

Welcome to Ellern Mede Ridgeway

Information for young people



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About Ellern Mede Ridgeway

Ellern Mede Ridgeway is a comfortable and homely unit, for up to 26 young people aged 8 to 18 who need treatment for a diagnosis within the eating disorder spectrum of illness.

Ellern Mede School is on site. It is an Ofsted 'outstanding' rated education centre which will ensure you can continue your education while you are here with us.



We admit young people both 'formally' (in terms of the Mental Health Act) and informally where people are choosing to have treatment. This information leaflet will tell you more about this and staff will be happy to fully explain the terms of your admission to you. Please ask any member of your care team.

For reasons of your security, you will find that all doors have automatic secure locking. If you have leave from your ward, you should ask a member of staff to open the door and they will come to your assistance when they can.

We understand that leaving your family can be difficult. We will welcome you here, help you to settle in and you will meet caring and friendly staff and patients who we hope you will come to know and enjoy spending time with. You will find a range of fun activities to balance your time between treatment, therapy and education.

About the services at Ellern Mede Ridgeway

Ellern Mede was established in 2000 and our therapies and clinicians are renowned around the world. We give hope for the future to people with eating disorders.

Here at Ellern Mede Ridgeway we have a high dependency ward (**Lask Unit**) and a recovery ward (**Nunn Unit**). Whatever level of care you need there is a therapy programme to help you.

You will work with a team of staff, trained in many disciplines. They are often called the Multidisciplinary Team (MDT). Their weekly care reports are called 'MDT reports'.

You will be allocated a Key Worker who, in terms of something called the Care Programme Approach (CPA) will coordinate your care.

You will experience both individual therapy sessions and group therapy and activities. We will tell you more about this.

The therapies team includes psychiatrists, psychologists, specialty doctors, mental health nurses, healthcare assistants, dieticians, family therapists, occupational therapists, social worker, and an art therapist. We have comfortable private lounges in which you can talk with your team.

Here at Ellern Mede we have plenty of professionals to support you.



Many former patients are glad to have been here



“I came to Ellern Mede broken, believing there was nothing in the world worth living for. Slowly, month by month, you taught me how to put myself back together again, and showed me there was a whole world waiting for me outside those gates, and it was up to me to find my way out through recovery. I’d be lying if I said you cured me, or that you fixed me, and I would also be doing myself an injustice because I know that recovery was a result of a lot of my own hard

work. But the fantastic treatment of Ellern Mede put me in the position where I was able to do that, and I live a life more or less recovered from anorexia.”

Your care pathway

1. Assessment
2. Admission
3. Treatment
4. Discharge
5. Post discharge support or outpatient service

At assessment stage, Ellern Mede Consultant Psychiatrists review the referral information received then schedule an assessment meeting with you and your family to discuss treatment options.

If you are admitted you will have a further medical and psychiatric assessment by the team. We can then choose together which ward is most appropriate and which treatment activities will help you the most.

Your care pathway continued...

Admission and your stay here

For the first week, while you are settling in, staff will work with you particularly closely to make sure you are well supported. This includes close observation.

We understand the challenges and difficulties that you may face at this time, being in a new environment and having left what is most familiar so we are here to support you. We also understand that it is your illness that is challenging - not you.

Treatment and therapies

All patients have their own meal plans prepared by our specialist dietitians. You will eat together with the patients on your ward in the ward dining room at main meal times and you will also have snacks. There are always two choices on our excellent chef-prepared meal menu and each week there is one alternative meal you can choose at least once.

Your treatment will initially focus on medical and psychiatric stabilisation and restoring you to a healthy weight. If you are very ill, you may need the intensive treatment programme. Whatever your situation, we will be seeking to restore you to normal living as quickly as possible.

Your family will be able to keep in contact with you and participate in some of your therapy and treatment, including being with you for Family Therapy.

