

Leicestershire Adult Eating Disorders Service

Langley Ward

Information Booklet for Patients

If used at ward show round:

Staff member doing your show round.....

Date:

Authors: SM/JW and patient group

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Welcome to Langley Ward - Our Philosophy and Aims

We seek to actively engage people with anorexia nervosa to work in collaboration with us. We try to help people understand their disorder and gradually disentangle themselves from it so that they can move on with their lives. Key to this is helping people to share responsibility for their own recovery.

On Langley Ward we aim to:

- Actively engage people to work in collaboration with us
- Treat the person and their family with dignity and respect
- Help the person understand and disentangle themselves from their disorder
- Promote shared responsibility for each person's recovery
- Use evidence-based treatments and best clinical practice
- Deliver a person-centred approach
- Facilitate weight restoration

We offer two main types of inpatient treatment the weight restoration programme and short term, bespoke, admissions. Our inpatient care pathways are designed to ensure that each person has the potential to benefit from the time they spend with us.

Langley Ward is a 15 bedded unit primarily for the treatment of adults with anorexia nervosa. The unit serves the local population of Leicester, Leicestershire and Rutland as well as the four surrounding counties of Lincolnshire, Northamptonshire, Nottinghamshire and Derbyshire.



Langley Ward is part of the Bennion Centre at Glenfield Hospital. The Bennion Centre has wards which serve the needs of older people with mental health problems as well as outpatients departments and day care facilities for the adult eating disorders service and for older persons' services.

This booklet aims to give information about the care provided on Langley Ward. We hope that you find it helpful. We also have a website that has further information that may be helpful: <http://www.leicestereatingdisorders.co.uk/>

If you would like any further information, please ask a member of staff.

Ward Address and Contact Details

Langley Ward
Bennion Centre, Glenfield Hospital Site
Grobby Road
Leicester LE3 9DZ



**Carers, family, and friends can call the office phone which is cordless:
0116 295 6363**

What happens on admission day?



You will normally be asked to come to the ward at approximately 10.30am on the day of your agreed admission. Your family/carer will be able to stay with you initially. Please bring your belongings with you onto the ward. You will be assigned a member of staff to guide you through the first few hours of your admission.

Firstly, you will have some blood tests and an ECG, which is a simple test to check your heart. You will be escorted by staff, probably in a wheelchair as there is a long walk to the main hospital, to have these tests done and there may be a queue. Your family can wait on the ward for you, however, they will need to leave by 12 noon, as this time is protected for meals on the ward.

A hot lunch will be served at 12.30 and you will have this meal supervised by a member of staff in your room.

Prior to being able to unpack, staff will need to search your belongings to ensure that there is nothing with you that can compromise your, and others, safety on the ward.

You will be asked to hand in the following:

- Sharp objects, such as scissors, razors, these will be stored in the clinic room and you will be able to use them at the discretion of staff
- Medication, including prescribed and 'over the counter' drugs and herbal medicines, these will be placed in the drug trolley and administered by staff
- Any food and drink—drinks can be stored in the beverage kitchen and staff will be able to provide you with these at drink times. You should not bring in your own food

After lunch you will be seen by the Doctor on the ward who will carry out an assessment of your current situation, mental and physical state. A dietician will also see you within 2 days of admission to discuss any dietary concerns. However, staff will have agreed a dislike list with you either prior to or on admission, to plan your first few meals.

Tea commences at 5.15pm and this will comprise sandwiches, a cereal bar and fruit. You can discuss with staff whether you want to have the meal in your room or go into the dining room with other patients on the first day.



Staff on the ward

Langley Ward is staffed by a multi-disciplinary team, this means staff from a range of professions. You will probably have most contact with the nurses, health care support workers, occupational therapists (OT's) and the ward clerk. There are also other people that you may have regular contact with such as the doctors, psychiatrists, therapists, dietitian, healthcare students as well as catering and cleaning staff. Other people visit the ward occasionally and may be involved in your care in some way e.g. social workers, pharmacists. All staff wear name badges and can be identified on the 'Staff Photo Board' on the ward.

Who's who and what do they do?

Psychiatrists - Medically qualified doctors with further training in psychiatry who specialise in mental health conditions. Psychiatrists may recommend appropriate treatment and prescribe medication. You will have an allocated consultant psychiatrist, who also supervise junior doctors, and are medically responsible for the care of people receiving mental health services.

