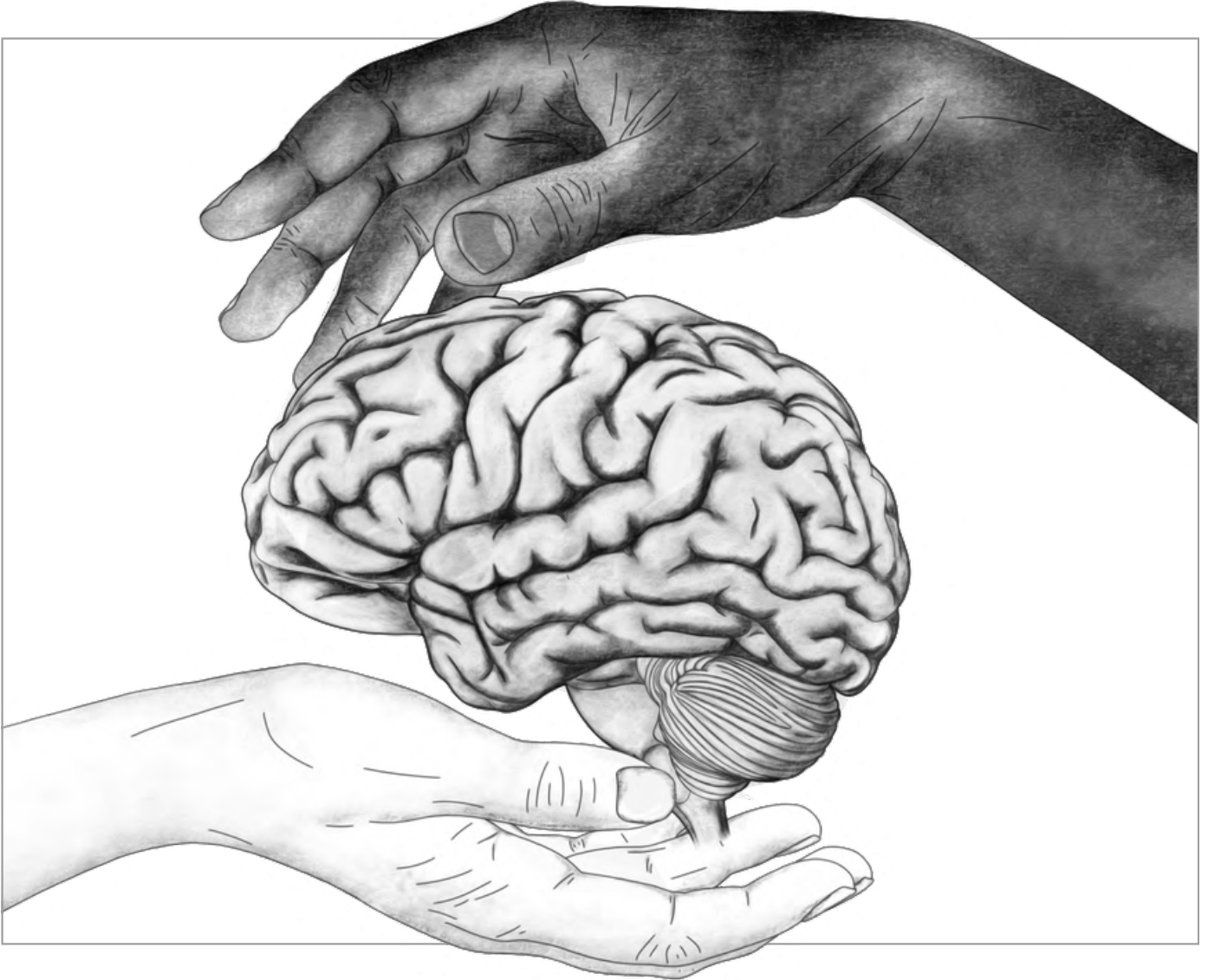
