

Rharian Fields

Specialist Eating Disorder Service

Carer's Information Booklet



At Rharian Fields, all of our staff take the time to develop and build an empathic, supportive and collaborative relationship with our clients based on compassion, professionalism and respect.

Our staff are sensitive to the suffering and fluctuating motivation often shown by our clients.

We strive to promote change while maintaining a deep commitment to enhancing wellbeing.

Staff have an acceptance of how important eating disorder behaviours may have become to the client.

Our holistic approach places emphasis on empowering our clients to reach their full potential.

Our programme of psychological therapies aims to assist the individual in making sense of their disorder, its maintaining factors and, ultimately, how to manage symptoms to allow them to reach their full potential.

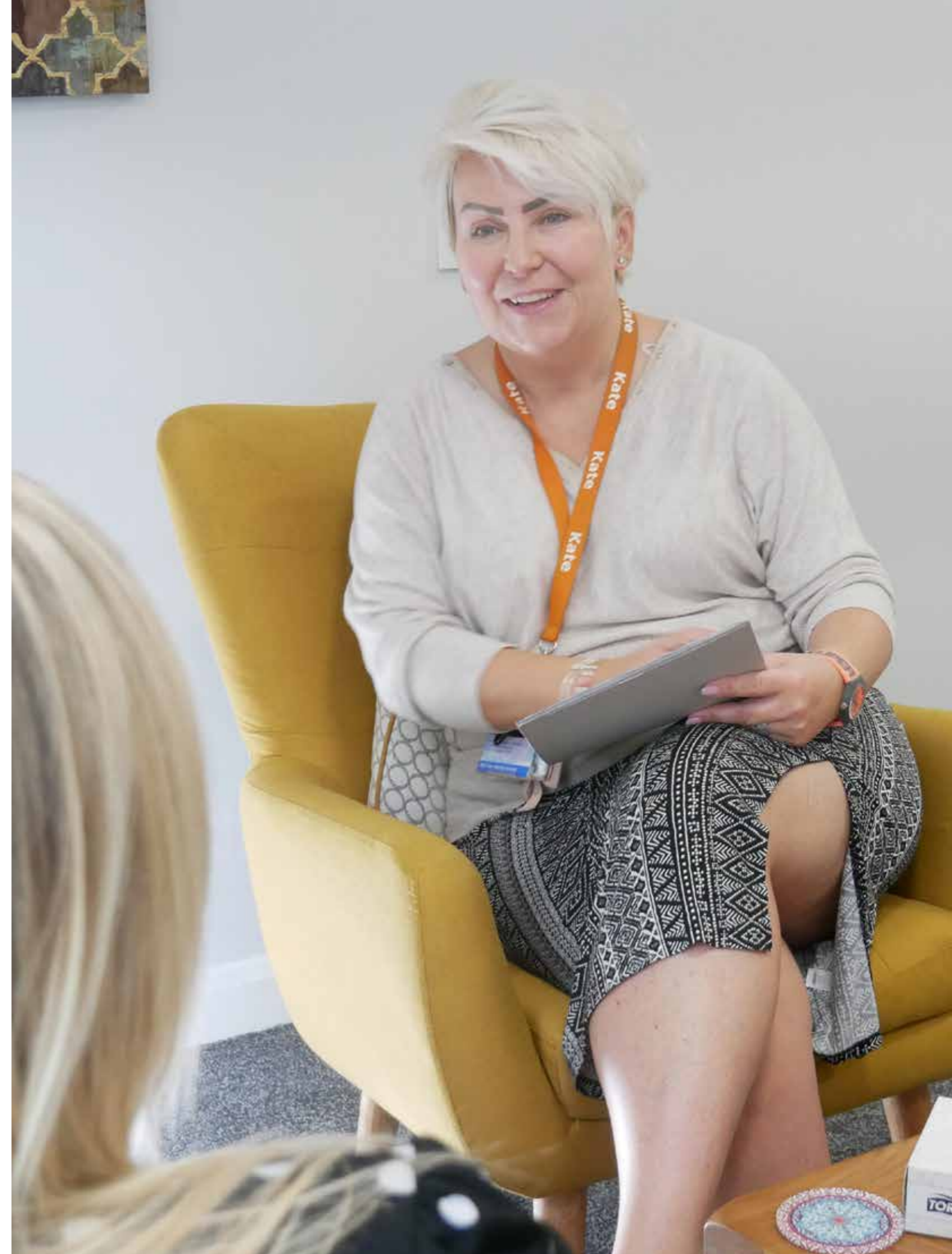
This goes hand-in-hand with our philosophy that normal life co-exists with the eating disorder.

