



Nightingale
Hospital

FLORENCE
NIGHTINGALE

Eating Disorder Inpatient Care
Your stay at Nightingale Hospital

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Welcome

to Nightingale Hospital...

...caring and committed professionals treating individuals with eating disorders.

We are a team of consultant psychiatrists, doctors, therapists, dieticians and nurses who take pride in supporting all patients in a confidential manner. Every person is unique and faces their own challenges so we provide specifically tailored treatment programmes.

Within these pages you'll find useful information about your stay and our approach to your care and treatment. It is important that you take time to read and understand the following information about your care and the hospital, and how it operates to provide a safe and secure environment in which you can begin your recovery.

Positively **changing** the **lives** of others

Hospital Values

Respect

We ensure everyone is always safe and treated with dignity and respect

One team

We work together to deliver the highest quality care for our patients and families

Compassion

We treat every patient with compassion and kindness

Commitment

We are committed and passionate about making a difference in peoples' lives

Recognition

We recognise and support each other's contributions and efforts

To reassure you

Our consultant psychiatrists and therapists are highly experienced in all areas of emotional and mental health and therefore offer specialist support, guidance and care from the moment you step through our doors.

Our hospital is regulated by and registered with the Care Quality Commission and delivers treatment services under the terms set out in the Health and Social Care Act and Mental Health Acts. All our treatment services are compliant with NICE Guidelines/Royal College of Psychiatrists recommendations. We are inspected regularly by the Care Quality Commission. The hospital is also an Approved Practice Setting as determined by the General Medical Council.

Care Quality Commission reports can be found at www.cqc.org.uk.

Nightingale Hospital is the first acute mental health hospital to have been formally accredited by the British Association for Counselling and Psychotherapy (BACP) for its counselling and psychotherapy services. BACP Accreditation means that patients can be assured that after stringent evaluation of the hospital, Nightingale Therapy Services meet the highest levels of governance, delivery and clinical outcomes.

All our therapists are registered and/or accredited with one or more of the organisations below. All comply with the individual association standards and undergo strict recruitment and supervision procedures.

- BACP - The British Association for Counselling & Psychotherapy
- BPS - The British Psychological Society
- HCPC - Health and Care Professions Council
- BABCP - The British Association for Behavioural and Cognitive Psychotherapies
- UKCP - The United Kingdom Council for Psychotherapy



guidance

Outcomes

Clinical outcomes are measured using established and externally validated methods. All patients will be subject to HoNOS and CORE in addition to specialist and particular measures of effectiveness utilised by our therapy staff. Service users also report high levels of satisfaction.

We are constantly striving to improve the quality of the services we provide and examine our services under the categories; safety, effectiveness and person-centred. We appreciate and encourage feedback from our patients, family members and referrers and use this together with nationally recognised measures.

What you can expect now you have arrived at Nightingale Hospital



This may be your first admission to Nightingale Hospital. You may be here because you chose to be or because someone close to you or a professional has recommended eating disorder treatment. Whatever the reason, we acknowledge that you have made a bold step.

Now that you have arrived at the hospital, one of our admissions team will welcome you at reception and take you to your room. You will be guided through the registration process.

After you have settled in, you will be seen by a ward doctor and a nurse who will carry out your initial assessment to develop a tailor-made treatment programme to meet your clinical and personal needs. You will also meet the dietician and occupational therapist in the first days of your admission. If you have arrived after 5pm or during the weekend you may be seen by a different doctor to the person who will actually care for you.

You will be assigned a key nurse who will support and guide you throughout your stay. Together with your key nurse, you will draw up your aims and objectives of your treatment. From this your individual treatment plan will be developed and continually assessed to ensure that you are receiving the best care for your specific needs. Necessary changes to your care plan and medication during your stay will be discussed with you and your family.

You will be given a copy of your agreed care plan so you can be involved in your treatment throughout.



individual



Your safety

Nurses will complete regular assessments with you to identify any risk factors that may affect you during your stay. These assessments may mean that closer levels of observation of you or escorted trips out of the hospital are advised. Remember if this is the case the team are only concerned about your wellbeing so please talk to them about their advice. Room and personal searches may sometimes occur if a specific issue or risk is identified in your assessments.

The majority of patients at Nightingale Hospital are informal patients. As an informal patient you are not subject to any restrictions with regard to leaving the hospital. However, in the interest of your treatment we recommend that you attend the whole programme which has been tailor-made for you. In the interests of safety we would also ask that you inform staff if you want to leave the hospital at any time.