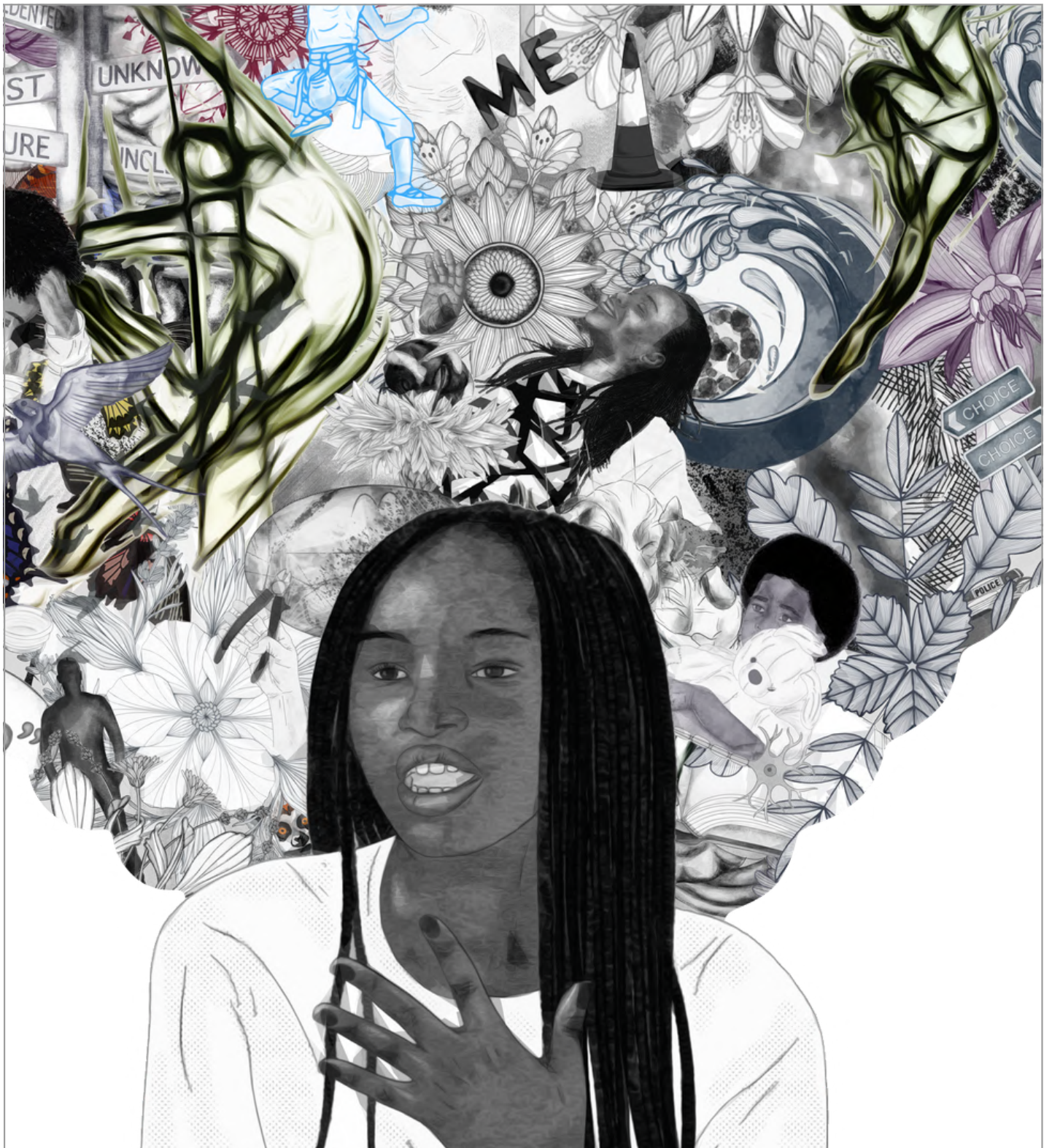