We aim to pull this into all aspects of our therapy and recovery model by allowing the individual to focus on their potential lifestyle as a motivating factor to change.

Our team will aim to ensure that carers feel involved and supported. The extent to which we can do this is determined by your relative or friend's consent to share information.

We recognise that working collaboratively with clients and their carers is ideal, but there may be times when we have to respect the client's right to confidentiality.

However, this should not get in the way of responding to any concerns you may have, or providing you with the information and advice you need to effectively provide care.



Our Approach to Care

Rharian Fields offers a range of services including inpatient admission, outpatient treatment and day care.

Our unit provides a safe and tranquil space where treatment is tailored around each individual's needs, with attention to both physical and psychological recovery.

We are aware of the possibility of other coinciding issues such as depression and anxiety and recognise the importance of individualised care.

We have access to a broad range of interventions which may include any combination of the below treatments:

- CBT-E
- motivational enhancement work
- cognitive analytic therapy
- cognitive remediation therapy
- mentalisation
- dialectical behaviour therapy
- emotional freedom technique
- mindfulness
- meditation
- family interventions
- nutritional interventions
- holistic therapies

Therapeutic groups are part of the daily structure on the unit and include psychological therapies, education and recreation covering areas such as self-esteem, body image relapse prevention and nutrition.

During your relative or friend's stay, you will come into contact with most members of the Rharian Fields team.

Our team is made up of:

- Clinical leads
- A consultant psychiatrist
- A staff grade doctor
- Registered nurses
- Nursing assistants
- A dietician
- A health psychologist
- A counselling psychologist
- A carer liaison lead
- A chef
- The catering team
- The domestic team



Your Needs As a Carer

At Rharian Fields we understand caring for a loved one suffering from an eating disorder can at times be stressful and may result in you neglecting your own needs.

Caring for someone with an eating disorder can bring with it feelings of anger, fear, anxiety, guilt and isolation.

Feelings of powerlessness can often stem from not knowing where to get help, or from being unable to exchange ideas with somebody else who is going through a similar experience.

Carers need to look after their own wellbeing as they play a very important part in the recovery of those they support.

You will be contacted within the first 72 hours of your relative or friend being admitted to the unit, so an appointment with a member of staff can be made with you to discuss any aspects of care provision.

As a carer you are entitled to an assessment of your own needs, which may result in the development of your own support plan. If you and your relative or friend are from the local area, a member of our team would be happy to arrange this assessment to take place for you. If you are not from this area, we would liaise with professionals from your area.

Our clinical psychologist and dietitian can also work with the families and friends of service users, addressing your needs as a carer.

The Carer's Support Service provides emotional and practical support, groups and social activities, counselling, befriending, advocacy, training and holistic therapies for carers in North East Lincolnshire. Their contact details can be found on the following page.

If you are from outside the area, our team will again be happy to assist you in locating your equivalent local service.



Useful Contacts

In addition to any direct support the team at Rharian Fields can offer you, here are some other sources of information.

For further information on the service we offer visit navigocare.co.uk

BEAT is a leading UK charity for eating disorders which raises awareness of, and provides information about, eating disorders. It also provides online support networks, including a carers' forum.

Website: beateatingdisorders.org.uk
Telephone: 0808 801 0677

Mind offers a comprehensive amount of information relating to mental health, including advice for family and friends of those suffering with an eating disorder.

