



**SCHOEN CLINIC**  
Newbridge



## A complete guide to admission, care and treatment at Schoen Clinic Newbridge

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Information for parents, carers and families



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# Welcome to Schoen Clinic Newbridge

We understand you may be feeling worried and uncertain about your child coming into hospital. We would like to make it easier for you by providing information about who we are and how we will care for your child.

## About Schoen Clinic Newbridge

Schoen Clinic Newbridge is a 34-bed specialist eating disorder hospital for young people aged from 8–18. We are based in a suburban, residential area and are not part of a bigger mental health hospital.

Our hospital was wholly designed for young people to create a homely, friendly environment.

There are three separate ward areas: the 'Nest' for the younger age group, the main ward for the older age group and the 'Independent' for older patients nearing the end of their treatment. Occasionally, we do have to adapt the use of the wards according to the age groups of our patients. Schoen Clinic Newbridge has an excellent mix of therapy rooms, lounges and light and airy circulation areas. There is also a large garden, providing a relaxing, green space. We are easily accessible by road, rail and public transport and parking is available onsite. All food is freshly prepared on the premises by our own chefs and served by members of our team.

There are comfortable lounges containing wall mounted smart televisions with age appropriate TV or DVD viewing, along with CD players and an assortment of books, games and jigsaws. There is a dedicated occupational therapy kitchen and dining area, where young people can practice preparing food and families can share meals together.

We also have an on-site school with three designated classrooms, fully equipped with computers, where young people have supervised internet access.

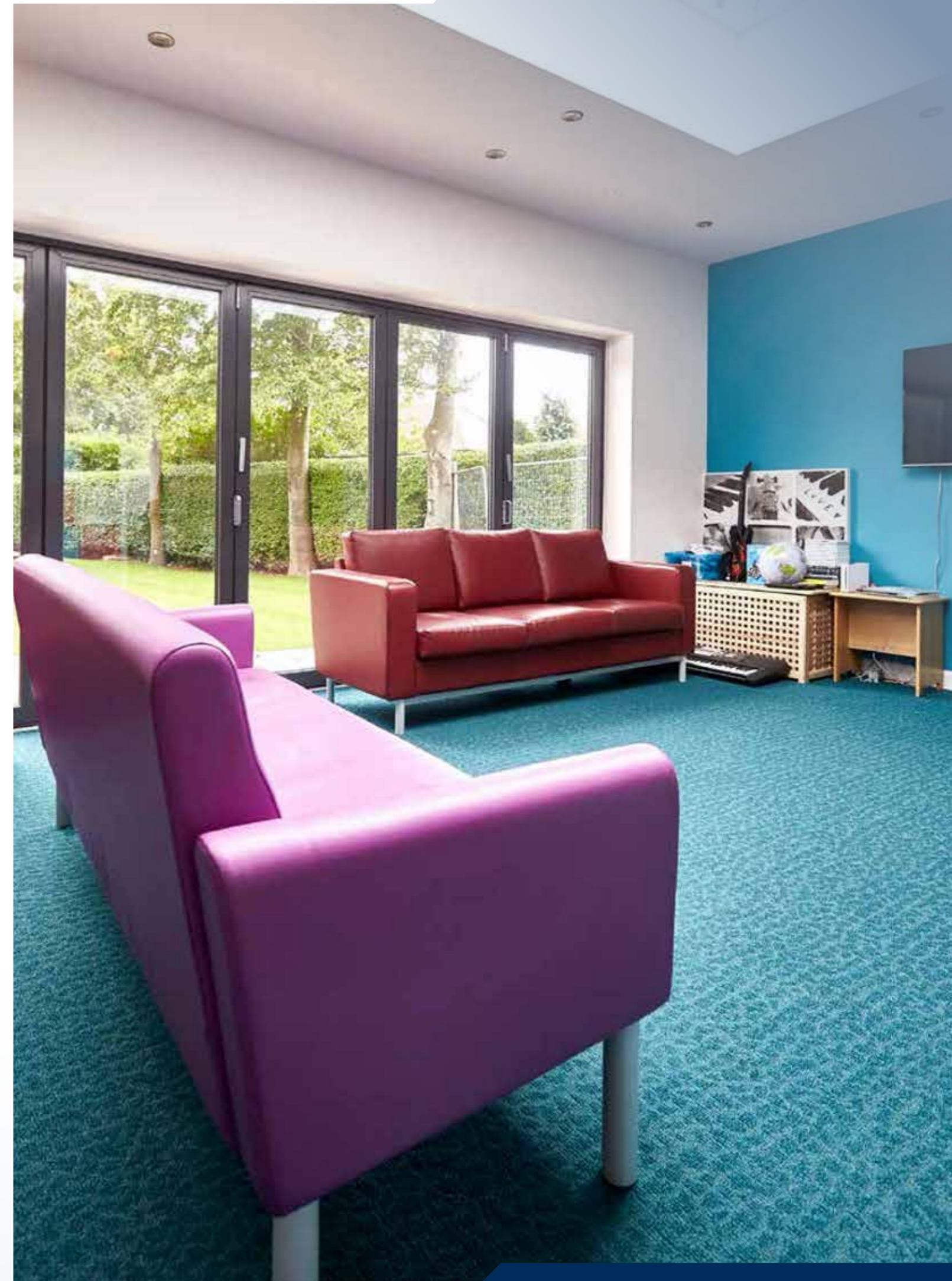
## What is our philosophy?

