



Ellern Mede Ridgeway  
**Patient information**

Ellern Mede Ridgeway, Holcombe Hill,  
The Ridgeway, Mill Hill, London NW7 4HX

## About Ellern Mede Ridgeway

Ellern Mede Ridgeway is a 26 bed hospital for children and young people aged 8 to 18 years.

**E**llern Mede Ridgeway has three floors with separate ward and activity areas, lounges and private meeting rooms where you can talk with your team. There is also a school which allows you to keep up with your studies whilst you are in hospital and after you are discharged if you live locally.

We understand that being an inpatient and away from your usual surroundings can be unsettling. You will find a range of activities to balance your time between treatment, therapy and education. We will welcome you here and help you settle in at your own pace.

### Staff

The staff team include nurses, healthcare assistants, consultants, doctors, and therapy staff. You will have a named consultant and dedicated nurse who together with the therapy team, support your treatment plan.

### Why you are here

You may be coming to Ellern Mede Ridgeway because you and your family have decided you need the help and support of a specialist inpatient programme. Alternatively, you could be coming because you are a “formal” patient and it has been decided that for your safety, under the Mental Health Act, you should come to Ellern Mede.

If the Mental Health Act has been applied, you will receive additional information about your rights and responsibilities. You can also speak with the Ellern Mede Mental Health Act Officer.

*“At first coming to Ellern Mede was extremely difficult as I didn’t know anyone. I found it hard to be away from home. However, I quickly settled in and made friends with the other patients. The staff are also lovely and helped me when I was struggling and during day to day life. Personalising my room was also comforting as it felt more homely and not like a hospital. At first I stressed about not being able to talk to my friends, but I am able to call them every day. Being at Ellern Mede has been a positive experience overall and I am grateful for coming.”*

Patient 2018





## Your care pathway

- 1. Assessment** – this is when you will meet your Consultant Psychiatrist who, will have read about you before they meet you. You will be able to tell them how you feel and they will talk to you about your treatment.
- 2. Admission** – as an inpatient further medical and psychiatric assessments will help the team to shape your treatment. This includes what type of therapy is right for you, how we can support you during meals and the family support we can put in place. For a time this may include close observations of you by a member of staff.
- 3. Treatment** – when you are admitted the staff will support you very closely, to make sure you are safe. You will work on meal plans with the dietician. Therapies will help you understand the way you feel and think, your habits and behaviours and we can teach you new skills to help you manage.
- 4. Discharge** – from the point of admission we will be working with you to plan your discharge. The treatment at Ellern Mede is to enable you to be able to live your life after your inpatient stay, in a safe and sustainable way using the tools you have learnt from us.

## Treatment and therapies

You will have a mixture of one to one therapy and group therapy. Some of the groups you will attend will focus on healthy eating, food preparation and body image. You may also take part in social eating, so that you are better able to cope when on your own or with your family and friends after you return home.

We also provide family therapy to help you and your family understand the way you feel and think.

When you are ready, you will eat together with the other patients on your ward, in the dining room. There are always at least two choices on our daily menu and meals are freshly prepared on site. You will have your own meal plans prepared by our specialist dietitians.



## Community meetings

Once you are settled you may want to have your say about what is happening on your ward. Each week there is a community meeting for patients and staff.

## Activities

There is a wide choice of activities available to you as part of your treatment and agreed by your doctor. These include dance lessons, board games, movies, swimming, yoga, video games, art, crafts and drama. For some patients there are social outings to the local cinema and shops.