Making a Referral to Beacon House

Information for self-referring parents and carers



Thank you for getting in touch with Beacon House.

We know that taking the step to seek support takes courage, and we hope we can offer the help you are looking for.

This information leaflet explains how you can make a referral to our team, and what happens next.

Who can refer my child to Beacon House?

You do not need a GP referral to access our therapeutic services. We welcome referrals directly from parents and carers.

Do you accept out of area or online referrals?

We welcome families from outside our local area for a standalone in-person assessment of therapeutic need or parent consultation.

If you are looking for an in-person assessment alongside ongoing therapeutic support, we ask that you live within one hour's travel of our clinic. This is because regular longer journeys can be tiring for young people and may impact their experience of therapy.

We are also happy to consider families from further afield for online assessment of therapeutic need, ongoing therapy, or parent consultation.



Meet our Referrals Team



Mel and Cathy are our Referrals Administrators and will be your first point of contact.

They know that getting in touch can feel like a big step and are here to answer your questions, guide you through the referral process, and support you from your first enquiry onwards.

Call us: 01444 413 939

Email: referrals@beaconhouse.org.uk



Our Clinical Lead, Dr Laara Jupp provides clinical oversight throughout your time with us.

She works closely with our therapists to ensure that the support offered is responsive to your child, young person and family's individual needs and remains aligned with your goals as therapy progresses.

How do I make a referral?

We understand the importance of a swift response when you make the decision to seek help for your child, and we work very hard to be as responsive as possible given the high levels of need for our service.

Here is how self-referrals can be made:

Step 1

Email or call us, and we will provide you with this booklet, alternatively [please click here to download this booklet from our website.](#)

Step 2

Having read this booklet, if you would like to make a referral please [click here to fill in the self-referral form.](#)

If you would prefer to talk things through with someone, please call us on 01444 413939 and ask to speak to Mel or Cathy. We would be happy to complete the referral form with you over the phone.

Step 3

Our Clinical Lead, Laara, will carefully review the information you have shared with us, and we will be in touch to let you know what happens next. We aim to do this within one week.

Step 4

If we believe that we are the right service for your child or young person's needs, we will place you on our allocation list. If we think that another service would be better placed to support your child or family, we will explain our reasons and wherever possible suggest other services and/or sources of support.



What does the assessment or parent consultation involve?

We begin all therapeutic work with a **Therapeutic Needs Review** or **Therapeutic Needs Assessment** unless you are seeking a stand-alone parent consultation.

This initial process is an important part of our therapeutic approach, helping us to get to know your child or young person, understand their experiences, relationships, strengths, and the challenges they are facing, so that together we can identify the type and level of therapeutic support that is most likely to be helpful. It also provides a shared understanding of your child's needs and forms the foundation for any recommendations and future therapeutic work.

We offer three levels of therapeutic assessment, depending on the level of complexity and the information required.