Schoen Clinic Newbridge understands that eating disorders have many, often complex, causes and that all young people need individualised assessment and care, provided by a number of highly skilled professional staff, working together. We provide a range of continuous support for families of the young people we treat, recognising how deeply it affects everyone involved. Families have a vital role in supporting treatment and a lasting recovery.

### Aims and objectives

Schoen Clinic Newbridge will:

- Provide a specialist service for the assessment and treatment of eating disorders in young people from 8–18 years of age.
- Provide individual, consistent and continuous care and treatment from referral through to discharge co-ordination and support.
- Work with young people suffering from eating disorders, and their families, taking into account the physical, psychological and social causes and effects of eating disorders.
- Build knowledge, understanding and good practice around eating disorders, through education, training, supervision and sharing information.
- Provide support, training and family therapy for parents, carers and family members.
- Communicate with and include parents and carers in all aspects of care, treatment and discharge planning.



# Admission to Schoen Clinic Newbridge

This section considers preparation for coming to Schoen Clinic Newbridge, what young people should bring and what to expect on the first day.

## Preparation

We believe it is very helpful for there to be some preparation for an admission to Schoen Clinic Newbridge. Our assessment team will guide you through the admission process and answer any questions you may have. We encourage parents and carers to be involved in this process and we recognise this is a very challenging time for you.

## What should patients bring?

You are not required to buy items especially for admission such as TVs, DVD players etc but you can bring them with you if you choose to. You are welcome to bring the following to the hospital:

- Clothes (day, night, indoor and outdoor). Extra clothing may be required during the winter months. Hoodies are not permitted in the dining room
- Wash bag and toiletries
- Bedsheets/duvet/covers if you would like to (we can provide these if needed)
- There is a white board in your room where you can put posters/photos to decorate your room
- Books and magazines
- CD/DVD players and/or portable television
- Writing materials
- Craft or other leisure activity materials
- Washing powder, liquid or tablets
- Any ongoing schoolwork
- Telephone numbers and addresses

Please ensure that personal property is labelled and documented prior to admission. Please avoid bringing in any medicines, other than those that have been prescribed. Schoen Clinic Newbridge Consultants will prescribe medicine and this will be supplied in the hospital. We follow the World Health Organisation (WHO) medication guidelines. Some medicines are derived from animal products, please discuss any concerns about medication with the key nurse. Parents can speak to our medical Consultants or our hospital pharmacist if you have any queries about medication. Individual items for bedrooms may be risk assessed, according to the needs of your child and any relevant considerations required to ensure they are safe.

