

Create Hope Parent/carer information:

What happens before my child/young person's first session:

You will find information about the therapist you have been allocated for your child/young person. They will contact you either via phone or email prior to your first session and arrange an initial meeting either in person, over the phone or via zoom. This will be an opportunity for you to ask any more specific questions and get to know them a little before they meet your child/young person. They may also go through the RESTORE questionnaire with, or this can be completed separately and returned on attending the first session. They will also agree the time and day for the therapy to start and any further information you require.

About our therapists -

All our therapist is either working towards or have completed our accredited training in Integrative play and creative therapy. They are supervised by our clinical lead and founder of Create Hope Catherine Hockley. They have also completed safeguarding training, and all have an enhanced DBS check.

Can I ask my child/young person's therapist how the sessions are going?

It is natural that you will want to know how your child/young person is getting on in their therapy sessions. It is important to remember that the therapist will have agreed to a confidential relationship with your child/young person and has a duty to safeguard confidentiality. The only very rare exception to this would be if the therapist thought that your child/young person was at serious risk of harming themselves or others.

Therapists will arrange 6 weekly review meeting with you. These will be a space for you to ask questions, give feedback of how you feel things are going and review whether the therapy will continue or work towards an ending. Therapists can only share specific information which the child/young person has given them consent to share. However, they can share some suggestions which you might find helpful to support your child at home and reflect generally on how the therapy is going.

Can I ask my child/young person about the therapy sessions?

The therapy relationship is very private and personal, and each child/young person will respond differently to it. Some may wish to talk about the sessions, while others, may wish to keep the content of the sessions to themselves. There may be times when your child/young person seems more upset following a session, and this may be because they have been talking/processing painful feelings. Showing sensitivity to their distress, while also respecting their right to privacy, is a difficult but important balance for parents to achieve.

How long will my child/young person need to see a therapist for?

We offer an initial 12 sessions of play and creative therapy. For some children and young people this is enough, but for others they may need a lot longer support. This will be discussed with you by your therapists and will be reviewed every 6 weeks.

It is good to prepare for longer term support especially if your child/young person's needs are quite complex. This means that they can build the safe relationship with their therapist and work at their pace. Obviously, this does have cost implications which is worth considering as well. We do have bursary funding, but this is limited.

What if my child/young person says private things about my family?

It is important that your child/young person feels free to talk and use the creative process to explore and express their experiences in the family. It matters that you give permission to your child/young person to use this space for what they need with their therapist. It is understandable that you might feel worried about what they may wish to explore and talk about, however, you should bear in mind that the strict code of ethics that therapists follow includes confidentiality. Therapists are not there to judge you or anyone else in your family, their sole purpose is to help your child/young person to manage their problems and to try to resolve them in a positive way.

Can I come for therapy?

Yes, we are also able to offer adult therapy as well as a number of other services for the whole family. If you would like to find out more, please email us or speak to your child's therapist.

Feedback:

We really value your feedback on any part of our service. We have forms available in our waiting area which can be completed anonymously. If you place these in the bucket available this will be checked weekly.

If you have any feedback on additional services, you will find helpful please place any suggestions in the bucket available in reception as we well.

If you have any concerns regarding any part of the service, you have received from us again you can complete a form or contact us direct outlining your concerns. (NB, we check the bucket weekly and will aim to respond within 24 hours of reading your concern). All concerns will be taken seriously. We will aim to settle any concerns directly with you but if this is not possible, we will share our complaints procedure with you should this matter need to be taken further.

Safeguarding:

If you would like a copy of our safeguarding policy this is available on request or via our website