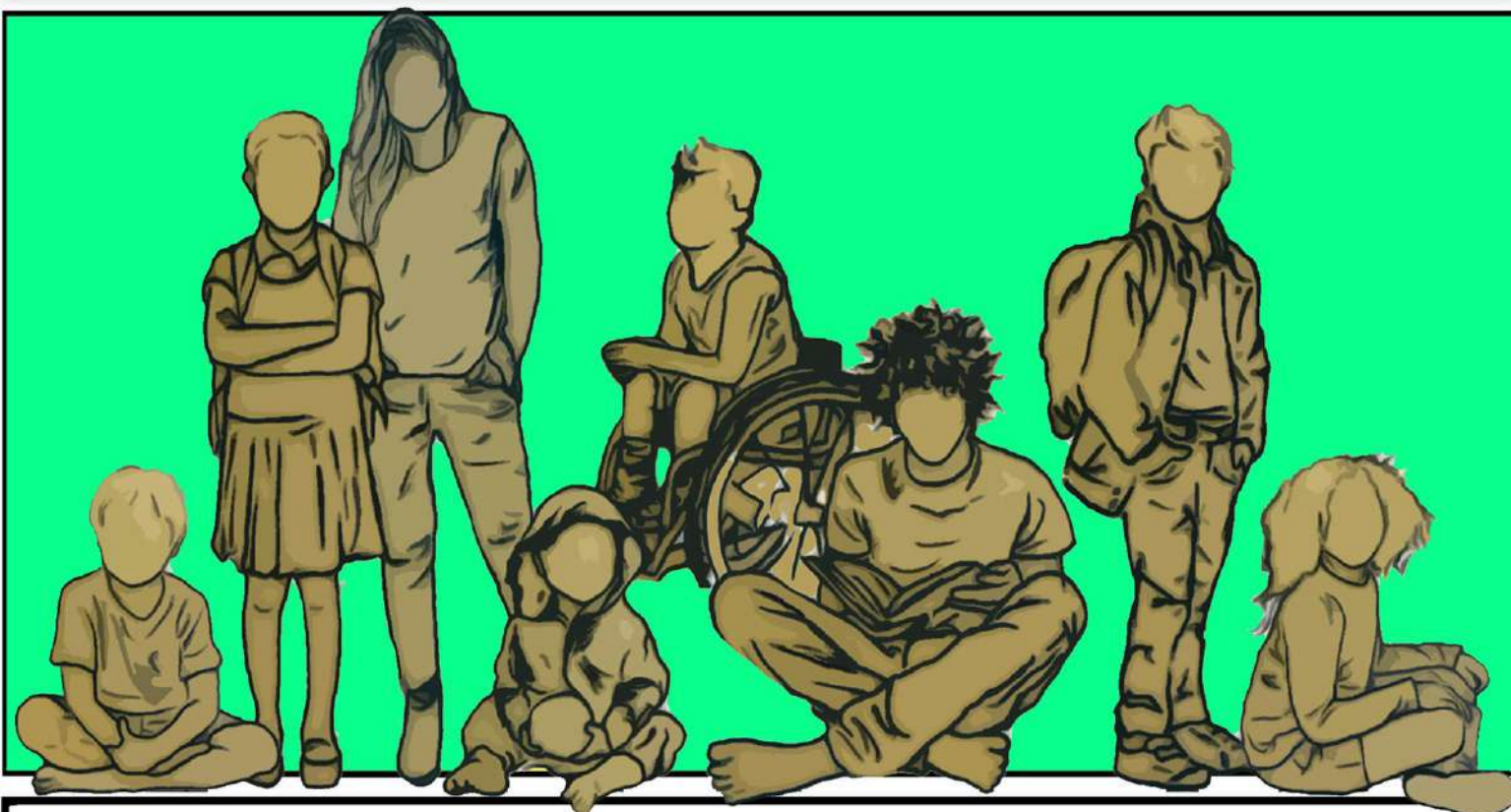
We will ask about school and what you like doing.

When young people are adopted or live with other carers, we might ask about what it is like for you to live with different parents than your birth parents. Some young people know lots about their birth family, other young people don't know very much, and some don't want to talk about it at all.