For your privacy and safety we advise socialising in communal areas of the hospital rather than your room, not to loan money or exchange personal information that may impact negatively on your treatment progress. We understand that you will make friends during your stay with us but for your own personal recovery we advise that no close relationships are formed allowing you time and space to focus on yourself. If you feel a relationship is forming in this way please seek advice from your psychiatrist or therapist.



Consenting to your treatment

The team will regularly ask you whether you consent to treatment and the elements that make up your care plan. This is why it is vital you continually participate in this planning and reviewing process so you understand what is expected of you, what you can expect from treatment and that you are able to give your consent to participate in treatment confidently.

Please remember however, you have the right to withdraw your consent at any time.

Your treatment

Your eating disorder treatment will be phased to allow easy and supported transition from acute care through to rehabilitation. The same team will follow you through your recovery. Our treatments are based on the best contemporary clinical evidence and are put into practice by an experienced, multidisciplinary team. This team consists of expert clinicians specialising in the treatment of eating disorders:

- Consultant Psychiatrists
- Ward Doctors
- Dietician
- Specialist Therapists including psychologists, cognitive behavioural therapists, family therapists and occupational therapists
- Specialist eating disorder nursing team

Care Plan

Your care plan will enable you to make the transition towards recovery and for you to get the best out of your treatment. Experience tells us that people make the most of psychological treatment where there is safety and predictability in the daily structure. All our treatment plans include daily routines and interventions. Many people arrive at Nightingale Hospital too ill to understand why they should eat at all. That is why your key nurse will keep revisiting the service routines with you. It is of vital importance to us that you are part of your treatment. We encourage you to discuss your menu plan and any other concerns with your key nurse or any team member involved in your care. You will see your key nurse at least once a week in order to form a therapeutic alliance.

Your team will work in partnership with you, helping you recover and reach your goals while offering intensive psychological and emotional support through group therapy sessions, individual counselling, psychotherapy, individual key worker nursing sessions, dietary supervision, family therapy and a family support group. You will also be encouraged to participate in various activities as part of your treatment.



Therapy includes:

- Cognitive behavioural therapy
- Family assessment and therapy
- Individual and group therapy sessions
- Verbal and non-verbal approaches
- Occupational therapy
- Wellbeing Programme
- Nutrition

Activity Programme includes:

- Creative expression and writing
- Body image
- Self-expression
- Identity
- Yoga
- Community meeting
- Excursion activity
- Psychotherapy groups
- Relapse prevention
- Afternoon activities
- Art therapy
- Music therapy
- Drama and movement
- Meal cookery

Your care plan will also include:

- Meals with your family members or carers, this will be pre-planned with you and all relevant others. Family meals serve as a vehicle in normalising eating patterns. Family meals are also aimed at rehabilitating you back into the home environment.
- Gentle walks within the local area, including Regent's Park, will usually form part of your routine. With weight gain and progress with recovery, the length of time you are allocated for walks will be increased. You will also begin to have short periods of unescorted walks as you make progress.

Progress is reviewed regularly at team meetings with the treating consultant, nursing and therapy staff. You will see your consultant a minimum of twice a week. Plans for the following week's treatment are formulated and documented at weekly team meetings. Patients are encouraged to send in their requests to the case review meetings for discussion by the team. Patients are sometimes seen in this review meeting.





Life on the unit

Right up until the point of your admission you may have lived a very independent life. At the point of admission we will assist and support you to give up control of unhelpful patterns of behaviour and create space for us to help you. This may feel odd and difficult. The information below advises you about our joint expectations, to enable you to make this transition and get the best out of your treatment. Please ask a nurse if you would like further information.

Expectations for treatment

- All expectations are designed to support you in recovering from your eating disorder.
- Committing to treatment requires giving up unhealthy eating behaviours; including vomiting, binge-eating, restricting, use of laxatives, diuretics and diet tablets.
- Post-meal support and guidance is given to enable you to relax and reflect.
- We encourage you to get to know your nurses and to be open about your difficulties. It is important to work with your team and make the most of group and individual therapy.

- We encourage you to attend the group programme. Although you might initially find this daunting, we assure you that it is a powerful treatment tool. At times it may be appropriate for group therapists or your co-patients to challenge you or give you direct feedback in groups. Feedback is given in the spirit of helpfulness.
- Group therapy is confidential, so issues raised in a group session should remain there.
- Any exercise will be part of your individualised treatment plan.
- Please be conscious of the effect of your behaviour on other patients or staff. We do not tolerate verbal abuse or violence.
- Please do not use mobile phones during meal times or groups.
- Alcohol, illicit substances or abuse of prescribed medication is not permitted.