You are welcome to bring any of the below items, but these items may be supervised by staff if you are at risk when using these;

- Razors
- Epilators
- Waxing strips
- Tweezers
- Scissors
- Straighteners
- Hairdryers
- Curling wands
- Aerosols
- Glass items such as pictures frames or mirrors

## Banned items

In return, staff at Schoen Clinic Newbridge expect patients to demonstrate respect for other young people and staff by refraining from:

- Any form of pornographic or violent image, e.g. magazines, DVDs, video games etc
- Weapons and replica weapons.
- Corrosives, e.g. bleach
- Non-prescribed medication
- Alcohol
- Illicit substances
- Cameras
- Matches and lighters
- Cigarettes/vapes
- Chewing gum
- Food and fluids
- Expensive, fragile or sentimental items
- Non-prescribed items of food and drink
- Any other items as determined by the hospital staff
- DVDs must be age appropriate and staff will be responsible for ensuring that parental wishes are respected

## Prohibited while on leave

During your child's leave, we would not recommend your child has piercings or tattoos. Although older teenagers may feel this is a normal part of self-expression, it is not recommended during treatment for an eating disorder, when your child's ability to make important decisions may be impaired and some after care may be required. The risk of infections and of poor wound healing is also increased when a person is at a low body weight.



## What will happen on my child's first day?

On arrival to the hospital you will be met by one of our nurses who will guide you through the admission process. The process includes completing a physical examination and admission forms.

- The admitting nurse and doctor will take you through a physical examination to check that you are physically stable and ensure we are aware of any health concerns. The physical examination includes bloods, physical observations, ECG, weight and height.
- Once the physical examination is completed the admitting nurse will meet with the young person and family to go through the admission forms. These forms cover your consent to treatment and an overview of your treatment plan. This will also be an opportunity to ask questions about the treatment pathways and getting to know how your team reviews and adapts your care to meet your needs.
- Once all the admission forms and physicals are checked, we will give you time to say goodbye to your young person and ensure you have our contact information and visits booked.
- The young person will then be shown to their bedroom and their property checked with a member of the team. We will allocate lockers for any at risk items or valuable items. Any items such as money will be signed in and out of lockers by staff and the young person and will be checked weekly. There is a strict limit of no more than £20 in the hospital.
- Your young person will be helped to settle into their bedroom and can begin to personalise it.
- Your young person will be introduced to the staff on duty, the teacher and other young people in the hospital.
- First meals will be discussed and agreed with an appropriate member of the team. Changes will be discussed in the weekly MDT.

## What happens next? How we support and communicate with families after admission to Schoen Clinic Newbridge

We recognise how challenging it is for families when your child is away from home for inpatient treatment. We are wholeheartedly committed to communicating with you in a supportive way.

Once your child moves into Schoen Clinic Newbridge, you will be contacted by and introduced to a number of different professionals who will be your key contacts. They will answer your questions and concerns, let you know how your child is settling in and feedback to you throughout treatment.

Here, we describe the different contacts you will have and the purpose of each. You will have informal contacts, who you can call and speak to and there are also meetings and sessions you will be invited to attend, where you will have a formalised opportunity to hear about your child's progress with treatment and for you to contribute comments and questions.

### Key Nurse

Each young person has a key nurse who they will have regular meetings with and is an important contact for the young person's family too. If, for example, you would like an update on how your child is getting on, you are very welcome to call Schoen Clinic Newbridge and ask to speak to your child's key nurse. If the key nurse is not available, other members of staff will be able to help you.

### Parent Practitioner

We have also created a unique role at Schoen Clinic Newbridge, called the Parent Practitioner, specifically to provide support and co-ordination for parents, carers and family members. You will meet the Parent Practitioner at the Programme for Parents and if you attend Parent and Carers' Support Group. As well as being in regular, supportive contact with families, the Parent Practitioner liaises with all the different professionals involved with your child's care. For example, the Parent Practitioner might feedback issues which arise when your child comes home for leave. Soon after your child is admitted, the Parent Practitioner will call you to invite you to these sessions.

## Family Therapist

Your family therapist is also very important. Family therapy is recognised as an essential treatment for anorexia in children and adolescents and will provide a safe therapeutic space for parents, carers and family members to share their feelings, consider the impact of the eating disorder on the whole family and consider strategies together. When your child starts treatment, the family therapist will contact you to discuss the best times for sessions to take place.

## Multidisciplinary Team

Your child will be cared for by a team of different professionals, bringing together all the skills needed to support and treat someone with a complex eating disorder.