Therapies will help you understand your cognitive styles (the way you think), your habits and behaviours and the way you relate to things that happen around you which may prompt those behaviours. You can choose to learn new skills such as Mindfulness - a technique which will help you respond in new ways to your thoughts.

Your care pathway continued...

Groups and activities

Community Meetings

Every morning, each ward holds a plan the day meeting with young people. This is an opportunity for everyone to talk with staff about how things are run on the ward. Also once a week on Thursday afternoons there is a patient-led Community Meeting.



Therapy groups

Cooking, learning about healthy eating, and Social Eating - group outings to nearby restaurants of the type you may be used to going to with friends and family all help you to maintain your eating plan in a variety of circumstances so that you are better able to cope when on your own or with your family and friends.

Apart from your timetabled therapy plan which will include cognitive behavioural therapy (CBT), there are other groups you can choose to participate in such as the Mindfulness, the Over-Exercise Group, or Future Focus Group which helps prepare you for whatever you plan for your life.

Group or personal hobbies and activities

There is a wide choice - Wi Dance, gym, board games, TV and films, reading, swimming, yoga, arts and crafts, drama, pottery, horse riding and grooming, outings to a local farm and a zoo. There are also regular social outings to the local community for trips to activities such as cinema or crazy golf. School holiday time is very active with outdoor games on site.

Example timetable for meal times

	Weekdays	Weekends
Breakfast	8.30am-9.00am	9.00am -9.30am
Morning Snack	10.30am -10.45am	11.00am -11.15am
Lunch	12.45 -1.15pm	
Afternoon Snack	3.15pm -3.30pm	
Dinner	6.00pm -6.30pm	
Evening Snack	9.00pm -9.15pm	

Example timetable for school and activity times

School / Activity time	Weekdays	Weekend
Morning Session 1	9.30am -10.30am	Free time
Morning break	10.30am - 11.00am	11.00am - 11.15am
Morning Session 2	11.00am -12.00am	Garden time/community walk
Lunch break	12.00 -1.30pm	12.45 - 1.15pm
Afternoon Session 1	1.30pm -3.00pm	Free time
Varied activities / free time	3.30pm - 5.30pm	Activity Club
Thinking Reflective Diary	5.30pm - 6.00pm	Activity Club



Wii Dance is available as a leisure activity



Social eating at restaurants is a regular outing

Example timetable for evenings

	Weekdays	Weekends
Dinner	6.00pm - 6.30pm	6.00pm - 6.30pm
Wii Dance/Gym/Pilates	7.00pm - 8.00pm	7.00 - 8.00pm
Shower / Rest time	8.30pm - 9.00pm	8.30pm - 9.00pm
Medicines	9.00pm - 9.30pm	9.00pm - 9.30pm
Evening Snack time	9.00pm - 9.15pm	9.00pm - 9.15pm
Free time to bed time <12 yrs	9.30pm - 10.45pm	9.30pm - 10.45pm
Free time to bed time <18 yrs	9.30pm - 11.00pm	9.30pm - 11.00pm

Visit and Call times

	Weekdays	Weekends
Parent / Carer Visits / Phone Calls	6.30pm - 8.30pm	6.30pm - 8.30pm
Extra Weekend Visit / Call time	N/A	10.00 - 12.00pm

Ellern Mede School

Ellern Mede School is within the grounds and provides education for young people admitted to the centre. Here you can continue to learn not only core subjects of English, Mathematics and Science up to A-level but other subjects such as Geography, Art, Film Studies and Personal, Social and Health Education.

Ofsted judged the school to be outstanding in its last inspection. You will find that your education is consistent with the experiences you most associate with your home school.

Your education will fit in with your treatment programme. Your doctor will tell you if you are well enough to attend school. If not, teachers may meet with you on the ward to give you some support before you are discharged.

We also help to prepare you to return to education in your home school and to access whatever support you might need after you are discharged.

As part of our preparation for your discharge you will be given leave to spend time with your family at home and time to prepare for going back to your local school.



