



Ellern Mede
specialists in eating disorders treatment

Ellern Mede Ridgeway

Family and Carer Information

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What is Ellern Mede Ridgeway?

Ellern Mede Ridgeway is a 26 bed hospital offering inpatient treatment for children and young people aged 8-18 years with an eating disorder.

Ellern Mede Ridgeway is set over three floors and additional out building, there are separate ward areas, lounges and activity spaces. The garden at Ellern Mede Ridgeway is impressive with lots of space for outdoor activities. The centre has three main care settings – a high dependency ward, a recovery ward and a pre-discharge ward.

On site is Ellern Mede School which is rated “Outstanding” by Ofsted 2018, and has been developed to ensure studies can continue during treatment and afterwards if required.

We offer a safe, supportive service for your child, we work alongside families and encourage family involvement and family therapy is part of the treatment programme.

At Ellern Mede Ridgeway the staff understand that a hospital stay, no matter how long, can be unsettling for both families and the patient. We have put this information booklet together with the help of Ellern Mede family members and our Family Therapists and hope this will help. We know there are lots of questions you may want to ask and if you would like to add them to this booklet then please let us know.

Where possible, patients receive a copy of the Patient Information Booklet prior to admission. However, if this is not possible, then a copy will be given to them on admission along with their Welcome Pack.

Who are the staff who will help my child?

Ellern Mede’s specialist eating disorder team comprises of Consultant Psychiatrists, Psychologists, Psychotherapists, Activity Coordinators, Family Therapists, Dietitians, Occupational Therapists, Nurses, Social Workers, and specially trained Healthcare Assistants. Your child will have a named consultant, specialist doctor and a dedicated nurse who together with the therapy team, support and deliver your child’s treatment.

Why has my child come to Ellern Mede?

Your child may come to Ellern Mede because you have decided they need the help and support of a specialist inpatient programme. Alternatively, your child may come because they are a “formal” patient and it has been decided that for their safety, under the Mental Health Act, they should come to Ellern Mede. If the Mental Health Act has been applied, you and your child will receive additional information about your rights and responsibilities. You can also speak with the Ellern Mede Mental Health Act Officer.



What is a Care Pathway?

1. **Assessment** – this is when your child will meet their Consultant Psychiatrist. They will know about your child before this meeting and your child will be able to tell them how they feel, together they will discuss your child's treatment with them.
2. **Admission** – as an inpatient further medical and psychiatric assessments will help the team to shape treatment. This includes types of therapies and how we can best support your child during meals and what family support we can put in place for you. For a time this may include close observations of your child by a member of staff.
3. **Treatment** – when your child is admitted the staff will support them very closely, to make sure they are safe. Together with the dietician your child will work on their meal plans. Through therapies we will help your child understand the way they feel and think, their habits and behaviours and we teach them new skills to help them manage.
4. **Discharge** – from the point of admission we will be working towards your child's discharge from hospital. Our aim is that your child leaves Ellern Mede and reintegrates back in to society, education or training in a safe and sustainable way using the tools they have learnt.

Treatment and therapies

Your child will receive a mixture of one to one therapy and group therapy. Some groups will focus on healthy eating, food preparation and body image. Patients, when they are ready, may also take part in social eating, so they are better able to cope when they are back home. Family therapy is part of the treatment programme and will help you understand your child's feelings and thoughts around food. When your child is ready they will eat together with the other patients. There are always two choices on our daily menu and meals are freshly prepared on site. Patients have their own meal plans prepared by our specialist dietitians.



Community meetings

Once your child has settled, they may want to have their say about what is happening on their ward, each week there is a Community Meeting where they can do this.

What sort of activities are available for my child?

Your child will find a range of activities to balance their time between treatment, therapy and education. These include; weekly dance lessons, movies, swimming, yoga, video games, art, crafts and drama. For some patients there are social outings to the local cinema and shops. If your child has a special interest or hobby we will encourage and support them to continue with this throughout their time at Ellern Mede.



Mealtimes

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



Ellern Mede School
LEADERS IN SUPPORTIVE EDUCATION

What about my child's education when they are in hospital?