Qualified Nurses - have a nursing degree and have completed mental health training and will provide treatment and care to meet your psychological, physical, and social needs. You will have a named nurse (sometimes referred to as a keyworker) who is a qualified nurse. The Team Manager, Ward Manager, and Deputy Ward Managers are senior nurses in charge of Langley Ward.

Healthcare support workers - work alongside nursing staff under the guidance of qualified healthcare professionals. They make an important contribution to the high-quality care delivered on the ward.

Occupational therapists – often called OT's, use meaningful and purposeful activities to assess and treat patients. They timetable a wide range of activities on the ward to aid recovery.

Ward clerk – responsible for the administration on Langley Ward to ensure it runs smoothly.

Therapists - experienced mental health professionals with a health-related qualification, usually nursing, occupational therapy or psychology. Therapists provide therapy on a one-to-one basis and in groups to help people recover from their difficulties. There are different types of therapy, also known as 'talking' therapies.

Dietitians - provide advice about nutrition. The dietitian on Langley Ward works alongside the nursing staff and will see patients individually at the request of the team.

Pharmacists - are healthcare professionals who ensure the medication patients receive is safe, effective, and appropriate.

Students – e.g. doctors, nurses and OT's who are in training will spend time on Langley Ward and are supervised by qualified healthcare professionals. On occasion, we may ask if you are happy for a student to provide your treatment. You have the right to say no, and we will fully respect this. This will not affect the care that you receive.

How Does the Ward Work?

Staffing:

The ward can seem busy but most patients soon get used to the routine and feel settled. Nursing staff have a change of shift three times a day. Nursing staff are split into 3 teams, **RED**, **BLUE** and **GREEN**.

A notice board on the ward will tell you which staff are on duty that day and night and will indicate the Nurse in Charge on every shift.

Other staff members e.g. the ward manager, therapists and occupational therapists tend to work 09:00 and 17:00 on weekdays.

Who is responsible for my day-to-day care?

Shortly after admission you will be assigned your named nurse, (sometimes called a keyworker). Your named nurse will take the lead in fully assessing your care needs and works in partnership with you and the rest of the team to develop a care plan to meet your individual needs.

You can expect to meet with your named nurse at least twice a week. If they are away e.g. on holiday, you may see any other member of staff in your team (Red, Blue or Green) as they will be most aware of your needs; however, you are free to talk to any member of staff on the ward.

Medication:

There are scheduled medication rounds four times a day at: **09:00, 13:15, 18:15 and 22.00**. If you need medication outside of these times, please bring this to the attention of the nursing staff. Do ask the doctor or nursing staff about your medication if there is anything you do not understand, or you would like more information.



- All medication must be dispensed by the ward staff so please ensure ALL medication is handed in on arrival
- Visitors may not bring any medication onto the ward during your stay
- Do not take any medication that has not been prescribed for you by the ward doctor
- Medication reviews will be done by one of the doctors on the ward
- Please ask the doctor or nursing staff if you would like more information about your medication
- The pharmacy department can give you a leaflet on your medication. If you would like to discuss any aspect of your medication with a pharmacist, please speak to your named nurse who will arrange this for you
- You can find out about the side effects of all medications here:
www.choiceandmedication.org/leicspart
- On discharge patients are given two weeks supply of medication. Follow-up prescriptions should be arranged with your GP

What do I need to bring with me?

To make your admission more comfortable, many personal items are allowed. However, it is important to remember that storage spaces are limited. Where possible, patients are encouraged to be responsible for their own possessions.

- Electrical items including TV's, radios and laptops are all allowed but require testing by hospital estates staff before use.
- We advise you not to bring valuable items such as jewellery onto the ward.
- Tea, coffee, and squash are provided on the ward, if you would prefer to bring in your own drinks you may do so. Sweeteners will be administered by staff
- Washing powder and fabric conditioner, if used
- Clothing, please see guidelines below
- Personal toiletries, e.g. shower gel, shampoo



The ward has a supply of clean linen and towels as well as duvets and pillows. Duvets covers from home are allowed if they are fire retardant or have the British standard kite mark.

We cannot accept any responsibility for loss of, or damage to, personal property including money unless you have been given an official receipt from the Trust.