Website: mind.org
Telephone: 0300 123 3393

NHS Choices
Website: nhs.uk

The Samaritans
Website: samaritans.org
Telephone: 116 123 (UK)
Email: jo@samaritans.org

North East Lincolnshire Carers Support Service are here to work with carers to ensure they receive the right support and information at the right time, enabling them to carry on looking after their friends or relatives.

Website: carerssupportcentre.com/north-east-lincolnshire
Telephone: 01472 242277
Email: info.nel@carerssupportcentre.com

carers.org
carersinformation.org.uk
carersweek.org

Simply You@NAVIGO offers complementary therapies including Reiki, Indian head massage, reflexology, holistic facials and more and is based at NAViGO House, 3-7 Brighowgate, Grimsby.

Telephone: (01472) 583020
Email: simply.you-navigo@nhs.net

Please note, prices may vary depending on treatment and duration.



Feedback

We are always seeking to improve the service we provide and welcome any feedback.

If you should have any issue or concern, we would welcome you to discuss this with a member of staff from the team in the first instance.

However, there are 'Your Opinion Counts' forms available across the site which allow you to send feedback of any kind to be reviewed outside of the unit.

Likewise, if there is anything you have found particularly useful then please let us know about this too.

Alternatively, you can contact the Patients Advice and Liaison Service at:

PALS and Complaints, NAViGO House, 3-7 Brighowgate, Grimsby, DN32 0QE
Tel: 01472 583040
E-mail: navigo.pals@nhs.net

You can also submit an online form to PALS at www.navigocare.co.uk

Our Aims and Promise To You

To educate families and carers around the issues encountered with eating disorders, we can arrange peer support groups.

We can offer skills-based support, including appropriate portion sizes, meal support and nutritional information. This can be done via face-to-face appointments on the unit and can involve practical demonstrations and general Q&A discussions.

We provide emotional support for carers and families and a possible referral to a family-based intervention, such as systemic and behavioural family therapy, if deemed appropriate.

Your relative or friend's care will be reviewed on a weekly basis in a multi-disciplinary review. If it's your relative or friend's wish, you are invited to attend these reviews and your input would be valued. We would suggest you contact the unit if you would like to arrange to attend.

We have regular CPA reviews, which involve a more comprehensive discussion of care. These take place approximately every six weeks.



Unit Requirements

As we run a highly-structured daily programme at Rharian Fields, we prefer to facilitate visiting times so as not to clash with programme activities.

Visiting times are:

Monday to Friday	4pm-6pm	7:15pm-9pm
Saturday and Sunday	2:15pm-6pm	7:15pm-9pm

Please note we do offer flexibility as we appreciate the importance of visits.

We also ask that families do not bring foods to the unit which have not been agreed by Rharian Fields' dietitian and incorporated into a service user's meal plan.

This includes fluids, including sugar-free cordial, diet drinks, chewing gum, energy drinks and energy tablets such as Pro Plus.

Please don't be offended if we check through bags brought onto the unit. This is part of what we are required to do and will ensure the safety of your loved one.

In order to minimise any possible risk, we ask that families do not bring items to the ward such as mirrors, plastic bags or any other sharp objects.

We do however allow laptops, iPads, iPods, televisions, DVD players and mobile phones, although the unit can accept no responsibility for such items.

Systemic & Behavioural Family Therapy

Why family therapy?

Family therapy is a form of therapy that involves all members of a family.

The family therapy service have found from past experience that when families are experiencing difficulties, it is often very beneficial to talk to the whole family and to include the whole family in developing their own solutions, rather than just focusing on the need of one individual.

When families are experiencing difficulties, they tend to lose sight of the strengths that they have and tend to focus on problems rather than solutions.

Family therapy focuses on recognising and developing the strengths so that families can find their own new solutions to difficulties.

Who is in the team?

The team includes professionals from a wide range of disciplines within the NHS. We work as a team because we have found that 'many heads are better than one'.

The team will have a range of thoughts and ideas which are shared and offered to you to consider and use.

