



# PATIENT HANDBOOK

## WELCOME TO RIVERDALE

If you're reading this you'll probably have either had an assessment, or just been admitted. This booklet contains some information to help you throughout your stay. If anything isn't answered in this, please ask a member of the team.

## Clinical Staff

<b>SERVICE DIRECTOR</b>	Leah Ousley
<b>SERVICE MANAGER</b>	Vikki Rodgers
<b>WARD MANAGER</b>	Simone Howieson
<b>CHARGE NURSES</b>	Gemma Slack, Mary-Ann Dick, Damian Smith
<b>NURSES</b>	Becky Morley, Holly Baines, Danny Keers, Tess Knight, Adam McConnell
<b>SUPPORT WORKERS</b>	Denise Colbert, Jayne Lawson, Sohail Ramzan, Toby Maher, Leah Copley, Grainne Foody, Keesha Pearson, Jess Blakeston, Marissa Williams, Emma Curry, Tameka Sampson, Lauren Marriott, Rosie Siwali
<b>GP</b>	Dr. Sheena Roper
<b>CONSULTANT PSYCHIATRIST</b>	Dr. Ty Glover
<b>CBT THERAPIST</b>	Simon Houghton
<b>PSYCHOTHERAPIST SPECIALISING IN BODY IMAGE</b>	Vanessa D'Arcy
<b>FAMILY THERAPIST</b>	Jeanette Caw
<b>COMPLEMENTARY THERAPIST</b>	Marla Bryan
<b>ASSISTANT PSYCHOLOGIST</b>	Emma Cassinelli
<b>OCCUPATIONAL THERAPIST</b>	Richard Crook
<b>OT ASSISTANT</b>	Sarah Highfield
<b>DIETICIAN</b>	Shelia Turner
<b>DIETETIC ASSISTANT</b>	Karen Scott
<b>MOVEMENT AND MEDITATION INSTRUCTOR</b>	Vicky Coady
<b>CHEFS</b>	Tim Doolan, Ed Parsons
<b>STUDENTS</b>	We often have students visiting and working on placement, and we expect patients to engage with students as any other staff member.

## Non-Clinical Staff

Our clinical team is supported by a skilled team of non-clinical staff, and we have included below the names of those who you will regularly meet.

<b>ADMINISTRATION STAFF</b>	Mel Bonsall, Ella Williams, Alex Daws Ally Wall, Vanessa deRoeck
<b>HOUSEKEEPERS</b>	Lisa Cooper, Clare Jackson

# WHAT TO EXPECT

## Day of Admission

A nurse will lead your admission and guide you through the process, which will include:

- We will show you to your room and carry out a property check, staff will take any sharp items and keep them in the nurse's office. Electrical items will need to be PAT tested to ensure they are safe to use.
- You will be shown around the building and staff will highlight the fire exits.
- You will be met by a GP, within 4 hours of your admission.
- You will meet with a Dietician, who will assess any dislikes and dietary needs.
- A nurse will do a risk assessment with you and talk through any safety issues.
- You will be put on certain levels of observation for the first few days are outlined on the next page.

## Chair Rest

When you're first admitted, you may be placed on chair rest to help keep you medically stable. Chair rest involves limited activity, remaining seated as often as possible, and using the lift instead of the stairs. You will also be asked to stay within communal areas so staff can monitor your physical wellbeing. How long you are on chair rest will vary from patient to patient, but staff will be there to support you throughout.

## First Few Weeks

In the first few weeks you will:

- Meet with your named nurse and support worker
- Create a care plan with your named nurse
- Attend your first ward round (this happens every Tuesday)
- Attend your first CPA review meeting (roughly 4 weeks into your admission)
- Have an assessment for therapies
- Meet with an Occupational Therapist
- Meet with the Assistant Psychologist

## General Rules

- Alcohol is not allowed within the building
- Smoking is permitted only in designated areas; staff will show you where this is if needed. We can also support you to stop smoking should you wish to do so.
- Patients are required to see the nurse in charge of the shift before leaving the building
- Taking photos of other patients, staff, or Riverdale is prohibited
- Patients are not allowed to enter other patients' bedrooms at any time
- Food should not be brought into Riverdale by patients or visitors
- We ask that you do not bring in or take any medication that the nursing staff are not aware of (this may include over the counter remedies such as laxatives, pain killers, cough mixtures etc.) as they may affect other prescribed medications which you may be taking.

## Observations

To ensure your safety you will be observed by staff at defined time intervals whilst you are in the hospital.

### HOURLY (GENERAL) OBSERVATIONS

All patients are checked every hour as standard, this is so staff can ensure everyone is safe and also know who is in/out of the building.