Dress Code

Appropriate clothing is to be worn at all times of the ward. In view of the expected weight restoration and change in body shape it is advisable to bring loose, casual clothing. It is not appropriate for short or revealing clothing to be worn.

Langley Ward Guidelines:

- Clothing should not be tight fitting or revealing
- Shoulders, collar bones and midriff should be covered
- Leggings may be worn with a skirt/dress or top that is at least mid-thigh in length
- Clothing should be appropriate for the weather e.g. coats to be worn on walks in autumn/winter
- Appropriate footwear, not just socks, should always be worn.



Anyone not following the dress code will be asked by staff to wear something more appropriate.

Getting around the Ward



On admission, you will be issued a wristband which allows you to open doors. This will give you access to your room and areas on the ward. However, at the beginning of your admission, you may have restricted access to certain areas. Your named nurse will explain which rooms you have access to.

Mealtimes

Most of our patients are on the weight restoration treatment programme for anorexia nervosa. This programme provides specific measures about what and when patients eat. Further details about this are available in the Treatment Programme Care Plan.

Patients on a bespoke admission may have their dietary requirements and mealtimes planned individually with their keyworker and consultant psychiatrist.

Meals are served at the following times:

- **Breakfast** between 08:15 and 08:30
- **Lunch** 12:30
- **Evening Meal** between 17:15 and 17:30
- **Evening snack** between 20:15 and 20:30



Drink times

On admission ward staff will make drinks for you. This is part of the initial assessment process and ensures staff can monitor your fluid intake and support you with any potential difficulties.

- Pre-breakfast (optional)
- 1 with breakfast and 1 afterwards
- 10.30
- 1 with lunch and 1 afterwards
- 15.30
- 1 with tea and optional 2nd afterwards
- With supper
- 22.30



On admission a typical day's food will be:

Breakfast

- portion of cereal with milk
- 1 slice of bread/toast with spread/butter
- 2 drinks

Lunch

- Main course, e.g. potatoes with vegetables and meat/fish/vegetarian/vegan option
- Yoghurt
- 2 drinks

Tea

- Round of sandwiches or wrap
- Cereal bar
- Piece of fruit
- 1 or 2 drinks

Supper

- 2 biscuits
- Hot drink (e.g. hot chocolate) or juice/milk

The Dining Room

There are 3 tables in the dining room:

Assessment Table

You will sit here initially and be supported by staff for all your meals. You will have 35 minutes to complete breakfast, 45 minutes for lunch and tea, and 15 minutes for supper. You will begin on the lower calorie diet and after 2 weeks, will move onto the higher calorie diet. You will be expected to be completing your meals within 4 weeks of admission, when you will move to the Supervised table.



Supervised Table

You may move onto the supervised table where a lower ratio of staff to patients will continue to support you during your meals. You will remain on this table until you are able to complete your meals without any anorectic behaviours and with minimal support.

Unsupervised Table

Staff may move you onto the unsupervised table where you will eat your meals without a member of staff supervising

Dining Room Rules

Dining room rules exist to support patients to eat their meals appropriately and without anorectic behaviours, which help to perpetuate the eating disorder. You will be shown these rules on admission. These do's and don'ts for eating are clearly displayed in the dining room.

Post Meal Distraction



Post-meal distraction is a group activity that takes place each day, after lunch and lasts approximately 45 minutes. Staff will run activities such as board games, quizzes or crafts which aim to distract patients from difficult feelings of guilt or eating disorder behaviours following meals. This is not optional, all patients eating in the dining room are expected to attend.

Placemats










We encourage patients to create their own placemats, with pictures, photos, inspirational quotes or messages. If you wish to do this, the ward clerk will be happy to laminate them for you.



The Day Programme

The day programme is open Monday to Friday and is situated in Forest Grange adjacent to the ward in the Bennion Centre. Evening and weekend activities are held on the ward.

