

User and Carer Feedback

The service offers a variety of ways for users and carers to give feedback about the service and make suggestions for service development. We have a visitors' book and 'suggestions box' clearly displayed in the waiting area with invitations for comment. As part of our on-going service evaluation we ask for feedback at discharge and we also occasionally write to current and past clients asking for their comments and experiences of using the service. Feedback from those who use the service forms a central part of our service evaluation and has an important role to play in helping shape the future development of the service.



NHS

Southern Health
NHS Foundation Trust

Specialist Eating Disorders Service

Information for Service Users

This information is available in other formats and languages including large print, braille and audio.

**Please contact:
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Become a member of our Trust.
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Quality care, when and where you need it

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OUR VALUES

 Patients & people first

 Partnership

 Respect

Service overview

The Hampshire wide Eating Disorders Service forms part of Southern Health NHS Foundation Trust and is run from bases in Southampton, Basingstoke and Portsmouth.

We provide assessment and treatment for people with eating disorders, including anorexia nervosa, bulimia nervosa, binge eating disorder and some atypical eating disorders.

Philosophy of Care

An eating disorder can affect every area of one's life and can have a significant effect on relationships, impacting on not just the individual but those who love and care for them.

We aim to offer a service that is person centred, working with individuals to plan a treatment package that is best suited to their needs. We do this through working together with individuals and their families, whilst also drawing on the best available evidence. Although we acknowledge that accepting help can be anxiety-provoking, we see it as an important step towards recovery. Based on a philosophy of self-directed recovery, we encourage those in treatment to build a meaningful and fulfilling life beyond the confines of their eating disorder.

We aim to adopt a recovery orientated and holistic approach to treatment, including the individual's physical, psychological and social needs.

Alongside delivering treatment our service is also actively engaged in research and audit, both of which are concerned with improving treatment effectiveness.

Description of the Service

We are a multi-disciplinary team and we aim to work closely and flexibly with individuals, their families and others that are important to them. We also work with primary care (GPs) and secondary mental health services, in order to provide a comprehensive package of care. The out-patient service is open Monday to Thursday from 8.30am to 5.00pm and Fridays 8.30am to 4.30pm excluding bank holidays. Our Day Support Programme is open for more extended hours.

Who is our Service for?

We offer a service for adults with a primary diagnosis of anorexia nervosa, bulimia nervosa, binge eating disorder and atypical forms of these disorders. For those transferring from child and adolescent services, we aim to become involved in care planning in the six months prior to the transfer, thus ensuring a smooth transition between services.

Treatments

We offer a range of psychological therapies as recommended by NICE. A typical outpatient treatment package for anorexia nervosa might last between 20 and 40 sessions. For bulimia nervosa, we typically offer treatment packages ranging from 10-20 sessions, although these can be extended depending on individual need. We work closely with patients' GPs to ensure safe management of the physical risks that often accompany an eating disorder.

Our out-patient interventions currently include:

- Cognitive Behavioural Therapy (brief CBT and CBT-Enhanced)
- Psychodynamic Psychotherapy
- Guided Self Help
- Group Dialectical Behaviour Therapy for Binge Eating Disorder
- Carers Support Group
- Family/Couple Work
- Dietetic Support
- Specialist Supportive Clinical Management (SSCM)
- Maudsley Model of Anorexia Nervosa Treatment for Adults (MANTRA)

Day Support Programme

We also offer a Day Support Programme. This type of programme might be for those stepping down from in-patient care or for those wanting more intensive support than that provided in out-patient treatment alone. Our Day Support Programme offers dietetic input, supported mealtimes and a range of therapeutic groups, aimed at supporting individuals to address the psychological issues underlying their eating difficulties. This programme is run in Southampton and is available up to five days a week. The structure of the treatment allows time and space for the knowledge and skills learnt through attending the programme to be practised and integrated into everyday life.

We also support the process of admission and discharge for those needing an episode of in-patient care.