If at any point throughout your admission the staff feel that you are at risk to yourself, the hourly observations may be increased to intermittent observation (the frequency of this will be set by the team) or constant observation (a member of staff with you at all times) to help keep you safe. This will be discussed with you at the time and the team will aim to reduce these as soon as it is safe to do so.

### 4 HOURLY PHYSICAL MONITORING

When you are first admitted you will likely have your physical observations taken every 4 hours, including blood pressure, temperature, and blood sugar levels. This is so staff can ensure your physical well-being. This will be reviewed by the GP and nursing staff and reduced when appropriate.

## Individual care

Although many of the things mentioned on the previous page, and throughout this booklet, will happen for most patients, everyone is an individual and so your treatment will reflect this.

This means that your treatment may look quite different to that of other patients at times, and although this might feel difficult, it is really important to make sure that each patient gets the treatment which is right for them. We encourage patients to talk through any difficulties around this with their key nursing team.

## Outcome Measures

Throughout your admission there may be some questionnaires you are asked to fill in, below tells you a little bit about them and why they are important to you and Riverdale.

### EDE-Q

The EDE-Q or 'Eating Disorders Examination Questionnaire' is a questionnaire we use throughout admission (roughly every 4 weeks). This can help staff to guide your treatment as well as show any changes which happen throughout your treatment. You will be given more information around this when asked to fill it out.

### CPA FEEDBACK

After each CPA you will be given a CPA feedback form. This is completed anonymously and can help ensure the CPA process is working as it should and benefitting you as the patient.

### SERVICE OUTCOME MEASURES

Every three months the hospital needs to assess how it is doing, and the main part of this is getting feedback from patients. There are a couple of questionnaires you will be asked to complete as part of this. They aren't compulsory but the feedback you give can be really helpful and allows us to understand what we are doing well, and what might need some improvement.

# THINGS TO BRING...

We recommend that you pack enough clothing for roughly a two week stay. This should also include:

- A towel
- Toiletries
- Nightwear
- Slippers
- Relaxed/comfy clothing
- A blanket

You may wish to bring things to do during your stay, some ideas are;

- Arts and crafts materials
- Magazines
- Books
- Puzzle books
- Knitting
- Music player
- CD's, DVD'

Any sharp implements such as scissors, tweezers and razors will be held by staff in a 'sharps box' for safe keeping. Other items such as chewing gum, and hot implements including hair straighteners/curlers will also be kept in the 'sharps box'. If you need any of these, just ask staff on shift, and return it to them after you've finished. You will be assessed by the team, and may be able to manage your own sharps at some point throughout your admission. Any medication should be handed in to the nursing team. Food is provided and should not be brought on to the unit.

Patients are responsible for keeping their belongings safe.

Personal possessions left in communal areas might not always be secure as we have a lot of people in and out of the building.

You may want to leave valuables at home to ensure they are kept safe.

## YOUR ROOM

Each patient has their own private room. You are able to make your room as comfortable as you wish by putting up pictures etc, however, all pictures must be stuck to the board provided in order to protect the walls and keep the rooms nice for all patients. All rooms have locks to give you privacy and dignity. Staff will not enter your room without knocking. At some stage we may need you to move rooms and this will be discussed with you at the time.

## NURSE CALL SYSTEM

All bedrooms are fitted with a nurse call system, as well as the bathrooms and other communal areas. This enables you to summon the help of the nursing staff at any time of day or night.

## LAUNDRY

During your stay your family will be able to take away laundry for cleaning, however if this is not an option, we are able to provide laundry facilities on site.

# DAILY LIFE

Patients are expected to be in the dining room **5 minutes before** each meal and snack. As you progress through treatment you may be able to start portioning your meals; the self-portioning times below outline the slot allocated to patients to do this. Medication times are also included here.

	Meals	Self-Portioning	Medication
<i>BREAKFAST</i>	8:30AM	8.00AM - 8:25AM	8.00AM - 8:30AM
<i>SNACK</i>	11:15AM	11.00AM - 11:15AM	
<i>LUNCH</i>	1:00PM	1:00PM	12:30PM - 1.00PM
<i>SNACK</i>	3:15PM	3:00PM – 3:15PM	
<i>TEA</i>	5:30PM	5:30PM	5.00PM - 5:30PM
<i>SNACK</i>	8:15PM	8:00PM – 8:15PM	10.00PM

## PRN (As Required) Medication

PRN Medication may be prescribed for you at some point, this is medication that you can request as needed from the nurse on shift. For this medication, you do not need to follow the medication times.