Subjects taught at Ellern Mede School

English Literature

English Language

Maths

Chemistry

Physics

Biology

Spanish

French

History

Geography

Psychology

Music

Art

Art & Design

Drama

Useful things to know

Q: What can I bring with me to admission?

A: Non valuable personal items

Comfortable clothes, personal toiletries other than aerosols (deodorant, toothbrush and toothpaste, cosmetics and personal items); a small amount of pocket money; cuddly toys, posters, books, diaries. We will check and list everything you bring.



Q: What am I not allowed to bring to the ward with me?

A: For reasons of your and others' safety, some things you usually have at home can't come onto the wards.

- No aerosol sprays (not even deodorant spray)
- Alcohol or medication or chemicals
- Cameras or camcorders, mobile phones, iPods
- Sticky substances like chewing gum or blue tack
- Glass objects (including mirrors)
- Nail varnish or remover
- Sharp objects (pins or needles, scissors)
- Any type of reading material we consider inappropriate (we will inspect and advise)



We will provide craft items under supervision, such as during art and craft classes and we will provide a basic phone for permitted telephone calls.

How do I stay in touch with my family?

A: We encourage regular visits and phone calls at allocated times

There are allocated times for visits and phone calls, (including Skype by arrangement).

Visiting / Call times

Weekdays & Weekends 6.30pm to 8.30pm

Weekend extra time 10.00am to 12.00pm



Phone calls: We arrange with your family to provide a Sim Card which you will use in a basic phone that we provide for you to use when required. Or Skype or Face Time can be arranged if your family request this.

Visits and home leave

Visits usually take place in the family room or visitors' room when on site. As you progress, we will be pleased if you can go on home leave when you are ready. As a first step, this may be a short time out of the unit, followed by day leave, then overnight leave.



Q: Who can I talk to from outside Ellern Mede?

A: An independent advocate (IMHA)

You can talk to a person in confidence who is independent of Ellern Mede. All you have to do is ask any member of your care team. This is called an Advocacy Service. The Independent Mental Health Advocate (IMHA) visits Ellern Mede Ridgeway once a week. The name and contact details for this person is displayed on each unit. This service gives you information and advice, explains your legal rights, respects your wishes and only acts on your instruction.



Q: Who will be able to see my medical records?

A: Your care records will be accessed by your care team. General information about your progress is shared with your parents and health professionals involved in your care as decided by your consultant.

Information that you share with us in confidence remains so, unless there is a concern about your safety which requires us to share this information with appropriate people. If that is the case, we will tell you.

We respect your privacy and the law requires us to keep your private information safe (Data Protection Act).

If you would like to look at your clinical records you should write to the Centre Manager with this request. If anyone else wants to see your records they have to ask the consultant's permission and we would inform you and your family of the decision.



Q: What are my legal rights and status?

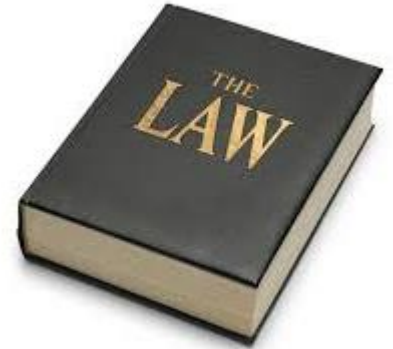
A: Terms of your admission are personal to you:

1. If you are a **‘formal patient’** this means you have been admitted in terms of the Mental Health Act (MHA) 1983 (2007).

This will have been decided by your responsible clinician (RC) for your safety. Please ask your consultant to fully explain your particular circumstances. You can ask to have your status checked. Mental Health Tribunals and Manager’s Hearings will be called from time to time to review your situation. You still have rights and choices in some aspects of your care, however the MHA may require some treatments, whether you agree or not.

Under English law, parents are responsible for their children until they are 18 years old. If young people are ill and do not accept treatment, parents can consent to treatment on their behalf.