Option 1: Therapeutic Needs Review

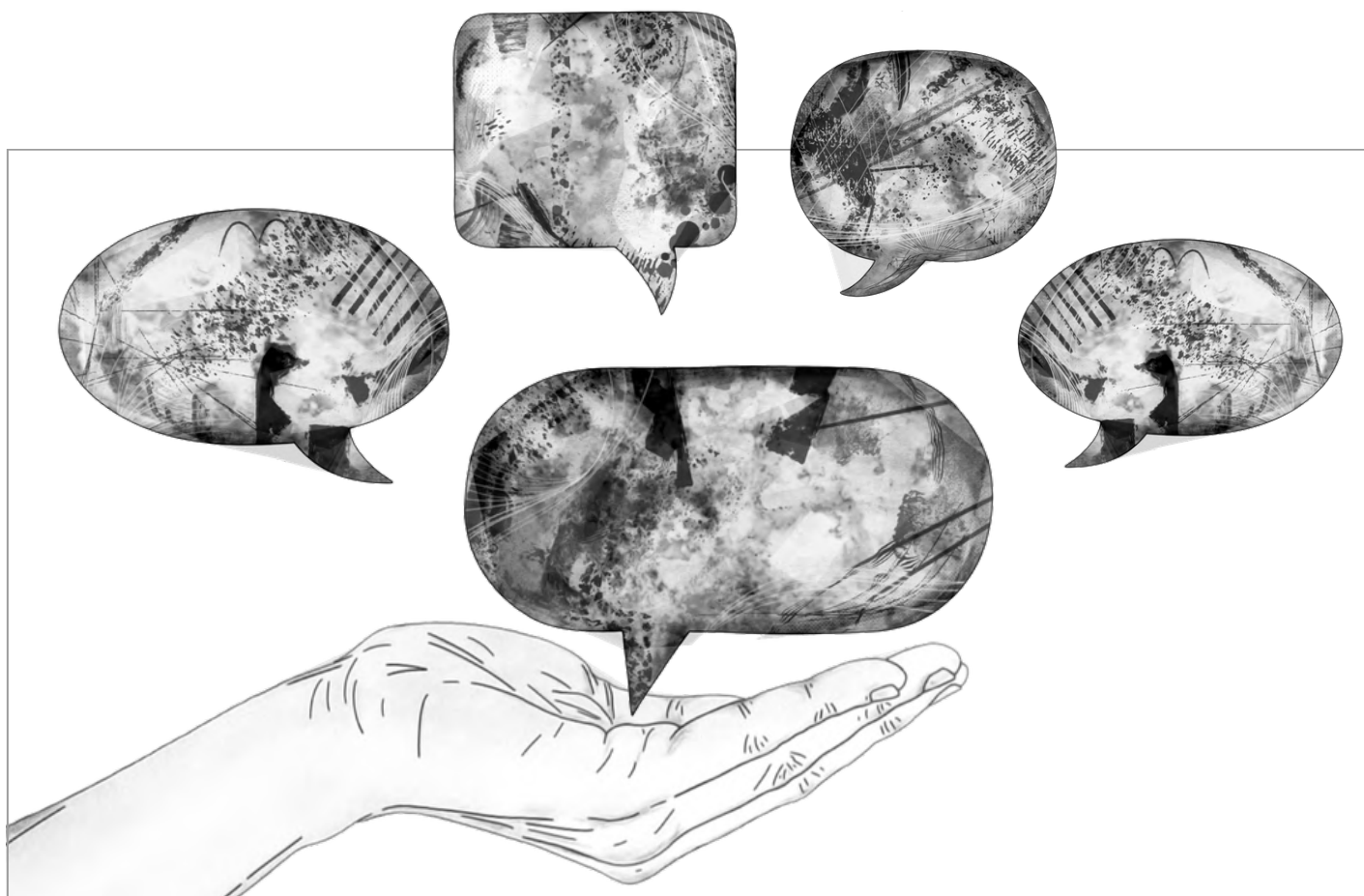
This is a brief, focused process to help us understand your child or young person, the challenges they are facing, their strengths and what therapeutic support is likely to be the most helpful.

This is suitable where a more detailed exploration of their experiences and needs is not required.

Our Therapeutic Needs Summary involves:

- 1 therapy session with parents
- 1 therapy session with your child (and sometimes parents)
- 1 therapy hour is charged for a therapeutic needs summary letter

