

LEICESTERSHIRE ADULT EATING DISORDERS SERVICE
Information Leaflet for Carers

The Leicestershire Eating Disorders Service is part of the Leicestershire Partnership NHS Trust. The service is based at the Bennion Centre on the Glenfield General Hospital site.

We hope that this leaflet will give you some idea what to expect from our service. We have briefly outlined what happens when a patient comes for an assessment and what might happen if they then go on to have treatment with our service.

We have also provided some general information about our service that you may find helpful. You might also like to look at the information available on our website which can be accessed via www.leicspt.nhs.uk

If you have any questions about the information provided in this leaflet you can telephone our secretaries on the following numbers:

0116 2252557
0116 2252562

Assessment

The first few appointments will involve the patient talking with a member of the team in order to fully assess the nature of their difficulty. This will enable us to think about ways in which we might be able to help. If we feel that our service can help then the clinician who has undertaken the assessment appointments will discuss with the patient the kinds of help that are available. If the patient decides that they would like to proceed with treatment then their name will be placed on a waiting list. Unless there is exceptional urgency this will mean that they will be seen as soon as a place is available. We will do our best to let patients know how long they may have to wait.

However, it may be that treatment with our service is not appropriate. If this is the case we will do our best to suggest alternative sources of help.

Treatment

The person who sees the patient for treatment may be a different person to the clinician that they have seen for assessment. The patient will also be under the overall care of one of the consultant psychiatrists on the team.

The treatment offered by the service varies widely. However, once treatment begins this will most often involve a series of outpatient appointments. The clinician will discuss with the patient how long the therapy might last. For some people this is predictable – it may be a few months - whilst for others treatment may go on for much longer. This varies according to the clinical needs of each individual patient.

The clinician who works together with the patient to try to help them overcome their problems will be the person who is responsible for planning and organising their care. Any changes in treatment will be discussed with the patient. Occasionally it may be appropriate to consider more intensive treatment, such as day patient or inpatient care. In this case other members of the team may also see the patient but their clinician will continue to take responsibility for organising such additional help.

From time to time during treatment we ask patients to fill in some questionnaires. These help us to evaluate their treatment and to ensure that high standards are maintained.

Involvement of Family, Friends and Advocates

Getting better from an eating disorder is a highly personal experience and most treatment takes place between the patient and their clinician. This allows patients the space to talk about their feelings openly. Sometimes those closest to the patient may struggle with this and feel excluded. However, it is worth remembering that many patients may feel embarrassed or ashamed about their disorder or that they may be concerned about

Authors: TH Approved: April 2011

Reviewed: December 2015 Review date: July 2017

CQC Outcomes met by this document: Outcome 1: Regulation 17 (c ii)

Service doc 72

worrying those closest to them. It is often the case that after talking in the treatment setting patients will then go on to talk with their families and friends.

We do not therefore routinely suggest that family and friends should be involved in treatment. However, sometimes we may feel that it might be helpful to meet with them, or the patient may request this. Such meetings would be discussed with the patient and would not take place without their agreement.

Carers Group

This service recognises that carers have needs in their own right and that supporting a loved one with an eating disorder can be stressful. Meeting the needs of carers is increasingly seen as an important part of treatment and is an area of research interest nationally. Our service has supported a national study looking at an educational intervention for carers.

There is a local carers group which has the support of a carers advocate from the voluntary sector. The group meets monthly and provides space for mutual support from other carers. The Eating Disorder Service provides input into this group when requested. This involves topic based discussions, presentations, information sharing etc. A senior doctor in the service maintain regular contact with the group. If you are interested in finding out more about this group please consult the relevant leaflet enclosed.

All service users can expect the needs of carers to form a part of assessment and ongoing treatment.

Further information and a confidential helpline may be accessed via the following link:

<http://www.nhs.uk/carersdirect/Pages/CarersDirectHome.aspx>

Language and Communication

If you have any problem speaking or understanding English, or have other communication difficulties, we will endeavour to provide the services to overcome your difficulty.

Involvement in Training and Education

Students from a variety of healthcare backgrounds may have training placements within the service. The level of their involvement will depend on their training needs but if you have any concerns or objections these will be taken into account.

Involvement in Clinical Research

Understanding eating disorders and the development of new treatments depends on good research. We are often involved in research projects and we may ask you to help. Participation depends on your giving your informed consent and you have the right to refuse.

We also feel that it is important to continuously assess the existing treatments that we offer and so from time to time patients may be asked if they would be willing to fill in some questionnaires in order to help us to do this.

Confidentiality

All staff employed within the Trust are legally required to treat patient information in a confidential manner. This means that all healthcare notes are carefully stored and locked away. Similarly, electronic records held by the service for audit and research is only accessible to members of the team. Brief details concerning the referral will also be stored on the Trust's electronic database. These details will not include any sensitive personal information that the patient has disclosed to us and such electronic records will be subject to the same rules of confidentiality that apply to their healthcare notes.