If you are an **‘informal patient’** you will have the right to make most decisions about your care and treatment. Some treatments that your parents or guardians consent to may be required to be given without your consent. If you, or your parents/guardian disagree with your diagnosis or treatment then you can request a **Second Opinion**.



Q: What is a second opinion?

A: Second Opinion Approved Doctor (SOAD)

Your diagnosis and treatment plan represents the decision made with you and your family by the responsible clinician (RC) (your consultant psychiatrist). A second opinion is when a different consultant psychiatrist is asked to make an assessment and consider this diagnosis and treatment plan.



Q: Is there a Complaints system?

A: Yes there is a Complaints Policy, a Complaints procedure and a Complaint/Feedback Form on the wards



The Centre Manager leads the Complaints procedure. We have a form for you to complete for any feedback or complaint you wish to raise and you can ask any member of staff for these documents. Your complaint will be acknowledged within two days, will be dealt with as quickly as possible, and you will be fully advised of the outcome. If you are not happy with the outcome, you can contact the Parliamentary and Health Service Ombudsman by phone on 0345 015 4033 or by post at Millbank Tower, London, WE1P 4QP. If your complaint relates to the Mental Health Act you can complain to the Care Quality Commission by phone on 0115 873 6250 or by post at Belgrave Centre, Stanley Place, Talbot Street, Nottingham, NG1 5GG.

Q: What access can I have to the internet?

A: Young people can access internet under supervision in the activity room and at school

Under supervision, you will have access to the internet as part of learning and activities. For your safety, we need to ensure the sites you visit are appropriate and we don't permit access to social media sites such as Facebook or Twitter.



Fire Safety Procedure

We have a Fire Policy, a Fire Evacuation Plan, Emergency Exits and a Fire Alarm and Fire Marshalls to escort patients and staff to an agreed Evacuation Rendezvous Point outside the site. Our fire alarm is tested every Friday at 2pm.



What you should do if you discover a fire

1. Inform a member of staff; go to the nurse office.
2. If you are in your bedroom and hear the alarm at any other time than during a test, leave your bedroom immediately and follow fire marshall's instructions. A fire marshall will be wearing a yellow high visibility jacket. There will be a roll call at the assembly point.

Meet the senior team



Nancy Maicoo, Centre Manager and
Head of Nursing



Dr Hind Al-Khairulla, Clinical Director

Who else you will meet

At Ellern Mede you will meet other young people and a team of staff including your Key Worker. Here are some of the types of staff you will meet and what their jobs are:

Nurses

All our registered nursing staff have specialised training in eating disorders.

Health Care Assistants (HCAs)

Ellern Mede gives HCAs specialist training. They will be on your ward, helping you with whatever you need and spending a lot of time with you.

Consultant Psychiatrists

One consultant psychiatrist will be appointed to be your Responsible Clinician (RC) while you are with us. Along with the multidisciplinary team, they will take charge of your care.