Cost £405



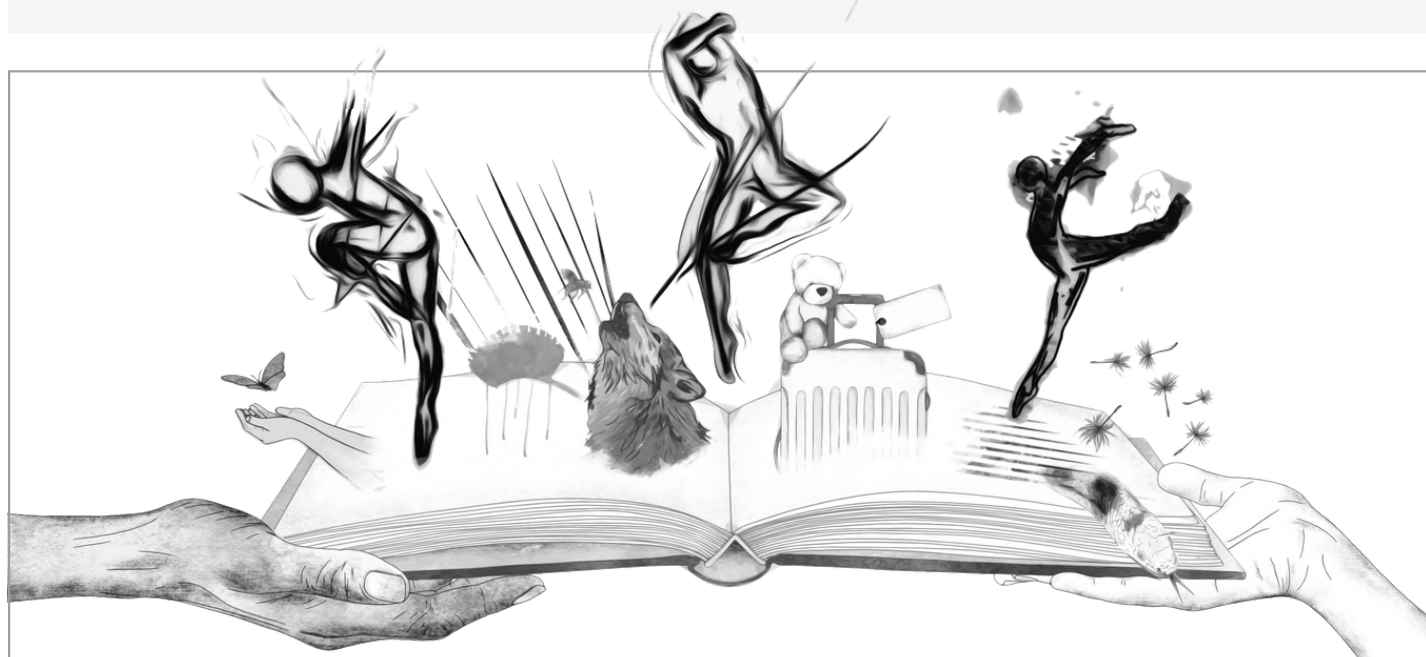
Option 2: Therapeutic Needs Assessment

This is a more detailed assessment that helps us build a deeper understanding of your child or young person's experiences, relationships, strengths and the factors that may be contributing to their current difficulties. This is particularly helpful where there is some complexity, such as parental separation, significant life events, or interacting needs. We use this understanding to make thoughtful recommendations about the support that is likely to be most helpful.

Our Therapeutic Needs Assessment involves:

- 1 therapy session with parents
- 1 therapy session with your child (and sometimes parents)
- 1 therapy session for reading of previous reports/other relevant information
- 1 therapy session for liaising with other professionals*, for example school (this is discretionary)
- 3 therapy hours are charged for a therapeutic needs assessment letter

Cost £810 (without liaison) or *£945 (with liaison)



Option 3: Comprehensive Therapeutic Needs Assessment

This is an in-depth assessment for children or young people with more complex needs. We take time to develop a detailed understanding of their experiences by bringing together information from your family, your child or young person, and the professionals involved in their care.

This is recommended where there is involvement with statutory services, a history of trauma, significant physical and/or mental health challenges, multiple interacting needs, and/or where several professionals are supporting your family. The assessment guides us to provide clear, tailored, recommendations to support therapeutic planning and coordinated care.