## Sit-Downs

After each meal and snack there is a 'sit-down' period, this is to help patients overcome any unhelpful behaviours which may occur after eating, as well as to provide a space for reflection.

Sit-down times may vary from patient to patient depending on your care plan, but the standard times are 30 minutes for meals, and 15 minutes for snacks.

## Locks

All toilets and bathrooms will be locked during meals and sit-downs, to help you manage any unhelpful behaviours. Staff will re-open all the bathrooms once all patients have completed their sit-downs. If you have finished your sit-down before this happens, and you require the bathroom, staff will unlock the bathroom for your use, and lock this again until every patient has completed sit-down.

## Conversations in Communal Areas

Patients are encouraged to have open conversations whilst in communal areas. Whispering and having private conversations while in such areas can impact on patients and staff negatively, and can affect the environment of the unit. If conversations are not felt to be inclusive, patients will be challenged.

# MEALS AND SNACKS

The follow section outlines some things to be aware of when in the dining room, these have been put in place to help support your recovery. If you have any concerns around these or are unsure why these may be in place, please speak to a member of the nursing team.

## Dining Room Etiquette

- Please be on time for meals and snacks
- Please leave a seat at each table for a member for staff
- Please don't bring books, phones, magazines, or anything that might distract you whilst at the table
- Allow staff to encourage you to reduce your anxiety relieving behaviours, we understand this might be difficult
- Please try to sit with different people from time to time to experience eating in different situations. From time to time staff will put a seating plan in place to encourage patients to eat with different people and move around the room.
- Please try to challenge any anxiety relieving behaviours you may have the urge to use. Some examples of these are below.

### Anxiety Reducing Behaviours

Scraping butter/spread from toast/bread

Tearing food into small pieces

Hiding food

Eating food in sections

Excessive use of sauce/condiments

Having very small mouthfuls/picking at the meal

Leaving parts of the meal

Eating slowly

Focusing on other patients' food/meal

Excessive talk around food or diet

## Other things to consider whilst in the dining room...

- We ask that patients avoid having tissues or serviettes at the table
- Patients are asked not to wear dressing gowns or pyjamas for breakfast throughout the week; this is allowed at the weekends
- Drinks at meal times are limited to one or two glasses
- Meals will not be changed if not part of the care plan or on a dislike list
- Hot food which has gone cold won't be reheated
- Patients are asked not to bring blankets into the dining room

# WEEKLY PLANNER

Below outlines some of the activities patients are expected to be involved in throughout the week.

## PLANNING MEETING

Held by nursing staff every morning after breakfast and used to inform, plan and facilitate anything happening throughout the day.

## COMMUNITY MEETING

Here we talk about what is going well, and what isn't going so well, on the ward, as well as any upcoming events or changes. All patients and staff are invited to this.

## PEER SUPPORT

This is a space for patients to talk about things which are going well, or not so well within the group, and support each other throughout the admission.

## EVENINGS AND WEEKENDS

Evenings and weekends are protected times for reflection, and relaxation and patients are encouraged and supported to plan your own meaningful activity. There may be times where the hospital can offer a trip out to the local area facilitated by staff; such as going to the cinema, or for a drive.

## INDIVIDUAL WEEKLY PLANNER

The individual weekly planner below represents some of what is on offer at Riverdale and is used by patients to help plan their therapeutic activity throughout the week.

Individual Weekly Planner							
Name.....	Date.....						
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Breakfast 8.30am							
Planning Meeting 9am							
	Community Meeting 9.30am	Ward Round	WRAP Group 9.15am - 10.15am	Crafts/Fired Arts			
	Goal Setting Group 10.15am						
Snack 11.15am							
			Gardening Group 11.45am - 12.45pm				
Lunch 1pm							
		Movement & Meditation 2.15pm - 3.15pm	School Reading 2.30pm - 3pm				
Snack 3.15pm							
		Mindfulness Group 3.45pm	Healthy Ways with Food Group 4pm - 5pm				
Tea 5.30pm							
	Baking Group 6pm- 7pm	Peer Support 6pm					
Snack 8.15pm							



# YOUR TREATMENT

Riverdale aims to facilitate recovery for patients using a patient centred approach. This means that everyone's goals for treatment may be slightly different, however this will usually include weight gain, building a consistent eating pattern, therapeutic support, developing independence with eating/cooking, and transferring these skills home. There are a few key aspects of your treatment which are explained below.

## KEY WORKERS

You will be allocated a key nursing team throughout your stay, the following outlines how they will work with you.

