Welcome To Beacon House!

This information pack will tell you everything you need to know about the therapeutic journey you have begun with us.

Get In Touch

Call: 01444 413 939  
Email: admin@beaconhouse.org.uk

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

www.beaconhouse.org.uk

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@BeaconHouseTeam
Many families benefit from our specialist services. Here is what some had to say about their experience of coming here...

"I know that we as a family were in crisis and it felt as if no one listened to us or cared, we were desperate. Then we met Vicky and we finally began to feel that someone did care. The difference to our lives has been immeasurable, and it’s thanks to Vicky we have been able to make people listen and get the right support. Without Beacon House & Vicky I would hate to think what would have happened to us."

Jayne, mother of 6 year old Michael, Burgess Hill

"The best thing about coming here is that I can say whatever I feel like saying and I know it’s okay. I like the biscuits and juice as well."

Grace, Aged 7

"I like therapy because I got all my feelings out and everything I was worried about and spoke about all the problems at home and in school. I have learnt how to deal with my problems more…I was sad and now I am happy. I would recommend this to anyone in need of therapy and friends. It’s useful to talk and not to keep your feelings in."

John, Aged 15

More testimonials can be found here:  http://beaconhouse.org.uk/testimonials/
Our Facilities

We have two clinics – one in Cuckfield and one in Chichester.

All our therapy rooms are designed with the needs of children and families in mind. They are spacious, warm, bright and nurturing.

Your child will discover a range of toys, sensory objects, sand trays, dolls houses and colouring here which will help them to feel at ease and communicate through different mediums. For our teens, we have a range of art materials, games, gadgets, writing materials and stories to help them have difficult conversations.

In our Cuckfield clinic, we also have our Occupational Therapy room with specialist Sensory Integration equipment.

There is free parking at both clinics as well as comfortable waiting areas for families with free flowing tea, coffee, juice and biscuits!
Our Service

Beacon House is a specialist multi-disciplinary mental health and Occupational Therapy service.

Beacon House is a team of over 40 Clinical, Counselling & Educational Psychologists, Family Therapists, Psychotherapists, Social Workers and Occupational Therapists. Our team includes both child and adult specialists meaning that we can work with individuals across the lifespan.

Here at Beacon House we are able to offer specialist assessment and treatment for a wide range of emotional, behavioural and social difficulties; from severe and enduring mental health difficulties in children and teens, to simpler and milder emotional difficulties. Problems we very regularly treat include trauma, anxiety, depression, school refusal, bereavement, family conflict, OCD and difficulties related to autism.

Our Team

The service is headed up by its Clinical Director, Dr Shoshanah Lyons, and is co-ordinated by our team leads.

Jayne Hemming is our Service Manager and brings 26 years' experience of working in Children’s Services

Dr Shoshanah Lyons is our Clinical Director, Clinical Psychologist and our Cuckfield Team Lead

Dr Kathryn Whyte is a Clinical Psychologist and our Chichester Team Lead

Ruth Stephens is our Occupational Therapy Team Lead

We are supported by a team of secretaries who are always available to take your call and answer any questions. Our office hours are open Monday to Friday 9am – 5pm, and the office is closed for lunch between 1pm – 2pm.

All our therapists bring years of expertise and experience in the understanding and treatment of mental health and relationship difficulties in childhood.

To see photographs of our team and read about each therapists’ experience, please visit http://beaconhouse.org.uk/team/
Therapeutic Needs Assessment

When your child is first referred into our team we will match you to the most appropriate practitioner based on the initial information available to us.

Your practitioner will begin by offering your child a ‘Therapeutic Needs Assessment’. This takes place over one or sometimes two appointments. This brief assessment aims to understand:

- The nature of the difficulties you and your child are worried about
- Your child’s developmental history
- Your family situation, including both strengths and challenges
- How your child is getting on at school
- Any worries about risk of harm to self or others
- Your hopes for change

Following your initial one or two appointments, your practitioner will provide you with a Therapeutic Needs Letter. This letter aims to:

- Summarise and clarify the history of the problems and how they are now affecting your family life
- Assess any level of risk to self or others
- Offer a psychological formulation. A formulation is our way of understanding what the difficulties are, what has led to them, what is keeping the problems going, what resources you can draw on to move forward.
- A recommended intervention plan with therapeutic goals to work towards.

