

Patient Handbook Adult Unit

Version 1 – February 2023

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Welcome to Riverdale Specialist Eating Disorders Hospital

Riverdale is a specialist service for the treatment of individuals with eating disorders. The treatment is aimed to help you move away from your eating disorders and deal with difficulties in a healthier way. This will enable you to get back to living your life without eating difficulties and help you to take part in the things that you want to do such as education, work, family life and spending time with friends. The treatment provided is individual to you and will focus on the following areas:

Gaining more control over your illness

A range of psychological treatments including Family Therapy, Cognitive Behaviour Therapy (CBT), Psychology and OT are available as a way of helping you to understand your illness and find ways of managing your eating disorder.

Weight restoration

We will provide you with an individual meal plan and support you to change your current eating behaviours (e.g. restricted eating, vomiting etc.) so your weight can be restored to support your health and development.

Returning to normal life

Your clinical team will help you to return to aspects of normal life (e.g. work and family). This is achieved by starting to spend time at home from early in your admission and, where appropriate, helping your family and friends learn how to support you. We aim to work in partnership with you. We recognise that getting well is helped by us working together with you, your family/ friends and your local Community Mental Health Team.

Hospital Ethos and Values

We understand that you may have mixed feelings about having an eating disorder and that change is both hard and can be frightening. We provide a warm and friendly environment with lots of support to help you feel more confident about change. We value what you have to say and will work with you to plan your treatment.

Our mission

- To put you and your family's needs first.
- To provide the highest possible standards of care.
- To treat you with respect and dignity.
- To promote a positive approach to recovery.
- To promote and support you in making informed choices.
- To place importance on valuing you as an individual and to ensure you have maximum opportunities for personal growth and development.
- To provide an environment where all individuals are valued, treated equally and with respect.

Dignity and Respect

We will always ask your permission prior to planned physical contact by staff e.g. when doctors or nurses carry out a physical examination. We often have students training with us in the hospital. It is important for them to be present for things like physical examinations, ward rounds or care review meetings as part of their training; however, we would always ask you permission prior to this happening.

Our expectations of you whilst an inpatient at Riverdale:

- To be respectful to all
- To be tolerant of others' difficulties.
- No bullying, sexism, racism, homophobia or any other forms of discrimination.
- Not to act in a violent or aggressive manner, verbally or physically.
- Not to bring items in to the hospital that may cause harm for example; alcohol, drugs, cigarettes, items which could be used to harm either yourself or others.
- To work with all staff to meet your planned care and access all opportunities available.

What you and your families/friends can expect from the Riverdale team

- A kind, caring, non-judgemental approach.
- A family-based approach
- Professionalism, openness, integrity and honesty.
- Genuine interest in providing treatment.
- Striving for improvements by listening to and acting on feedback.
- Confidentiality and respect.
- A high level of skill and knowledge in the delivery of eating disorder treatment.

What To Expect

Prior to Admission

If you have been referred for an inpatient admission, and Riverdale have met with you to assess your needs, we will then contact you or your referrer to discuss the outcome. If you are now being admitted to Riverdale, this is because both the assessing team, and your community team feel this is necessary for your recovery at this time. Prior to admission, you will receive this handbook, your family or carers will receive a handbook also if appropriate. If appropriate, we can also organise for you to come in and see Riverdale prior to your admission. At this time, you will continue to receive support from your community team, with communication continuing throughout admission. Your community team will be asked to provide Riverdale with any recent physical health monitoring results, for example bloods results, ECG. They will also provide Riverdale with your most recent Risk Assessment and an update regarding your current progress and presentation.

Day of Admission

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

- Showing 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. *These could include....*
- You will be put on 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.

In your First week

In the first week 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).

In the weeks following this

- 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 Expectations

- 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, or recordings of other patients, staff, or Riverdale is prohibited.
- Patients are not allowed to enter other patients' bedrooms at any time.

Restricted Items

- Alcohol is not allowed within the building.
- 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.

Reducing Restrictive Practice, and the Use of Force at Riverdale

Riverdale Grange Hospital is committed to reducing the use of restrictive practice and protecting the fundamental human rights of each individual in its care.

Restrictive interventions should be used for no longer than necessary to prevent harm to the person or to others, be a proportionate response to that harm and be the least restrictive option.

Please see the Use of Force booklet, which aims to explain why and when any physical interventions may be used, and how this may be done.

If you have any further questions, please ask a staff member.

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 at the beginning and the end of the admission (or more frequently if indicated). This can help staff to guide your treatment as well as show any changes which happen throughout your recovery.