Below is an example of a typical day programme timetable which changes on a weekly basis and is displayed on the notice board on the ward.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
10.30 Clay Making 	10.15 Psych-Ed Group 	10.30 Quiz 	9.30 Motivational Enhancement Therapy Group	10.30 Body Wise Group	10.30 Board Game 	10.30 Newspaper Group 
15.00 Progress Group	14.15 Community Meeting 15.00 Sandwich Making	19.00 Relaxation 	15.00 Sandwich Making	15.00 Macrame 	15.00 Pool Tournament 	15.00 Film Afternoon 

The Group Programme



We offer a wide variety of therapeutic groups to aid your recovery. The groups you are invited to attend will depend on how long you are an inpatient and whether you are following the weight restoration programme or on a bespoke admission. For further information on the group programme, please go to our website:

<http://www.leicestereatingdisorders.co.uk/inpatients/what-we-offer/>

There is a weekly 'Community Meeting' to allow patients and staff to raise any issues that come up on the ward. There is a box where patients can post questions and issues to be raised, anonymously if they wish.

Ward Round

There is a multi-disciplinary team (MDT) ward round which takes place once a week. You can expect to have a review meeting weekly initially. Staff who have been involved in your care will attend the ward round. Your consultant psychiatrist will lead the meeting and review and plan your care in collaboration with you and other staff involved with your care. Relatives are not invited to attend the ward round.



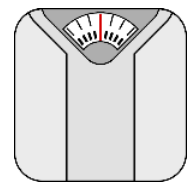
Care Programme Approach (CPA) Meetings

In addition to the ward rounds you will also have other meetings where you can discuss and review your care plan. These meetings will form part of the Care Programme Approach and are called CPA meetings. Whilst you are an inpatient, your CPA care co-ordinator will be your named nurse. They will be responsible for ensuring that the relevant people involved in your care, particularly if you are from outside of Leicestershire, are invited to these meetings and will generally oversee your plan of care whilst on the ward.

- You will have a CPA meeting within 4-6 weeks of admission
- CPA meetings include all relevant healthcare professionals involved in your care
- CPAs discuss your progress, and review your care plan
- CPAs will continue approximately every 8 weeks throughout your admission
- CPAs are central to the process of supporting you in your recovery and helping you with the transition back home
- If you wish, you can invite family members, friends, or a carer to attend these meetings with you

Weigh days

We will measure your height and weight on the morning following your admission. Following this we routinely weigh all inpatients on Mondays and Fridays at approximately 07:45. Please remain in your night clothes (no dressing gown) for weighing. Extra drinks are not allowed in the morning prior to being weighed.



Bathing and Showering

There are en-suite facilities for nine bedrooms on the ward. There are four shower rooms, one bathroom and additional toilets. Patients are requested to bring in their own toiletries. The bathing facilities are routinely cleaned but additional cleaning products can be obtained from nursing staff if required. To avoid disruption to other patients the bathrooms and shower rooms are locked from 22.00 to 06:30. Patients will not be permitted to shower for 45 minutes after meals.



Laundry

There is a laundry on the ward with a washing machine, tumble dryer, iron, and ironing board. Please provide your own washing powder, and fabric conditioner if required.

Wash days are as follows:

Rooms 1-7: Monday and Thursday

Rooms 8-12: Tuesday and Friday

Rooms 13-18: Wednesday and Saturday



It may be possible to use the facilities outside of these times depending on occupancy levels.

Hospital amenities

There are the following facilities on site that patients can access:

- Shop (for toiletries/magazines/newspapers)
- Hairdressers
- Cashpoint



Use of off-ward facilities must be agreed with staff and will be limited, depending on your progress.

Visiting times

Visiting times are balanced around the running of the ward and mealtimes.

At the weekend, visiting times are more flexible and we appreciate that many visitors have long travelling times. However, visitors are requested not to arrive before 10:00 and to have left the unit by 20:00. Visitors will also be asked to leave the unit around protected mealtimes:



Lunch: 12:00 - 14:00

Tea: 17:00 - 18:30

Please talk to nursing staff if you expect to receive visits from children. Children may visit the ward with prior arrangement, we have visiting areas suitable for families that we can book for you. Children under 14 are not permitted to enter the main part of the ward.

Ward facilities

The ward provides many facilities for our patients, which can be used during the organised activities and outside including evening and weekends.

These include: a wide range of board games, TVs, a Wii, a wide selection of DVDs, a craft room and different communal areas. There is also a box containing some basic craft projects.



Langley ward has free Wi-Fi, the username and password is displayed on a whiteboard in the communal area. Please ask staff if you experience any access difficulties.

There is a courtyard in the centre of the ward, accessible for patients and a garden which is available for supervised use.



