

Ellern Mede Moorgate

Patient information



About Ellern Mede Moorgate

Ellern Mede Moorgate is a 12 bed hospital divided into two separate units. Inca unit is for children and young people aged 8 to 18 years. Aztec unit is for young adults up to 25 years, who are transitioning from CAMHS to adult services, back to the community or going home. We can also cater flexibly for day patients and outpatients.

This is a safe and supportive place where you can work, with help, on those aspects of your mental and physical health that you need to and want to improve, particularly your relationship with food and your disorder. We will welcome you here, listen carefully to what you say, and involve you in your treatment plan.

Ellern Mede Moorgate has two floors with separate dining, recreation, TV-lounges, nursing stations and treatment rooms for different age groups. There are comfortable private spaces where you can talk with your key worker, nurse or therapist. There are quiet rooms where you can take a break when you need to. When you need some fresh air there is a reasonably large garden area. There are activity rooms and school rooms. As a result of all this space, you won't feel at all as if you are in a hospital.

Our school is available by arrangement with the local authority to help you to keep up with your studies whilst you are with us and the school will help your home school be ready to support you after you go home.

If you are an inpatient here, we understand that by being away from your usual surroundings could be unsettling for you and we take care to ensure you can find either the peer support with patients or staff support that will permit you to get used to being here at your own pace. The range of activities available will help you to balance your time between treatment, therapy and education.

Staff

The staff team include nurses, healthcare assistants, consultant psychiatrists, specialty doctors, psychologists, dietitians, occupational therapy and other therapists. You will have a named consultant psychiatrist and a named nurse who, together with the rest of the therapy team, will support you. You will hear the term 'multidisciplinary team' or MDT. This is just a term for the whole of your team.

Why you are here

You may be coming to Ellern Mede Moorgate because you and your family have decided you need the help and support of a specialist inpatient programme and so have willingly arranged your stay and if so you may hear the term 'informal' patient. This means that staying in hospital is entirely voluntary.

Alternatively, if a doctor and a legally recognised tribunal team has decided that it is necessary for your safety to be an inpatient, you may be a 'formal' patient admitted in terms of the court ruling under the Mental Health Act (MHA). You may hear the term 'section' referring to the many different sections of the act. We will give you plenty of information about this.

"I was a patient at Ellern Mede in London because I had no appropriate place to be treated in South Yorkshire. I know that if Ellern Mede had a hospital in this area, it would have been great for my family. I want everyone at Ellern Mede to know that after discharge, I am happy, I believe in myself and my future and I have to thank you all for my recovery. I hope many people will have an experience like mine in this new centre."

Ex-Patient 2017



Your care pathway

- 1. Assessment** – this is when you will meet your Consultant Psychiatrist who will be familiar with your situation 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** – your family or support network will accompany you on your first admission day and several hours of meeting time can be expected before you see your room. We will support you very closely in your first week to make sure you are safe and as we get to know each other. Don't worry if it takes a week before you have a specific timetable. We want to give you a chance to make some choices and see what's best for you before we formalise your Treatment Plan. Further medical and psychiatric assessments in your admission weeks 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 as well as starting to talk about length of stay and discharge forecasts.
- 3. Treatment** – about a week after admission, you will be given a Treatment Plan outlining which therapists will see you, what therapies are recommended, both individual and group work, and the plan for any schooling will be arranged. A meal plan which includes choices for you will be agreed. Changes can happen when your doctor thinks it will help, as often as needed, from daily to weekly. For example, you will work on meal plans with the dietitian. Therapies will help you understand the way you feel and think, and your habits and behaviours. We can teach you new skills to help you manage. As you respond, you are likely to be given home leave, increasing in duration, hours or days, as we near the end of your treatment plan. This helps you get ready for when you leave hospital.

- 4. Going home** – We will all be thinking about the goal of you getting well enough to cope at home at every stage of your programme. The treatment at Ellern Mede is to enable you to be able to live your life independently again, whether you have been inpatient, day patient or outpatient. The aim is that you will learn how stay safe and take care of your physical and mental health.