Our Comprehensive Therapeutic Needs Assessment involves:

- 2 therapy sessions with parents
- 2 therapy sessions with your child (and sometimes parents)
- 1 therapy hour for reading of previous reports/other relevant information
- 2 therapy hours for liaising with other professionals in your child's professional network
- 1 therapy hour for scoring and interpreting questionnaires and psychometrics
- 6 therapy hours for writing a therapeutic needs assessment letter
- 1 therapy hour for a feedback meeting with parents (and sometimes with your child)

Cost: £2025

Our Parent Consultations

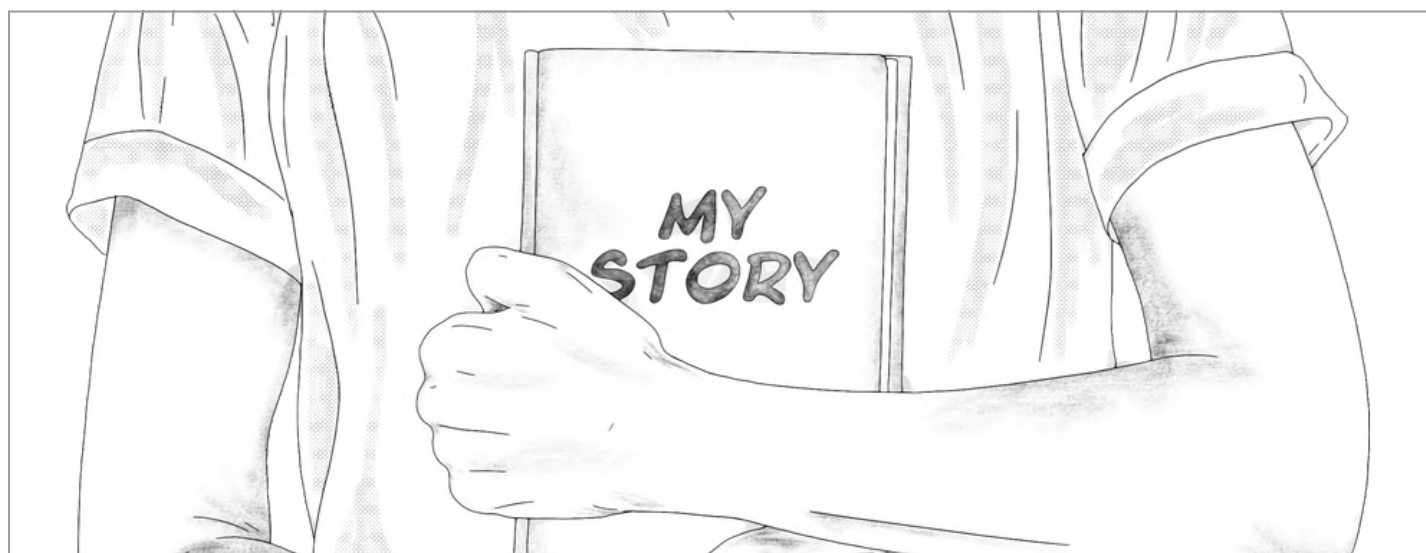
Alongside our assessment and therapy services, we also offer a stand-alone parent consultation service. This provides a supportive space for parents and carers to talk things through, whether you're feeling unsure about the level of support your child may need or if you would value a space to reflect, explore ideas, and consider next steps in partnership with one of our therapists.

If you think a parent consultation might be a good fit, rather than therapy, please let us know. We'd be happy to tell you more and help you decide whether it's the right option for you and your family.



What does therapy involve?

The nature of your child's therapy will depend on the difficulties that you are bringing to Beacon House. Therapy is offered at the same day and time every week, and we ask that you commit to attending therapy in this way. Occasionally, you may agree with your therapist to meet once a fortnight. Therapy is regularly reviewed so that you agree collaboratively with the therapist whether the work needs to continue or not. All therapy sessions are 50 minutes long.