Involving your family, friends & carers

Getting better from an eating disorder is a highly personal experience. But having the support of your friends, families and carers can be a great benefit. It is important to us that your relatives/carers are involved as much as possible in your care whilst you are here on the ward. We will have contact with them during your admission, to offer them support, keep them informed of plans of care and gain feedback from them regarding your progress. If you do not wish your relative to be given personal information about your progress or would wish to keep some aspects of your care private, please discuss this with your named nurse and consultant psychiatrist.



This service recognises that carers have needs and that supporting a loved one with an eating disorder can be stressful. Meeting the needs of carers is increasingly seen as an important part of treatment and is an area of research interest nationally. The service has produced an information pack for friends, families and carers which can be accessed via the carers section of our website www.leicestereatingdisorders.co.uk. If a paper copy of the pack is preferred this can be accessed by ringing the service on 0116 225 2557. We would encourage you to tell your family, friends, or carers about this resource.

There is a local carers group which meets at the Bennion Centre and is run by carers. The group meets monthly and provides space for mutual support. The Adult Eating Disorder Service provides input into this group when requested. Further details can be found at www.leics-edcg.btck.co.uk.

Further information and a confidential helpline for carers may be accessed via the following link: <http://www.nhs.uk/carersdirect/Pages/CarersDirectHome.aspx>

Patient and staff safety

- The ward staff and our Trust are committed to providing a safe and pleasant environment for all the people who use our service
- Please tell a member of staff if you feel worried or unsafe at any time, or if you feel concerned about the safety of anyone else on the ward
- If you prefer to talk to someone outside of the ward, we will advise you who you can speak to or you can contact any of the advocacy services mentioned in this booklet
- If you wish to raise an issue or make a complaint about safety on the ward, this will be carefully investigated, and we will do all we can to maintain the safety of all concerned whilst the investigation is being conducted
- We aim to provide high standards of care and service and to treat you with dignity and respect
- Our staff also have the right to be treated with dignity and respect. We have a zero-tolerance policy towards incidents of violence, abuse, bullying and harassment towards staff, patients, and any visitors to the ward. Any incidents of this kind will be treated seriously, and appropriate action will be taken
- Please maintain a safe environment by not consuming alcohol or drugs (not prescribed by us), these are not permitted on the premises. If you need any help or advice regarding alcohol or drug misuse, please talk to your named nurse as specialist help is available
- If staff are concerned about something that you may have in your possession that could prove detrimental to yourself or others, they may ask to search your property. Although you have the right to refuse access to your property, if the staff remain concerned, they may seek permission to search against your will
- Physical observations e.g. temperature, pulse and oxygen levels are recorded daily to ensure patients are well
- Observations - also known as 'obs' refers to keeping patients under a level of observation to ensure they are safe. Mostly this is checking in on patients, at least hourly, to see they are OK. A member of staff is always undertaking this task and sits at the desk on the ward. Sometimes close levels of observations are required to keep patients safe, either more frequent checking in or having a member of staff with you at all times. Close observations are used for the minimum amount of time necessary to keep you safe
- Naso-gastric (NG) feeding may be required on occasions to avoid critical physical or mental deterioration. This is an intervention of last resort and would never be used without prior discussion with the patient and is used for the minimum amount of time required



The Leicestershire Adult Eating Disorders Service aims to maintain high standards regarding your treatment and care. We endeavour to promote an atmosphere of mutual respect in which both our staff and patients can work together safely and productively. We are committed to working to the principles contained in this booklet. If our ability to work to these principles is affected, we will try to let you know why this is the case.

Confidentiality

By law, all staff working within the Trust must keep information confidential. Other people involved in your care may need to see some information, for example members of your care team. You have a right to ask who we are giving information to, and why this information is being shared. Trust staff have a duty of care to ensure that the use of and sharing of patient information is not detrimental to the health and wellbeing of the patient.



If we need to pass any information to people outside the care team, we will normally ask your permission. For example, if your named nurse needed to talk to a housing officer on your behalf.

There may be times when we need to pass on information to avoid a risk to yourself or others. We will normally discuss this with you beforehand. However, if staff are very concerned, they may pass on this information without your permission.