Expectations for meals

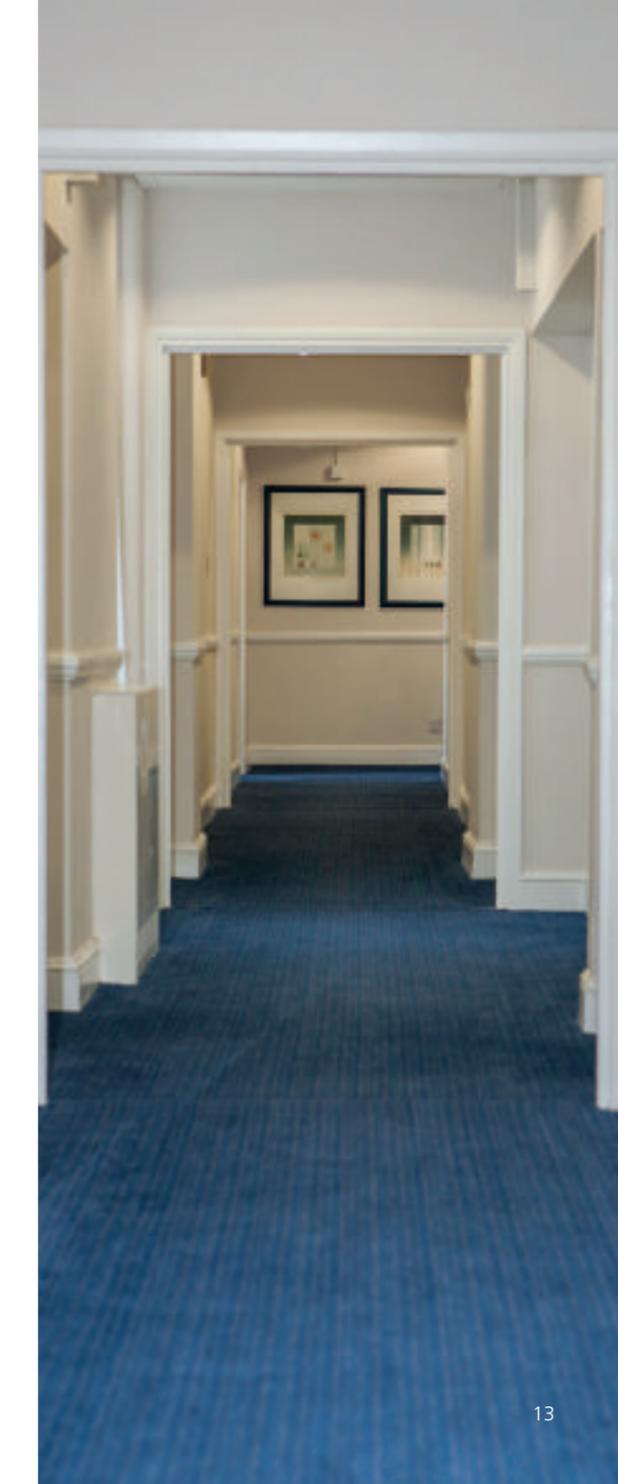
- You will have your own agreed individual meal plan. All meals will be provided by the hospital and will comprise all food groups; protein, carbohydrate and vegetable portions. Please do not bring supplementary or alternative food or drink.
- Nursing staff will support you to complete meals.
- We promote remaining at the table for the entire meal. It feels more supportive to fellow patients if everyone arrives on time for meals and begins meals at the same time to assist this.
- We encourage you to engage in healthy conversation rather than focus on food or weight related topics.
- There is allocated time for all the meals – 30 minutes for breakfast, 45 minutes for main meals and 15 minutes for snacks.
- It might be tempting to discard food due to fear related to weight gain – we may for this reason discourage the use of napkins at the table.
- Condiments may be limited to promote normal eating behaviours.
- We understand that these expectations may feel restrictive and rigid. However, this is to support you in challenging your unhealthy eating patterns.

Post meal guidance and support

Following each meal and snack session, you will be encouraged to sit with your fellow patients and members of staff. During this time the nurses will help you to reflect on feelings and emotions experienced during the meal.

Dining areas

Meals are served on the ward or in the hospital Courtyard Restaurant where you will sit with your fellow patients. The nursing team will be there to support your needs. As you recover and feel more confident you will be encouraged to serve your own portions and sit at an unsupervised table.