Once you have received your assessment letter, you will be invited to get in touch with us and confirm that you would like to go ahead with the recommended intervention plan. Sometimes this means that you will change practitioners in order to get the most helpful intervention; but usually you remain with the practitioner who carried out your assessment.
Therapeutic Intervention

Following your assessment, you will be recommended an intervention that we feel is most likely to create the change that is needed. Sometimes this will include individual therapy with your child, and often it also includes you as parents/carers.

We have a wide range of therapies available and you can read all about them on our website. In summary, you may be offered one or more of the following:

- **Cognitive Behavioural Therapy**
- **EMDR**
- **Family Therapy**
- **Occupational Therapy**
- **Art Therapy**
- **Drama Therapy**
- **Psychodynamic Psychotherapy**

Sometimes, the most helpful intervention for a child is to work with you as their parents/carers as an alternative to inviting your child into therapy. This can be helpful when the child is too anxious to come into the clinic; or when different parenting responses may create change in itself.
Reviewing Therapy

Your therapeutic intervention will be reviewed after the first four sessions to ensure that you and your practitioner feel you are on the right track; and then once every twelve weeks following that. The purpose of the review is to explore and reflect on what is working well; what you are still worried about and what your therapeutic goals are for the next phase of therapy.

Ending Therapy

Deciding when therapy ends will depend on when you and your child feel ready to say goodbye. This can be an ongoing discussion between you, your child and the therapist about how you will know when your work is done, and you will end only when you feel it is the right time. It is important that any therapy is not ended unexpectedly as this can leave your child with feelings of anxiety, and we ask that you give at least two weeks’ notice of an ending to therapy work.

Confidentiality

All information is kept strictly confidential, and we will not share any details with third parties without your explicit consent. If the therapist is working with your child or adolescent individually, then the confidentiality of the sessions will be discussed with you at the beginning of the work. The only time when confidentiality may be broken is when we are concerned that your child might seriously hurt themselves, or when we are concerned that harm might come to your child or another person. In this situation, we have a duty of care to discuss our concerns with the relevant agencies. We will always aim to be transparent with you in these circumstances.
Fees and Payment Policy

The cost of the initial Therapeutic Needs Assessment is £180. This covers one appointment and the time taken to write your assessment letter. Fees for all ongoing appointments are £120 each, unless the therapy is being funded by your health insurance. If you are self-funding, you will be contacted by email at the end of each month by the Beacon House accounts administrator with an invoice for that month’s appointments. You are asked to pay by BACS or by calling to our office to pay over the telephone within five working days. If payment is not received within this time, then therapy appointments will be temporarily put on hold until payments are settled. By accepting your first appointment you are agreeing to these terms.

Cancellation Policy

If you need to cancel a therapy session for any reason, we require two weeks’ notice. This enables us to offer that appointment to someone else. If two weeks’ notice is not given, then full payment for the missed session will be charged. If you would like to cancel or re-schedule an appointment, please telephone us on 01444 413 939 or email us on referrals@beaconhouse.org.uk.

In An Emergency

Beacon House is not able to offer a crisis or urgent response in between pre-arranged therapy appointments. If you or your child feel at risk of harm to self or to others, we strongly recommend that you contact your child’s GP in the first instance, or take your child to A&E where an urgent psychiatric assessment will be offered.

Making A Complaint

If you feel unhappy with the services offered by Beacon House please do talk to your therapist in the first place. We are always open to feedback and we hope that we would be able to resolve any dissatisfaction. If you feel unable to do this; or if you would like to take the matter further then you are free to contact our Service Manager, Jayne Hemming, on 01444 413 939 or Jayne.hemming@beaconhouse.org.uk.

And finally...

We are looking forward to getting to know you and your family over time, and working closely with you to create the change you hope to see. We hope you have found this welcome booklet helpful, please do not hesitate to get in touch with us if you have any questions.

The Beacon House Team