Mobile phones and Internet use

- Patients can use devices including mobile phones, smartphones, tablets and laptops on the ward. Areas where they are not to be used are clearly signed
- Patients are not permitted to take these items into meals or group activities
- Taking pictures, video or sound recordings of any person, patient, visitor or staff member is prohibited on all Leicestershire Partnership NHS Trust premises without prior permission. Any distribution of such recordings or images may be contravention of the Data Protection Act 1998 and Human Rights Act 1998 and could lead to prosecution



When using the internet please:

- Be mindful of sharing/posting images on social media, this may not be helpful for you and others
- Avoid accessing unhelpful websites and contact staff if you encounter distressing content on any websites visited

To further support the Trust's obligations to staff and visitors, and its duty of care to patients, patients and visitors should not:

- Create, send, forward or post any material which is libellous, pornographic, sexually explicit, obscene, indecent, or extreme, or which is discriminatory or harassing, or includes hostile material relating to age, gender re-assignment, marriage or civil partnership, pregnancy and maternity, sex, race, sexual orientation, religious or political convictions or disability, or incitement of hatred, violence, terrorism or any illegal activity
- Knowingly create, send or post material which causes distress or offence to a member of staff, patients or visitors

Service Evaluation & Research

To monitor your progress, and as part of our commitment to service evaluation, we will ask you to complete a series of questionnaires on admission to Langley Ward, during your stay, on discharge from the ward and approximately 3 months after leaving. This data will help us improve the treatment we offer our patients.



We will also ask you to complete Patient Experience Questionnaires so you can tell us how you feel about aspects of your stay on the ward. We compile an annual summary of the data we collect (this is anonymous) and display this on Langley Ward.

Understanding eating disorders and the development of new treatments depends on good research. We are often involved in research projects and we may ask you to help. Participation is voluntary and depends on you giving your informed consent which you have the right to refuse.

Smoking

- Leicestershire Partnership Trust is a smoke free Trust
- If you smoke, we will offer you alternatives either in the form of Nicotine Replacement Therapy or you will be able to use e-cigarettes
- If you would like to think about giving up smoking, our staff will be very pleased to support you with this
- The use of your own refillable/rechargeable vaporisers (e-cigarettes) will be allowed in designated areas subject to a risk assessment and in compliance with fire requirements
- If you need to re-charge your e-cigarette device a permissible place for re-charging will be provided in an area which is only accessible to staff. Please ask the ward staff about this



Driving

Inpatients should not bring vehicles onto our premises or car parks unless you have agreed this with your consultant psychiatrist and named nurse.



Patients with a body mass index (BMI) below 15 are advised not to drive and are required to inform the DVLA of their condition. As both mental health difficulties and medication affect concentration, please ask your consultant psychiatrist for advice before you drive a vehicle.

Post



Please arrange for deliveries/packages to be sent to your home address, rather than the ward and ask relatives to bring them in for you.

If you do receive an item of post staff reserve the right to request that you open this in front of them.

Spiritual, religious & cultural needs



Your named nurse will ask you if you have any spiritual, religious, and cultural needs and together you can agree on how best we can meet these needs.

The following services are available:

- An area for private prayer in the Bradgate Unit and in the main Glenfield General Hospital
- Information on local religious support
- A high quality, confidential interpreting service
- Books written information in various languages

Healthcare chaplains are available to anyone who uses our service. Whatever your faith, or if you have none, the chaplain can arrange for you to receive suitable help and support. You can ask any member of staff to contact the chaplains, or you can call them on 01509 564218 or email chaplaincy@leicspart.nhs.uk

Fire procedures & responders

If the fire alarm sounds, patients are requested to go safely and quickly to the reception area in front of the nursing office and await instructions from the nurse in charge.

If patients are off the ward, they should take instruction from members of staff regarding their safe exit from the building.

Ward responders: Occasionally, staff working within the Bennion Centre may require assistance from colleagues in an emergency. Each ward has a responder who will attend to such emergencies. The responder on duty on each ward will carry a pager. If the pager sounds, they will leave the ward quickly. Please do not be alarmed if you see a member of staff leaving Langley Ward in such a way.

Healthcare records

You have the right to see the records written about you. If you would like to look at these records, you can ask any member of staff or your advocate. They can discuss your records with you informally or help you to make a formal application to read your records.

If you make a formal application and arrange to read your records, we can arrange for a member of staff to be there to answer any questions you may have and to explain any terms that you may not understand.