Useful information about your unit



In our discreet, newly refurbished central London location we pride ourselves in providing a caring and confidential environment where you will feel safe to explore your issues. To ensure your safety we have 24-hour security on reception and strict entry and exit procedures.

As an inpatient you will have the privacy of your own comfortable and contemporary bedroom, with en-suite bathroom, digital television, radio and wireless internet access.

The inpatient facilities also include:

- Communal living room with dining area, kitchen facilities, large flat screen TV and audio equipment
- Coffee lounge
- Reading rooms and quiet rooms
- Wireless internet
- Laundry facilities (towels are provided)

Community meeting

We are keen to hear your opinion and feedback on community matters. Community meetings are held every week bringing staff and patients on the unit together to discuss matters that arise which affect community life. These include programme changes, ideas to improve the running of the unit, social/meal outings, maintenance problems and any issues in the community that affect your wellbeing.

Advocacy service

Nightingale Hospital has partnered with Advocate for Mental Health to provide you with a free, independent and confidential advocacy service offering information, support and, where necessary, representation at meetings at the hospital. The Advocate for Mental Health's ultimate aim is to promote and support self-advocacy to ensure that your views and concerns are listened to and are at the centre of the care and treatment you receive.

An advocate is fully independent of the hospital and is available to speak to you about any concerns whatsoever you may have.

- Advocates will support you to raise concerns or issues about any aspect of your care and treatment.
- Advocates can provide information about your rights under the Mental Health Act.
- Advocates can provide information about and signposting to your local services.
- Advocates can attend meetings with you and represent your views.

Advocates attend the hospital on a weekly basis on a Monday and Wednesday afternoon. If you wish to speak to an advocate outside of these times or would simply like more information about the service please call 020 8969 3000.

Visiting times

We request that visiting times are after 5pm to avoid interference with the therapy programme. This can be flexible at the discretion of the nurse in charge of your unit. Visitors are required to report to reception on arrival.

Religious services

Religious beliefs are respected so if you wish and are well enough to attend an outside service this can be arranged for you. If you are unable to go to local services, nursing staff will liaise with religious officers of any faith to visit the ward.

Valuables

We would prefer that valuable items are not brought into the hospital but we do have a safe we can temporarily store items in. Access is between the hours of 9.00am-4.30pm Monday to Friday. At your request your bedroom door can be locked. Nightingale Hospital does not take any responsibility for loss or theft of personal belongings.



Feeding back your thoughts and experiences

Throughout the hospital there are comment boxes where you can post your suggestions or observations with regard to the hospital and its services. If you have a personal or individual difficulty regarding your particular care plan please address it immediately with your nurse or therapist so that it can be resolved efficiently and will not affect your overall treatment outcome.

We value your feedback on your experience of the hospital and its services, and would be grateful if you would complete a Patient Feedback Survey. Once completed, please hand it to one of your nurses or to reception staff. If you would like a written response, please include your name and contact details. If you need assistance in completing the survey one of our therapy assistants will be happy to help.

Hospital information

you need to know

Pharmacy

We have a pharmacy within the hospital for your medication requirements. However, we advise you to bring with you all medications you are currently taking as some may not be readily available as stock on your arrival. There may be additional charges for specific medications not covered under the terms of admission for which you will be responsible.

We can arrange for you to speak to our pharmacist regarding your medications. Your doctor will prescribe medication upon discharge for which there may be an additional charge. Please confirm with your nurse/ pharmacist.

Patient Accounts

You can finance your treatment through Private Medical Insurance, self-paying or arranging the funding from your local NHS Authority. Financing of your treatment and stay will be discussed with you and/or your family prior to admission.

If you are a self-paying patient, we require you to maintain your account in credit at all times. If you have private medical insurance our Admissions Department will liaise with your insurer regarding cover as and when needed.

Please note, non-medical expenses, e.g. telephone charges, newspapers, visitor meals are not recoverable from medical insurance and you will receive an invoice on discharge. You will be required to settle all your accounts upon discharge. We accept all major credit cards. Unfortunately we are unable to accept any personal cheques.

If you require further information or assistance please ask your nurse to arrange a visit to Patient Accounts.

Family Support Group

The role of family and friends is important in the eating disorder recovery process and has been found to improve treatment success by up to 65%. However, it can be hard for your friends and family to cope and come to terms with the fact that you, their loved one has an eating disorder.

That is why Nightingale Hospital provides a free family support group which takes place every Tuesday at 6.30-8.00pm at the Hospital. This group is anonymous and confidential – a relaxed, open forum to be able to express feelings, understand the condition, ask any question and to help and comfort each other.