The education of patients continues throughout their stay at Ellern Mede. Ellern Mede School has been rated "Outstanding" by Ofsted in both 2014 and 2018. Having the school on site means that patients do not fall behind in their education. The school staff will talk to your child's own school and make sure that your child is supported in their education from GCSEs up to their A Levels.

Subjects taught at Ellern Mede School are:

- English Literature
- English Language
- Maths
- Chemistry
- Physics
- Biology
- Spanish
- French
- History
- Geography
- Psychology
- Music
- Art
- Art & Design
- Drama



Questions

What should my child bring to Ellern Mede?

Comfortable clothes, toiletries, and other personal items. We advise patients only bring a small amount of pocket money, cuddly toys, posters, books and a diary if you wish. We ask that patients do not bring valuable items.

For everyone's safety some items cannot come on the wards, these include:

- Alcohol, medication or chemicals
- Aerosols sprays
- Cameras, mobile phones, iPods or other devices with a camera
- Chewing gum or blue tack
- Glass objects, including mirrors
- Sharp objects, such as pins, needles or scissors

How do I stay in touch with my child?

We encourage regular visits, phone and Skype calls. These can be arranged between 6.30pm – 8.30pm, Monday to Friday and 10.00 am – 8.30pm at weekends.

Who can see my child's medical records?

Your child's medical records will be shared with you if appropriate as well as the team of health professionals involved in their treatment. Information that you child shares with us in confidence remains so. If there is a concern about your safety which requires us to share this information with appropriate people we will tell your child we are doing that, and explain why.

Your child has the right to look at their clinical records and should put their request in writing to the Centre Manager. We can help your child to do this. If anyone else wants to see your child's records they have to ask permission from your child and their consultant. We would inform you and your child of the decision.

What are my child's legal rights and status?

If your child is an "informal" patient it means they have come to Ellern Mede to get treatment by choice or because together you have decided to get help. If your child is a 'formal patient' they have been admitted to Ellern Mede to keep them safe under the Mental Health Act (MHA). Your child can ask to have their status checked. In law, parents are usually 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 your child or you as parents disagree with the diagnosis or treatment then a second opinion can be requested.

What is a second opinion?

A second opinion is when a different Consultant Psychiatrist is asked to make an assessment and consider a patient's diagnosis and treatment plan.

How do I make a complaint?

Ellern Mede has a Complaints Policy and every ward has complaint and feedback forms for you to use. The Hospital Manager leads on the complaints process. Your complaint will be acknowledged within two days and will be dealt with as quickly as possible, 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 whose details are also on the forms.

Can my child access the internet?

Patients can access the internet under supervision on tablets which are provided by Ellern Mede. For your safety, we need to ensure the sites your child visits are appropriate. We do not allow patients to access social media sites.



Fire Safety Procedure

Your child will be made aware of the fire policy and procedure. The fire alarm is tested every Friday at 12pm.

Guidelines

In any hospital there are a few rules in place for everyone's safety. When your child is admitted we will make sure they are aware of these and why we have them in place. New places can often seem a little overwhelming but we will do everything we can to make sure your child has a positive experience of care here.

Visiting Hours

	Weekdays	Weekends
Visit and calls times	6.30pm – 8.30pm	6.30pm – 8.30pm
Extra visit and call times	N/A	10.00 – 12.00pm



Ellern Mede Ridgeway
Holcombe Hill
The Ridgeway
Mill Hill
London
T: 020 3209 7900
E: info@ellernmede.org

Local Hotels

Travel Lodge
1446 High Road
Whetstone
London N20 9BS
T: 0871 984 6260

Premier Inn Elstree/
Borehamwood
Warwick Road
Borehamwood
Herts WD6 1US
T: 0871 527 8654

Local Taxi Services

Metro 020 8440 1234
Mill Hill Minicabs 0208 951 1234
Apex 020 8959 2222

Thank you

We would like to thank families and parents, who through their involvement with our Family Therapist, have helped create this information for other families of Ellern Mede. We hope it will be useful to you.

Ellern Mede is the trading name of Oak Tree Forest Ltd. Registered Office: Studio 523, Highgate Studios, 53-79 Highgate Road, London