## 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	



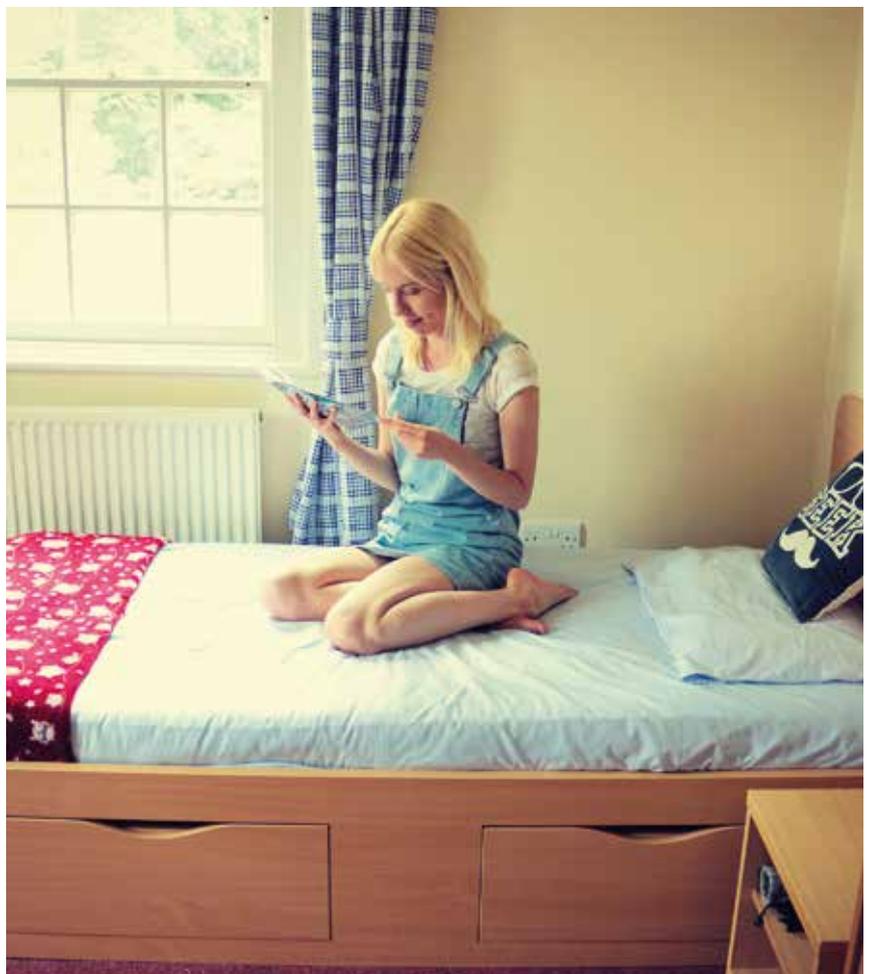
**Ellern Mede School**  
LEADERS IN SUPPORTIVE EDUCATION

## Ellern Mede School

At Ellern Mede you can attend our school which has been rated by Ofsted to be “outstanding”. This means you won’t fall behind in your education. The school staff will talk to your own school and make sure that you are supported in your education from GCSEs up to your A Levels.

### Subjects which are taught at Ellern Mede are:

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





## Questions

### What can I bring with me to Ellern Mede?

Comfortable clothes, toiletries, and other personal items. We advise you to bring a small amount of pocket money, cuddly toys, posters, books and a diary if you wish. Whilst there are lockers available we ask that you limit the valuable items you bring.

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

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

- Alcohol, medication or chemicals.
- Aerosols sprays.
- Cameras, mobile phones, 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 family?

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. Remember to

bring with you a basic phone with no camera or internet access.

### Who do I talk to outside Ellern Mede about my treatment?

If you feel you would like to speak to someone who is independent of Ellern Mede, you can speak with an Independent Mental Health Advocate (IMHA). We use Advent Advocacy and their contact details are displayed in the ward areas or you can ask any member of staff for help in contacting them. Advent Advocacy will give you information and advice, explain your legal rights, respect your wishes and only act on your instruction.

### Who sees my medical records?

Your medical records will be shared with your parents and health professionals involved with your treatment. These people are chosen by your consultant and with your consent.

Information that you share 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 you we are doing that and explain why.

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

### What are my legal rights and status?

If you are an "informal" patient it means that you or your parents have agreed to come to Ellern Mede to get treatment by choice.

If you are a 'formal patient' you have been admitted to Ellern Mede to keep you safe under the Mental Health Act (MHA).

You can ask to have your 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 you, your parents or guardians disagree with your 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 your diagnosis and treatment plan.

## How do I make a complaint?

Ellern Mede has a Complaints Policy & Procedure 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, 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 whose details are also on the forms.

## What access can I have to the internet?

Patients can access the internet under supervision. For your safety, we need to ensure the sites you visit are appropriate and we do not allow access to social media sites.

# Fire Safety Procedure

On arrival you will be made aware of our fire procedure and just so you know the fire alarm is tested every week on a Friday at 2pm.

## Staff you will meet

At Ellern Mede you will be allocated a Key Worker – a member of staff who will support you in your day to day treatment and who will know you best. If you want to change your keyworker you may request to do so.

Other staff you will meet at the hospital will be the nurses who are all trained in eating disorders. There are Healthcare Assistants or HCAs, they will spend a lot of time with you and help you with everyday tasks. They receive specialist training at Ellern Mede.

You will have a Consultant Psychiatrist through your treatment, this person is your Responsible Clinician or RC. They will lead and plan your treatment programme. You will also be allocated a Speciality Doctor who is responsible for your daily care, mediation and treatment.

At Ellern Mede you will work with psychologists in therapy, either in a group or by yourself. You will also work with specialist dietitians, occupational therapist, social workers, activity coordinators will also play a big part in your treatment.

## Guidelines

In any hospital there are a few rules in place for your safety and that of others. When you arrive we will make sure you 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 you have a positive experience of care here.