Family Therapy

We also offer Family Therapy for individual families which addresses issues specific to your family. In this kind of therapy, the therapist acts as a catalyst for family members to air feelings and clarify, express and verbalise their needs within the family structure. Through the support provided by the counsellor, participants become aware of how other members of the family experience situations and develop healthier and more constructive ways of communicating with one another and help you move forward together.

If you require any family therapy sessions please call +44 (0)20 7535 7700 to book an appointment.

Confidentiality

It is very important that not only the staff but also you and other patients understand and respect the significance of confidentiality within and outside the hospital. This extends to all matters on the ward and not just those that may arise in group therapy. Your consent will be sought prior to exchange of any information concerning you with third parties outside of the hospital. Please discuss this with a member of staff.

Complaints procedure

If you have a complaint please discuss it with your nurse in the first instance. If you feel that your complaint has not been resolved to your satisfaction you can write to the Compliance Manager who will acknowledge receipt of your complaint and will conduct an investigation. Whilst your complaint is being investigated every effort will be made to keep you informed. A full response will be sent to you within 20 working days unless the investigation is still in progress, in which case a letter will be sent to you explaining the reasons for the delay. Once the investigation is completed, a full response will be sent to you.

The hospital strives to be as open and honest with all who use the service and to this end we would welcome your comments on any dissatisfaction about any aspect of your experience with us.

Nightingale Hospital is a member of the Independent Sector Complaints Adjudication Service (ISCAS) – www.independenthealthcare.org.uk.

Health and safety

Due to our health and safety regulations, all electrical equipment that you bring to the hospital with you will have to go through Portable Appliance Testing (PAT) on arrival.

Fire regulations

Please make yourselves aware of the procedure in case of fire. Instructions are on the notice board and can be found on the back of your bedroom door. If you hear an intermittent fire alarm, please wait for instructions from staff; if you hear a continuous sounding bell then you should make your way towards an exit close to you. The nurse in charge of the ward will direct you. Please also note that regulations require us to conduct regular fire alarm tests.

Smoking policy

There is a designated smoking area outside in one section of the courtyard. This area is clearly identified with signs. It is against the law to smoke anywhere other than this area and this includes electronic cigarettes. We would appreciate your help in ensuring that these rules are followed and please don't hesitate to notify a member of staff if others aren't doing so. The Hospital Smoking Policy is available on all wards if you wish to seek further clarification. Please also remind your visitors of the need to comply with the legislation and refrain from smoking within the hospital.

Alcohol and illicit drugs

Alcohol and illicit drugs are not allowed in the hospital to ensure your own safety and the safety of others around you. Patients may be subject to random urine testing. Those who are found in possession of drugs or alcohol may find their position in the hospital compromised.



confidential



On leaving the hospital

Discharge

To help you with your return home an individually tailored aftercare plan is devised in conjunction with you. This may involve:

- Reviews with your consultant
- Day Therapy
- and/or 1:1 therapy
- Free weekly aftercare group
- Family Therapy
- Dietetic support

Discharge planning will begin on the day of admission and will be an integral part of the treatment planning process between you and the treating team. You will be provided with 3 days' medication on discharge, and the medication you brought into hospital will be returned to you. A notification is sent to your GP unless otherwise requested. We ask patients to vacate their rooms by 11am, but please feel free to attend your agreed groups that day.

Aftercare and on-going support

We strongly believe that a patient's relationship with the hospital does not end when they are discharged from inpatient care. We offer step-down day therapy programmes and outpatient services. Your consultant will discuss and agree on the best option for you. In addition, we offer a complimentary weekly aftercare support group for one year after treatment. This support group takes place each Tuesday between 6.30-8.00pm.

Day Therapy Programme

Our day programmes offer flexible treatment options that take into consideration your daily responsibilities and social routines. Initially, you will meet with a member of the day therapy team where a personalised programme will be devised with you. Your participation could be on a full or half day basis or as little as one therapy session a week. The recommended programme is normally group therapy focused. Together with group therapy you may also participate in individual therapy and treatments from our Wellbeing Programme.

Outpatient Treatment

Outpatient treatment would involve one-to-one appointments with your consultant psychiatrist and/or therapist.



Enquiries and referrals: +44 (0)20 7535 7700 (24 hours)

Nightingale Hospital 11-19 Lisson Grove Marylebone London NW1 6SH

Tel: +44 (0)20 7535 7700 Fax: +44 (0)20 7724 5976
nightingalehospital.co.uk info@nightingalehospital.co.uk