Specialty Doctors

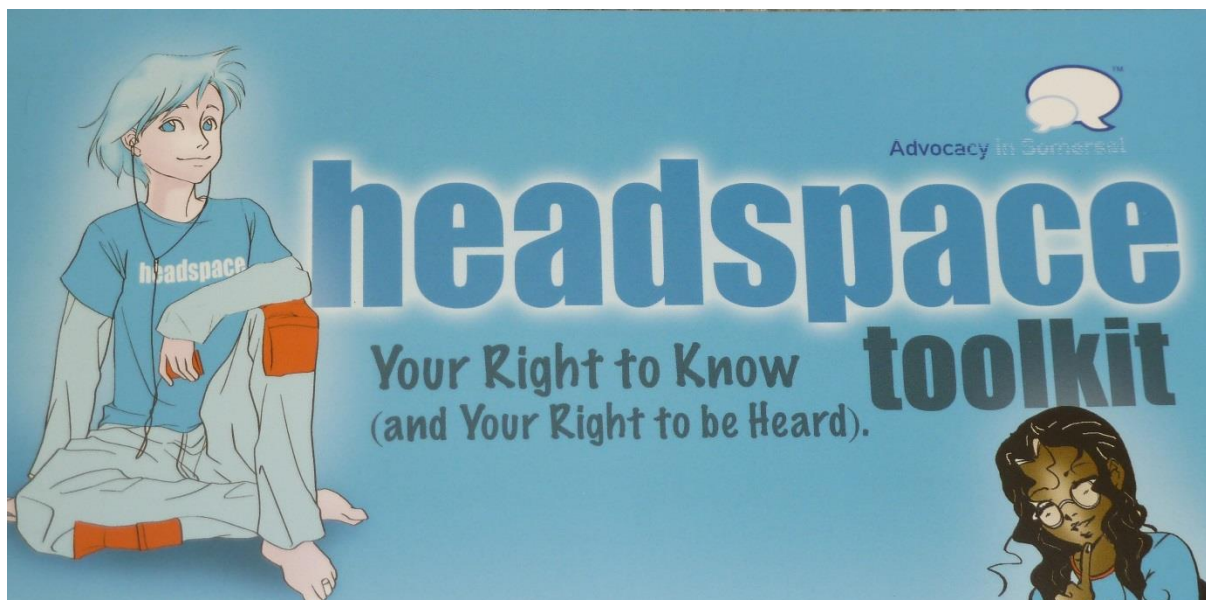
They will care for your physical and mental health, your medication and discuss your treatment with you and your family.

Other specialists

You will work with psychologists in therapy, in a group and by yourself; you will meet specialist dietitians and have your own meal plans; you will also meet occupational therapists and social workers. You can call on independent advocacy. Talk to any member of your care team if you would like information.

A Therapy Toolkit to help you during treatment

Soon after admission, you will be given an independent advocacy service's toolkit for you to read, refer to and write notes in. Many young people have found the 'Headspace' toolkit to be useful. It helps you understand legal and medical terms you might not have heard before and has 12 note sheets, called 'power tools'.



Please ask your key worker or any member of your care team to work through this booklet with you whenever you feel you would like to do this, or if you have any questions relevant to the 12 tools such as your medication, consent to treatment, how your care plan is formulated, when you can view your records, or how to prepare for meetings about you.

Behaviour rules that help with therapy

The Dining Room and Meal Times

Please understand that all rules are for your health and safety. It may sound annoying but we hope you will get used to this. Staff will remind you to please observe the following behaviours in the dining room:

- If wearing sleeves please fold them to above your elbows
- If you have long hair, please tie it back
- Please don't ask staff to swap or re-measure food.
- You will have 30 minutes to complete your main meal and it must all be eaten. If not, you will be given a supplement. The same goes for snacks - you have 15 minutes to eat those.
- We don't allow the use of straws.
- Please sit appropriately on the dining room chairs
- Sorry, however no bathroom / toilet access is permitted for an hour after main meal and for half an hour after snacks. Please use the toilet not sooner than ten minutes before your meal/snack. Also note that use of the bathroom after 6.30pm is always supervised.
- No exercising until 30 minutes after meal times

Rules around room access

- Room doors are closed during school and activity times, from 9.30am to 16.30pm unless otherwise specified in your Care Plan.
- If receiving a call in your bedroom, the door of your room must be left open
- If several young people want to get together in a room, this will be supervised
- Only close your room door for privacy while changing, otherwise your room door should be open

General Rules

- Please close all doors behind you unless it's your room and you are in it
- Always wear appropriate footwear and clothing if you are leaving the ward area
- If out for a walk with your nurse, the nurse will set the pace; If Wii dancing, only do the actions and moves you see on the screen
- TV can only be watched after 16.30pm unless special permission is given
- No entry to nursing stations and no borrowing of staff phones
- No use of home electrical equipment without prior testing by staff

Don't worry about getting to know these behavioural rules. We will help you to get used to them and before long you will get used to asking for advice. We will do everything we can to make sure you have a positive experience of care here.

My notes