Treatment and therapies

You will have a mixture of one to one therapy and group therapy. Among groups you will attend are those addressing cognitive behavioural skills, psychoeducation, body image, understanding what is meant by healthy eating, activities involving food preparation. 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.

Your family relationships are very important to your recovery. We provide family therapy to help you and your family understand the way you feel and think. We help teach the family how to support you and each other around food and meal times.

At first, you may want to eat with meal support with just one staff member. When you are ready, you will eat together with the other patients in your age group, in the shared 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 personal meal plans prepared by our specialist dietitians.



Ellern Mede School
LEADERS IN SUPPORTIVE EDUCATION

Ellern Mede School's success at our London hospitals is well known and the same expert teaching team arrange schooling at Ellern Mede Moorgate. The London school has been rated by Ofsted to be "outstanding". This means you can have help to avoid you falling behind in your education during your treatment. 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. Students at government schools are usually funded by their education authority to participate, by arrangement between parents, Ellern Mede School, the home school and the local authority.

Inpatient Community meetings

Once you are settled as an inpatient, you may want to have your say about what is happening in your ward environment. Each week there is a community meeting, with the agenda led by patients and attended by both patients and staff. Outpatients can discuss their programme as regularly as they wish as well as give feedback whenever they wish to our Outpatient Liaison staff.

Activities

Life doesn't just consist of therapies when you are in hospital. This is your temporary home and we don't want you to be bored. There is a wide choice of activities, including sporting ones and outings available to you provided they fit with the treatment plan approved by your doctor. Board games, video games, arts and crafts, cooking sessions and creative writing are quieter activities you can enjoy singly or as a group. Social outings could be as a group to cinema, theatre, shops, farms and local places of interest. More active ones include dance, swimming, yoga, video games, art, crafts and drama. We have several Activities Co-ordinators who listen to what you like to do and arrange these.



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

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	





Questions

What can I bring with me to Ellern Mede?

Comfortable clothes, toiletries (not glass bottles please), 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. Please do not bring valuable items.

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, scissors.
- Bladed objects, such as razors or pencil sharpeners.

You will be allowed to use some of these items under supervision of staff as you need them.

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 only a basic phone with no camera or internet function. Smart phones are not allowed. You can use your own laptop under supervision. Our hospital internet is a protected access service.

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 will 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. You will be asked for 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 more of your clinical records than have been shared with you, you can write to the Centre Manager with this request. Your key worker or other staff can help you to do this. If anyone else wants to see more of your records however, they have to ask both you and your consultant for permission. We would always inform you and your family of both the request and the outcome of the decision.

What are my legal rights and status?

If you are an "informal" patient it means that you or your parents have decided you need 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.

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

To keep you and the staff who work with you safe we have a Fire Policy, Fire Marshalls and staff to escort patients to an agreed meeting point outside the site. Our fire alarm is tested every week. You will be made aware of fire safety on arrival.

The fire alarm is tested every Friday at 12pm.

More about the staff you will meet

Your Keyworker is 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. This person will be an Ellern Mede-trained eating disorder trained healthcare assistant, (HCA). This person, as well as other HCAs, will spend a lot of time with you and help you with everyday tasks.

The Consultant Psychiatrist throughout your treatment is your Responsible Clinician or RC. They will lead and plan your treatment programme and you will see them several times each month and during your programme when required. You will also be allocated a Specialty Doctor who is responsible for your daily care, medication and treatment.

You will work with several psychologists in therapy. You may meet Clinical Psychologists, Psychotherapists, Counselling Psychologists and Assistant Psychologists. They will work with you either by yourself or sometimes in a group attended by you and other patients.

You will also work with specialist dietitians, an occupational therapist, social workers, and activity coordinators. It may not always seem like it, but all of the activities, meals, meal support and even outings and peer group work, are all part of your treatment and come together to help you develop the strengths and skills you need to overcome your illness and cope when you are back at home.

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 at Ellern Mede Moorgate.

