

22nd January 2026

Dear parent or carer,

Let me introduce myself – my name is Shoshanah and I am the founder here at Beacon House. I created our service eleven years ago in the belief that hard and painful things happen to all of us, and when they do – it is so important to have support that feels truly respectful and attuned. You can read all about our story here:

<https://beaconhouse.org.uk/about-us/our-story/>. We are a team of experienced therapists based in Sussex, and we take deep pride in offering support and guidance to individuals and families who have been impacted by stressful life events.

Why I'm getting in touch

We have been independently commissioned by Partou to provide specialist support to all parents and carers who have been affected by the events at King Street Nursery.

Drop in and meet us

You may have already got in touch with us. If you haven't, then this letter is an invitation to drop in and meet with us for an informal conversation, to see who we are and how we might be able to support you or your family. One of our therapists will be available **once a fortnight, in person in Bristol**, between 26th January and 20th April 2026. You'll find the dates at the end of this letter.

Even if you have already got in touch with us, and you would like to have an in person conversation, then you are most welcome to come and drop in.

Our helpline

As well as our in-person drop ins, we also have a dedicated **helpline** available to anyone who wants to get in touch. The helpline is open Monday to Friday, 9am to 5pm and you'll be offered a telephone or online call with one of our therapists the same day.

We will protect your information

It is really important that you know we are completely independent from Partou. Partou will not know if you have contacted us or not and we will not share any information about you at all with them. We are bound by our own code of ethics and will strictly honour your confidentiality.

How might Beacon House help?

We are here as a confidential space where you can connect with someone who knows about the current situation. We can be a listening ear; we can help to make sense of things you may be feeling; and we can offer a space to think through decisions you would like to make about how to manage what comes up. Our conversation with you could be a one off, or regular therapeutic support.

Unsure about whether to seek support or not?

If you are not sure whether to seek support or not - you are not alone. Many people feel this way, and there are important reasons why reaching out can feel difficult. You may be focussed on 'just getting on' as it's too much to think about; you may feel you are not deserving of support; you may feel guilt, anger, shame or confusion or you may not trust the help that is on offer.

These are all very understandable.

What next?

If you are wondering whether support from Beacon House is a good fit for you, just get in touch.

To book a time to drop in, or a conversation on our helpline, simply call us on 01444 413 939 or email us on admin@beaconhouse.org.uk, and we'll talk you through the next steps.

We look forward to hearing from you,

With warmest wishes

Shoshanah and The Beacon House Team

Here are the days we are available for a drop in locally to you:

- Monday 26th January
- Wednesday 4th February
- Monday 9th February
- Saturday 28th February
- Monday 9 March
- Monday 23rd March
- Saturday 11th April
- Monday 20th April