### KEY NURSE:

Oversees your care

Develops an individual care plan with you

Plans treatment with you, and supports you to reach your goals

Meets with you once a week

### KEY SUPPORT WORKER:

Works with your named nurse to put aspects of treatment into action

Plans therapeutic activities such as snacks/meals out with you

Meets with you once a week

## ON SHIFT

You will also be allocated a member of the team each shift who will give you support should you need it. This will be written on the white board outside the nursing office at the beginning of the shift.

## MULTI-DISCIPLINARY TEAM (MDT) MEETING (WARD ROUND)

Each week we have an MDT Ward Round where you are invited to meet with the team to talk through your treatment and progress. The meeting is held with you and our senior clinicians which will usually include a Consultant Psychiatrist, a Nurse, one of our Psychological Therapists, a Dietician, and an Occupational Therapist. It is your choice if you wish to attend this, or if you want to send in written feedback instead.

## CPA REVIEW PROCESS

The treatment at Riverdale follows a Care Programme Approach, this is the approach taken to assess, review, plan and co-ordinate patient care. Part of this includes a CPA review meeting roughly every 4 weeks throughout your admission.

The meeting will review the treatment plan you have been following, look at how this is working, and decide any changes to treatment moving forward. The review will include a Nurse, Community Care Co-ordinator where possible, Consultant Psychiatrist, and any other members of the staff team you have been working with and would like to invite (therapists etc.). You can also invite members of your family to the meeting.

# THERAPEUTIC INPUT

There are a number of therapies on offer at Riverdale, which you may access depending on your individual needs. The therapies we provide are:

## COGNITIVE BEHAVIOURAL THERAPY (CBT)

CBT can help you change how you react to difficult thoughts and feelings. It is primarily focussed on current problems rather than historical issues and will help you work towards clear goals within your admission.

## BODY IMAGE THERAPY

People experiencing eating disorders usually have a negative view of their body. This therapy invites you to challenge the way you see your body and helps to explore issues that might be causing this poor view. Patients are encouraged to develop a positive self-awareness by exploring emotional issues, life events and relationships that are related to existing skewed perceptions of their body.

## FAMILY/CARER BASED INTERVENTIONS

Families of adult patients may be involved in treatment where the patient permits them. This may include information sessions for families and carers on eating disorders or more structured family therapy where relationships can be explored. It is common for eating disorders to cause stress and friction in family relationships, as families become organised around trying to support their loved one to eat. Family therapy can enable family members to support and help each other. Family therapy sessions aim to provide a safe space to explore each other's thoughts and feelings, understand each other's perspectives as well as facilitating effective communication.

## COMPLEMENTARY THERAPY

These are used as part of our weekly treatment programme and support regular treatments such as medication. The sessions help to reduce anxiety and can be used to help with physical pain and sleeplessness.

## THE MAUDSLEY GROUP

The Maudsley Group runs every few months and has been put in place to help patients' families or friends understand more about eating disorders and look at how best they can support patients. Staff will speak to you about this to see if you would like your family/friends inviting to this.

## OCCUPATIONAL THERAPY

O.T. is a therapy that helps patients find balance, purpose and meaning to their lives, and make adaptations in order to regain and maintain occupational roles.

The OT service at Riverdale offers a specialist tailored programme starting within the hospital and progressing to community reintegration as a means of facilitating recovery. We use standardised assessments to set meaningful, purposeful goals; working in a solution-focused way to achieve change at a pace that is challenging yet achievable.

The OT service offers therapeutic group and individual sessions to directly support recovery around food as well as a range of therapies that address some of the underlying issues that may be maintaining an eating disorder.

# WEEKLY GROUPS

There are many groups held at Riverdale which form part of your treatment plan. The groups cover a range of topics, some help you with practical and social skills, others build your understanding of your eating disorder and how to manage your emotions. Some groups run continuously, others in blocks, if you're unsure of a group is running or not, please ask!

## WELLNESS RECOVERY ACTION PLANNING GROUP (WRAP GROUP)

In this group, patients support each other to develop their own individual Relapse Prevention Plan. The discussions can help generate ideas of strategies, and tools to help you to better recognise and manage your eating disorder beyond Riverdale. This group runs in blocks of 6 sessions.

## GARDENING GROUP

Riverdale is fortunate enough to have an allotment, and the gardening group is a great way to get involved with the patient group and learn some new skills.

## HEALTHY WAYS WITH FOOD GROUP

The nature of eating disorders means that patients will have an unhealthy relationship with food, and it can affect how you view certain foods. This group provides information, and the opportunity to discuss food and eating, giving you the tools to challenge the eating disordered thoughts, and support you to build a healthier relationship with food.