Care Programme Approach:

As part of your ongoing recovery, you and your team (including family, and community team), will meet approximately every 4 weeks to review to review your progress and plan ahead for discharge. This process is referred to as a Care Programme Approach meeting. You will often hear this referred to as your CPA meeting.

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 supporting your progress and recovery.

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 where we can make improvements.

Things to Bring

We recommend that you pack the following:

- 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/ Crocheting
- Music player
- CD's, DVD's

Restricted Items

Any sharp implements such as scissors, tweezers and razors will be held by staff in a 'sharp's box' for safe keeping. Other items such as chewing gum, and hot implements including hair straighteners/curlers will also be kept in the 'sharp's 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.

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. 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.

Riverdale cannot be held responsible or liable for the loss or damages of patients' personal items. 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.

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. Staff will show you how to use the nurse call system during your orientation on your first day.

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. Riverdale cannot be held responsible for any damages or loss of clothing, so you may wish to leave expensive/ delicate items at home

Daily Life

Patients are expected to be in the dining room **5 minutes before** each meal and snack. As you progress through treatment you will 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
Breakfast	8:30AM	8.00AM - 8:25AM	8.00AM - 8:30AM
Snack	11:15AM	11.00AM - 11:15AM	
Lunch	1:00PM	1:00PM	12:30PM -1.00PM
Snack	3:15PM	3:00PM – 3:15PM	
Tea	5:30PM	5:30PM	5.00PM - 5:30PM
Snack	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.

Bathroom Access

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 dynamics of the ward. If conversations are not felt to be inclusive, this will be addressed with the individuals.

Meals and Snacks

The following 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 your 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
- 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.
- Allow staff to challenge any anxiety relieving behaviours they observe. We understand this might be difficult, but this is part of your treatment at Riverdale.

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 activity's you will be expected to be involved in throughout the week as part of your ongoing treatment.

Planning Meeting

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

Community Meeting

As a 'community' we meet weekly for 30 minutes to share any upcoming events or changes. All patients and staff are invited to this. This meeting also gives you an opportunity to offer any positives and constructive feedback regarding the workings of the ward.

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. You will be 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 Planner

The individual weekly planner below is an example of the groups and activities on offer at Riverdale and is used by patients to help plan their therapeutic activity throughout the week.

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.

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. As part of your CBT you might also address body image issues.

People experiencing eating disorders can have a negative view of their body and so you will be invited to challenge the way you see your body and explore issues around this.

Complementary Therapy

These are used as part of our weekly treatment programme and support regular treatments such as medication. The sessions can help to reduce anxiety, and promote sleep hygiene and well-being.

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.

Support for Families/Carers

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.

Carers Programme

Your carer will be invited to attend a carer's programme. This is an 8-week course that covers different topics each week, which are related to supporting recovery from an eating disorder. Sessions are held on a weekly basis from 5:00-6:30pm. Your carers will meet other carers of patients on the ward in these sessions. After the session has ended, your carers are welcome to come and visit you.

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 1st and 2nd 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 be asked to leave the building.

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 'SAYIT'.

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 disagree 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.

Complaints Procedure

Complaints or concerns can be discussed with the Ward Manager or for some issues you may prefer to see the Service Manager or the Hospital Service Director. 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

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 answering.

Dining Room Expectations

1) All patients to attend all groups, not going for walks/staying in their bedroom.

2) Avoid smoking during meal times.

3) The dining room door is not to be used at all during meal times with patients are still eating.

4) No phones or bags in the dining room, unless it is a patient's care plan.

5) Condiments.

Overuse of condiments will also be challenged, it is 'normal' to have condiment's with your meals, however the overuse of this isn't appropriate and will be challenged by staff.

6) No chewing gum. Everyone agreed to this.

7) Magazines/books at the table. Patients agreed that it's ok for patients to do this if it is written in their care plan

8) If self-portioning, patients need to come to the dining room 15 mins before. If not staff will portion the meal for them. To self portion this needs to go through ward round and patients need an OT assessment for this before they self portion.

9) Arrive for medication on time

10) Patients to complete sit-downs unless care planned otherwise.

11) Appropriate eating. Staff have noted a few unhelpful eating habits, these will be challenged by staff when needed.

-Moving forward sandwiches, toast etc need to be eaten by hand and patients shouldn't be using a knife and fork for this. If staff note this, it will be challenged.

-Scraping butter off toast etc will also be challenged.

Version Control

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1.0	First Issue	February 2023	N/A