ALL OF THESE THINGS ARE OKAY.

AT BEACON HOUSE WE KNOW THAT ALL YOUNG PEOPLE AND FAMILIES ARE DIFFERENT AND SPECIAL.



This is why we want to help you with feeling happier, healthier, safer and stronger in the future!

## WHAT HAPPENS NEXT?



After our meetings we will write to your parents or carers – and to you if you would like – with our thoughts and ideas for a plan of how to help. Sometimes parents come to see us to get help with coming up with new ideas.



Sometimes young people come for therapy; talking about things or being creative with arts and drama can be really helpful over time.



**Call us on:  
01243 219 900**

WE ARE REALLY LOOKING FORWARD TO MEETING YOU.  
IF YOU HAVE ANY QUESTIONS THEN YOU CAN ASK  
YOUR PARENTS OR CARERS AND, IF THEY DON'T  
KNOW, YOU OR THEY CAN CALL US TO FIND OUT.



It is important to us that we help you to keep safe. If you do not feel safe at home, at school, at Beacon House or anywhere else at all, then you can



★ TELL YOUR THERAPIST HERE AT BEACON HOUSE



★ TALK TO ONE OF OUR THERAPISTS WHO HAS A SPECIAL ROLE IN KEEPING CHILDREN SAFE BY CALLING **01243 219900** AND ASKING TO SPEAK TO KATHRYN WHYTE

**childline**

ONLINE, ON THE PHONE, ANYTIME

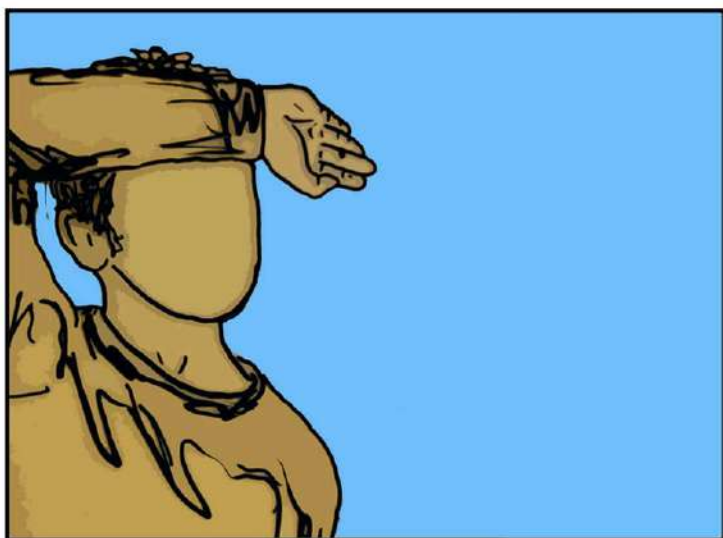
★ CALL CHILDLINE ON: **0800 1111**

# WHAT IF YOU ARE NOT HAPPY WITH THE WAY THAT WE SUPPORT YOU?

If you are not happy with the way that Beacon House has helped you and your family, we would like to hear from you. You can call us on **01243 219 900** and ask to speak with Jayne Hemming, who is the manager here at Beacon House.



YOU CAN ALSO TELL YOUR PARENT/CARER OR SOMEONE ELSE IN THE FAMILY, OR YOUR TEACHER. THEY CAN HELP YOU WORK OUT WHAT THEN NEEDS TO HAPPEN.



You can also contact the Children's Commissioner on telephone number - **0800 528 0731** or email [advice.team@childrenscommissioner.gsi.gov.uk](mailto:advice.team@childrenscommissioner.gsi.gov.uk).



If you feel you are not being listened to, and you want some help from someone, you can also call Children's advocates - NYAS. You can visit their website at: [www.nyas.net/helpline](http://www.nyas.net/helpline). You can call them for free on: **0808 808 1001**. Or you can send an email to: [help@nyas.net](mailto:help@nyas.net)

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:

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.

## IT'S REALLY IMPORTANT THAT YOU FEEL YOU ARE LISTENED TO.

See you soon, take care  
**FROM THE BEACON HOUSE TEAM**