What happens at family therapy?

In family therapy, we invite all members of the family who would like to attend. The first appointment will be an introductory meeting where you will get to know a little bit more about us. We will begin to identify areas of difficulty you wish to address.

When you come to family therapy you will meet the two therapists who will work with

you directly. You will also meet other members of the team who will be observers but not direct participants in the therapy sessions. The observers will maintain an 'objective' position, listen to the conversation and give ideas and suggestions to the therapists who work directly with you.

This may sound a bit intimidating and strange but once you see the process and how it works it will seem quite simple. We use a team approach because this has been proven to work.

Sometimes it is useful to video the meetings. This is never done without first discussing it with you and would only be done with your consent.

Records and confidentiality

Records from our meetings will be kept. These records will be treated with the same confidentiality as all health records.

The only exception to this confidentiality would be if the team become aware of a situation where an individual or group is at risk of harm. In such a situation we may have to inform statutory agencies such as social services of any identified risk but we will try to discuss this with you first.

Frequency of appointments

We usually meet every four to six weeks. Some families have found the gap useful as it allows them to discuss some of the themes raised in session and try and apply some of the strategies they have acquired.

There is not a set number of appointments for family therapy. All families are unique. The duration of therapy will be determined by the needs of the family.

Appointment reminders

We would like to leave a message to remind you of your next appointment either by text or voicemail. If you agree to this please give a preferred contact number.

Family Work

What is family work?

Family work has been developed from the Behavioural Family Therapy Model and is a practical skills-based intervention that is delivered by a trained family worker. It provides information to the family about the service user's mental health issues and treatment. The family also complete work on recognising early signs of relapse and develop a clear relapse plan.

It promotes positive communication, problem solving skills and stress management within the family context. The needs of all family members are addressed and individuals are encouraged to identify and work towards clear goals. This is an individualised approach and is based on the assessment of the family's needs.

What should I expect?

Once referred, a trained family worker will meet with your family to discuss the benefits of this approach. Each family member will be seen individually by a worker for an assessment to identify their individual needs and goals. The pace and timescale of the support varies from family to family. This will be agreed with your family worker following the individual and family assessments.

What does it involve?

The family work will be delivered in a mutually-agreed environment and at a time suitable for all family members to attend. These meetings can last up to an hour and usually happen once a week. On average, family work lasts between ten and 14 sessions, but will depend on the needs of each individual family.

Family work begins with an assessment of your needs. This will help the family worker to understand the difficulties you and your family experience. Sessions will look at:

- Sharing information about mental health difficulties
- Improving communication between family members
- Ways of managing difficulties when they arise.

Who can it help?

Family work can be helpful to all families, but it has been shown to be especially useful for those affected by mental health difficulties. It is recommended by the National Institute for Health and Care Excellence (NICE) and research shows that it is effective in reducing stress for service users and families - significantly reducing relapse rates and helping promote recovery.

How can I be referred?

If you would like to meet with a trained family worker, please request a referral via your NAViGO healthcare professional.

For external referrals, please contact Rharian Fields by emailing NAV.RharianFieldsAdmin@nhs.net.

Accessibility

If you would like this information in another format or language, such as Braille, large print or audio please contact:

Communications Team

NAViGO Health and Social Care CIC
NAViGO House
3-7 Brighowgate
Grimsby
DN32 0QE
T: 01472 583019
E: navigo.comms@nhs.net

Every effort has been made to ensure that the information in this leaflet was correct at the time of going to print.

Rharian Fields

Milton Road
Grimsby
DN33 1AX

(01472) 808450

NAV.RharianFieldsAdmin@nhs.net

navigocare.co.uk



NAViGO, NAViGO House, 3 - 7 Brighowgate, Grimsby, DN32 0QE

T: (01472) 583000 E: info.navigo@nhs.net

W: www.navigocare.co.uk

Registered office: NAViGO House, 3 - 7 Brighowgate, Grimsby, DN32 0QE
Company Registration Number 7458926



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