If you feel the information in the record is incorrect, you can ask a member of staff how to go about amending them. You also have the right to challenge the contents of records and to be given the opportunity to add your own views.

Safeguarding



We are committed to safeguarding the welfare of children, young people and vulnerable adults and assure you that we will treat all allegations of abuse seriously.



Disabilities & individual needs



As an NHS Trust, we are committed to valuing people's differences and treating everybody fairly and equally. We aim to provide non-discriminatory services that are responsive to individual needs, considering age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Your named nurse will work with you to assess your individual needs and together you can agree how they can best be met.

Language & communication

- We can access an interpreting service in several languages for those people whose first language is not English
- If you are blind, partially sighted, are deaf or have problems with reading, staff will be happy to give you information in a way which you find acceptable
- Please ask staff for any help you need



Advocacy

Advocacy is a way of representing people's interests. Advocacy can empower you to express your personal views and needs (for example, by an advocate accompanying you to meetings or helping you to write letters) to ensure that you get your full rights and entitlements. Advocacy can also assist you to make informed choices by offering you the information you need. Your named nurse can help you to choose an advocacy service if you feel you need or want one.

Your named nurse will also make sure that you receive details of any voluntary organisations that may be able to help or support you.

Leaflets containing details including contact numbers, for advocacy and other support services, can be found on the ward. You can contact these services directly or we can help if you want us to.

Patient Advice & Liaison Service (PALS)

The Trust has a Patient Advice and Liaison Service (PALS) to provide support and advice about services and to try to resolve any concerns people may have about their care and treatment.

PALS can be contacted on 0116 295 0830 or by emailing:

PALS@leicspart.nhs.uk



Comments & suggestions

It is useful for us to hear what has been helpful for you during your stay and we are keen to learn from good experiences as well as concerns or complaints.

If you have a comment or suggestion for how your care could be improved, or would like information regarding how to make a charitable donation, please speak to any member of staff or write to:

Sandra Marshall
Team Manager for Inpatient and Day Services
Leicestershire Adult Eating Disorders Service
The Bennion Centre
Grobby Road
Leicester
LE3 9DZ

Complaints procedure

If you are worried or unhappy about any part of your care, talk it through with your named nurse or another member of staff. You can also ask to see the Ward Manager. Very often it is possible to sort out any problems in this way.

If you are not happy with the outcome, then there is a formal complaints procedure that staff will tell you about and a leaflet which explains how to make a complaint. We guarantee that your care will not suffer because you have made a complaint.

If you would like independent help in making a complaint the complaints leaflet contains information about the help that is available, or you can contact an advocate. Your named nurse can help you with this if you would like them to.

If you do not feel able to raise the matter with a member of the team in the first instance, please contact:

Complaints Manager
Leicestershire Partnership NHS Trust
Swithland House
352 London Road
Leicester LE2 2PL
Email: complaints@leicspart.nhs.uk Tel: 0116 295 0831

Links to further information

We have further information available on the following topics which can be accessed by 'clicking' on the links if accessing electronically. If you are reading a paper version of this booklet, these are all available to read on our website.

<http://www.leicestereatingdisorders.co.uk/resources/leaflets/>



Please ask the ward clerk if you would like a copy of any of these leaflets.

Dental Care Dental information for patients with eating disorders.

Driving & Eating Disorders Information for patients with eating disorders about driving.

Excessive Laxative Use Information about the excessive use of laxatives.

Hypoglycaemia (Low Blood Sugar) Information about low blood sugar and the problems that may result from it.

Low Body Weight Information about the problems that may result from maintaining a low body weight.

Menstrual Disturbance Information about menstrual disturbance that may occur if suffering from an eating disorder.

Osteoporosis Information about the physical problem of osteoporosis, which can result from eating an inadequate diet and maintaining a low body weight.

Repeated Vomiting Information about some of the physical problems that may result from repeated vomiting.

Vitamin & Mineral Supplements Information and advice about vitamin and mineral supplements for eating disorder sufferers.

Coping with Christmas Advice for carers and families on supporting patients with their eating over Christmas.

We hope you have found this information useful. Please do not hesitate to contact us if you have further questions. In addition, the leaflet 'Your Guide to the NHS' and our own Trust standards are also available, and you can access further information about the Trust on www.leicspart.nhs.uk