## MOVEMENT AND MEDITATION

This session is facilitated by an external instructor and focuses on breathing and meditation exercises to help with mood and anxiety.

## GOAL SETTING GROUP

This group is held continuously every week, and patients are able to join as soon as they are admitted. It is a forum for patients to develop both group and individual goals. You will be encouraged to keep a track of your goals and celebrate when you have achieved them. This can really help you to see the progress you're making, and keep you motivated!

## BAKING GROUP

The baking group happens every Monday and is an opportunity for patients to bake foods which they will then eat as a snack at some point throughout the week. Not only does this help you develop baking skills, but can help you to challenge some foods which you might struggle with.

## BY RIVERDALE SOCIAL ENTERPRISE

By Riverdale's aim is to raise awareness of eating disorders in our local community and help people feel more able to talk about eating disorders whether they are struggling themselves or have concerns about a friend, colleague or family member. By sharing our experiences, we aim to be a voice of hope for anyone in the community who may be feeling alone and scared about what their future holds.

Our social enterprise directly helps patients recover from their illness by offering the opportunity to engage in a wide range of positive, purposeful activities.

# WARD FACILITIES

The ward contains several spaces for you to use throughout your admission, including the patient lounge, dining room and patient bedrooms which are located on the 1<sup>st</sup> and 2<sup>nd</sup> floor.

There are also a number of spaces that can be used for therapeutic work, review meetings and family visits such as the conservatory, OT room, therapeutic kitchen, and garden rooms.

The ward also has access to a large garden space and allotment which can be used by patients once you are physically stable.

# VISITORS

We encourage all patients to keep in contact with family and friends, however it is important that this doesn't impact on or detract from treatment. Visits should be planned with the nursing team and can take place outside of meal/snack times; during meal and snack times your visitors will need to either leave the building or are welcome to wait in reception.

Visitors are welcome to have a drink (tea, coffee, etc.) but should not bring food into the building, nor will they be offered food from Riverdale. Any family meals taking place as part of treatment should go through ward round and be planned in with the nursing team.

## SOME OTHER THINGS TO CONSIDER...

- Visits can take place in patient bedrooms, or a room can be booked out through reception (conservatory, garden room) if available.
- Male visitors are not permitted upstairs after tea time to protect the privacy and dignity of patients on the unit.
- Should patients wish to have visits from their pets, this needs to be agreed by the Ward Manager.
- Due to the limited space within the hospital, patients can have no more than 4 visitors at a time.

If you would like any more information, please ask staff for the visitor policy.

# MEETING YOUR NEEDS

Riverdale aims to support patients in a variety of different ways. For support around gender or sexuality we have a number of resources on our LGBTQ+ board outside the nursing office, and the staff access training around gender, sexuality and identity through the charity 'Say It'.

We offer a religious space and have a 'Religious Resources' folder in the patient lounge, alongside a variety of religious text. Please speak to staff if you are unsure where and how to access these. Riverdale also has links with local religious communities which we can support you to use in whichever way will best meet your needs.

# OTHER THINGS TO BE AWARE OF...

## Advocacy Services

Advocacy services are available at your request, leaflets are in reception. The number to call for Sheffield Mental Health Advocacy Services is 0800 035 0396.

## Second Opinion

If you are unhappy with your treatment plan and wish to request a second opinion from another health care professional you can discuss this with a member of the Riverdale team at any point. Alternatively, you can contact the advocacy service signposted above, or the local Patient Advice and Liaison Service (PALS) on 0114 2718956.

## Your Right of Access

You have the right to access your clinical notes held by the hospital at any point. There is a link below with information on how to do this and the data you can request.

<https://ico.org.uk/your-data-matters/your-right-of-access/#>

In addition, there are leaflets in the hospital reception outlining the process if you wanted to request any of your data. Alternatively, you can speak to Vanessa deRoeck, who is the Senior Information Risk Officer, for any further information or support on accessing your data.

## Complaints Procedure

Complaints or concerns can be discussed with the Ward Manager **Simone Howieson**, or for some issues you may prefer to see the Service Manager **Vikki Rodgers**, or the Hospital Service Director who is **Leah Ousley**. If you are not happy with how your complaint is managed, or the outcome of your complaint, you can appeal. An appointment can be made by telephoning 0114 2302140 or arrange through any member of staff.

Alternatively, you may make a complaint directly to the Care Quality Commission without seeing the Registered Manager.

Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne  
NE1 4WH

Tel: 03000 616161

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

## Any Other Questions?

This booklet contains a lot of information about Riverdale, but not everything, and so if after reading this you're still a bit unsure of some things, please speak to a staff member and ask them any questions you need.