In order to maintain high standards of clinical practice each clinician's practice is supervised. This means that their clinical work is discussed with a supervisor. Similarly, if more than one member of the team is involved in their care, then some information will need to be shared amongst members of the service. In addition, it will be important for the general practitioner to be kept informed about significant aspects of their treatment. Patients have a right to enquire about any information that may be shared in this way.

There may be very rare occasions when we are legally required to pass on information to other agencies in order to avoid significant risk to the public or to ensure that a child is protected from harm or abuse. We would seek to discuss this with the patient beforehand but in such circumstances we are able to disclose information without their permission.

Access to Health Records

The patient has a right to access all health records held about them. If they would like to look at their notes they should approach the clinician responsible for their care. They will advise them on how to make a formal application.

The patient also has the right to request copies of letters that are written about them. If they want to know more about this they can contact the Team Administrator, Lynne Reeve, on 0116 2256230.

Care Programme Approach

The Care Programme Approach (CPA) is a formal process that is used to co-ordinate the care of people with complex needs who may require the support of a number of different professionals or agencies.

No Smoking

The Leicestershire Partnership NHS Trust operates a No Smoking Policy. This is a government requirement and it is now against the law to smoke in any hospital building which includes inpatient wards.

Care under the Mental Health Act

Getting better from an eating disorder is an active business. Others can help but it is the person who suffers from the disorder that must take the central role and responsibility for recovery. Within the Eating Disorders Service we aim to form a partnership with the patient so that we can jointly work out what is best and what can be managed. Almost all patients who come for treatment are well enough to make informed decisions about their care and what is best for them. However, very rarely a person may become so unwell that they are no longer able to do this. This may result in their becoming a danger to themselves or to others. In such rare circumstances it may be necessary to seek to arrange treatment under one of the provisions of the Mental Health Act. Compulsory treatment is rare and cannot take place without the agreement of approved doctors and social workers. The patient has a right of appeal and this must be taken into account.

Safeguarding

We are committed to safeguarding the welfare of children, young people and vulnerable adults and assure you will treat all allegations of abuse seriously.

Patient Advice and Liaison Service (PALS)

The Trust has a Patient Advice and Liaison Service (PALS) who are there to provide patients with support and advice about services and to try to resolve any concerns they may have about their care and treatment. PALS can be contacted on 0116 2950830 or by emailing: PALS@leicspart.nhs.uk

Complaints

If a patient is worried or unhappy about any aspect of their care they can discuss it with their clinician. If they are not happy with the outcome the clinician will advise them how they can make a complaint.

If a patient wishes you to complain on their behalf we can provide you with information about the complaints procedure or you can telephone the complaints team on 0116 2950831 who can answer any questions that you might have about making a complaint.

You can make a formal complaint by writing to:

Complaints Team
Leicestershire Partnership NHS Trust
Room 170
Penn Lloyd Building
County Hall
Leicester
LE3 8TB

Email: complaints@leicspart.nhs.uk

Tel: 0116 295 0831

Self-Help

B-eat is a national organisation that provides information about eating disorders that you may find useful. They will also be able to tell you about any groups that run in your area. You can access them via their website www.b-eat.co.uk or by writing to:

B-eat
Wensum House
103 Prince of Wales Road
Norwich
Norfolk
NR1 1DW
Email: info@b-eat.co.uk

Adult Helpline for people aged 18 and over: 0845 634 1414, help@b-eat.co.uk

Youthline for people aged 25 and under: 0845 634 7650, text: 07786 20 18 20, fyp@b-eat.co.uk

For the non-hearing or hard of hearing text to voice relay is available through Typetalk calls.

Textphone users:
Typetalk Switchboard: 1 8001 0151 709 94 94
Email: typetalk: helpline@mid-typetalk.org.uk

Hearing users:
Switchboard: 1 8001 0151 709 94 94

Further information

Useful information for carers may also be obtained via the following link:
<http://www.nhs.uk/carersdirect/Pages/CarersDirectHome.aspx>

Information can also be found at the Eating Disorders Service website via:
www.leicspt.nhs.uk.

Consulting Patients

We feel that the views of our patients are an important way of improving and developing the services that we deliver. In order to ensure that we get feedback from patients we have invited patients to volunteer their time to join in with us in a number of different ways.

Comments and Suggestions

We are keen to improve the service we provide and would welcome any suggestions you might have. If you have any ideas you can write to:

Head of Service,
Leicestershire Adult Eating Disorders Service,
The Bennion Centre,
Grobby Road,
Leicester,
LE3 9DZ.

The Adult Eating Disorders Service aims to maintain high standards with regard to treatment and care. We endeavour to promote an atmosphere of mutual respect in which we can work together safely and productively. We are committed to work to the principles contained in this booklet. If our ability to work to these principles is affected we will try to let you know why this is the case.

We hope you have found this information useful. Please do not hesitate to contact us if you have further questions. In addition the leaflet 'Your Guide to the NHS' and our own Trust standards are also available, and you can access further information about the Trust on www.leicspt.nhs.uk.

© Leicestershire Partnership NHS Trust. All Rights Reserved.