How do I pay?

Each therapy session is £135. If you are self funding, we will ask you pay for the assessment at the time of booking. If we recommend an extended assessment, then we will take payment for this across 2-3 phases to help spread out the financial load.

For ongoing therapy appointments, you will be asked to make payment 48 hours prior to your appointment(s) via the prepayment section of our website: www.beaconhouse.org.uk/prepay.

You can also pay via bank transfer or make payment over the telephone 48 hours before.

Can my health insurance cover the costs?

If you have health insurance, it may be possible for them to cover some of the costs of assessment and therapy. We are an approved Bupa therapy provider, and all our therapists are recognised by BUPA. A small number of our therapists are registered with Aviva, WPA and Vitality Insurance. Please note we are not able to accept AXA referrals.

If you are registered with an insurance provider, we will send you information to share with them and an insurance form for you to complete and return to us.

To progress with an insurance referral with Aviva, WPA and Aviva you will need to:

- Contact your insurer to find out if they cover the mental health difficulty your child is experiencing.
- Confirm with the insurer that you can self-refer to our team.
- Ask your insurer for your membership number, the authorization code for the referral and the number of appointments they will fund.
- Confirm with our referrals coordinators the above information.

Important

If you think your insurer may fund your treatment with us, we are not able to progress the referral until we have the above information. This is because only a small number of therapists are registered with Aviva, WPA and Vitality Insurance so it influences who we allocate your child's referral to.

Also, if your insurance company only funds a limited number of sessions, and your child's treatment requires more than is covered, you will be asked to cover the ongoing costs of therapy at £135 per session.

What happens if I need to cancel an appointment?

Beacon House has a two-week cancellation policy. This means that if you need to cancel an appointment for any reason with less than two weeks' notice, the full session fee will apply.

We understand that life can sometimes be unpredictable, and there may be times when you need to cancel however, your therapist holds a regular appointment just for your child and family and maintaining this consistent, protected space is an important part of building safety, trust, and continuity in therapy. As this time is held exclusively for you, it cannot usually be offered to another family at short notice.

If your therapy is funded by health insurance, any cancellation charges will need to be paid by you, as insurers do not cover missed appointments.

How do you protect my personal information?

Beacon House takes the protection of your data very seriously. We have a robust GDPR policy in place, and you are welcome to [read our full Privacy Notice here on our website.](#)

If you make a referral enquiry with us but choose not to pursue it, we will permanently and securely delete your personal information within 16 weeks of your enquiry.

How can I be confident that my child will be safe at Beacon House?

Beacon House is passionate about safeguarding vulnerable children and adults and we have robust processes and monitoring in place to ensure that all our clients are safe.

[Please click here to take a look at our full safeguarding policy.](#)

What can I do if I am not satisfied with how my referral has been managed by Beacon House?

We always strive to respond in a sensitive and timely way to new referrals. If you would like to give us feedback about your experience of how we have handled your referral you are very welcome to:

- Leave a message for us on our online feedback form on our website
- Telephone us on 01444 413 939 and ask to speak to our Laara, our Clinical Lead
- Email us on referrals@beaconhouse.org.uk for the attention of Laara Jupp
- If you are visiting us, you can write your feedback on a card and post it in our feedback box in our waiting room

All feedback is read by Laara and she will respond to you personally and ensure your feedback is shared with our leadership team for reflection and improvement

How do I find out more information?

You can find a lot more information about us on our website:

www.beaconhouse.org.uk; or you are very welcome to call us on 01444 413 939 to ask any other questions you have.

What happens next?

Having read this booklet, if you would like to make a referral [please click here to fill in the self-referral form.](#)

Alternatively, please call us on 01444 413939 and ask to speak to Mel or Cathy, they will be happy to complete the referral form with you over the phone.