We explain more about the multidisciplinary team (MDT) further on in this guide, but at the start of an admission, you will be contacted by members of the MDT to complete the developmental history and eating habits questionnaire. The team meets every week and if possible, families are welcome to attend (sometimes families will attend some MDT meetings but not all). There is a 10-minute session where family feedback can be given.

## Care Programme Approach meetings

Young people, parents and carers will be invited to attend the Care Programme Approach (CPA) meetings, which take place every four to six weeks to measure progress. Your child's community team will also be invited to the CPA and the emphasis is upon sharing information and enabling everyone to feed back and raise questions or issues. There is a longer allocation for feedback at the CPA (30 minutes).

## Visiting

We understand how important it is for families to visit their child and that coming into hospital is a big challenge for the whole family. We suggest, to help settling in, families visit once during the week and once at the weekend.

Appointments can be made by contacting Schoen Clinic Newbridge reception and asking to make an appointment to visit. This will be then entered in the diary and a room will be allocated. If appointments are full, you will be offered alternatives.

If you are a visitor with a booked appointment time, please let our receptionist know. You will be given a swipe card to give access to a pre-booked room and the visitor toilet. You are very welcome to make tea and coffee during your visit. There will be a button in the corridor for you to ask for assistance. Staff will return to visiting rooms at the end of the visiting time. If you would like to feedback on your visit, there are forms to complete which can be found in the corridor. Do pass this to the member of staff.

If you have had a sickness and/or diarrhoea illness in the past 48 hours, do not visit the hospital as the virus is easily passed on. If your child is exposed to this type of illness whilst on home or school leave, you should contact the hospital for advice before returning after leave.

Visiting Times				
Monday	Tuesday	Wednesday	Thursday	Friday
4.00pm - 5.00pm	4.00pm - 5.00pm	4.00pm - 5.00pm	4.00pm - 5.00pm	4.00pm - 5.00pm
7.00pm - 8.00pm	7.00pm - 8.00pm	7.00pm - 8.00pm	7.00pm - 8.00pm	7.00pm - 8.00pm
Saturday & Sunday				
11.00am - 12.00 noon	2.00pm - 3.00pm	4.00pm - 5.00pm	7.00pm - 8.00pm	

# Caring for your child at Schoen Clinic Newbridge

The treatment programme has an overall structure of learning how to eat normally and developing more helpful ways of expressing emotions. Individuals complete the programme at a pace negotiated between the young person and key workers, taking into account physical health and wellbeing.

## Our treatment programme

All elements of the programme can be adapted to suit individual needs, in discussion with the team. An initial treatment plan will be agreed before treatment commences. Throughout treatment, emphasis is placed on psychological change through psychological therapies, accompanied by managed weight restoration.

All treatment plans will include the following common elements:

- Monitoring and management of physical and mental state
- Weight restoration as determined by MDT
- Group and individual therapies
- Use of young person's own notes
- Regular meetings with key nurse and co-worker
- Family meetings and therapy where this is appropriate
- Care Programme Approach meetings and other review meetings as appropriate

## About the psychological processes we use:

A young person receives a psychology assessment within the first two weeks of admission. This helps determine their suitability for individual therapy and what type of therapy might be appropriate. Length of stay is also taken into account when deciding the most appropriate form of individual therapy. For those having a shorter admission, further assessment and formulation work may be more appropriate. This will help aid the young person's understanding of their difficulties and eating disorder, and what could help them to move forward positively. Young people are also assessed for

their suitability for the psychology group programme; again, this could be influenced by length of stay.

At Schoen Clinic Newbridge we offer three kinds of therapy; CBT, psychodynamic psychotherapy and art psychotherapy which means young people can be treated with the model best suited to their needs and preferences.

**Cognitive Behavioural Therapy (CBT)** is based on an understanding that what we think and our interpretations of situations, ourselves, and the world affects how we feel and what we do. It aims to identify and alter unhelpful maintaining processes to alleviate psychological distress while providing people with knowledge and skills to continue managing their difficulties after they have completed therapy.

At Schoen Clinic Newbridge we use Cognitive Behavioural Therapy – Enhanced (CBT-E), a specific form of CBT for people with eating disorders. This is a one-to-one, evidence-based treatment that focuses on the characteristic disturbances in eating habits and attitudes to shape and weight. We also use CBT tailored interventions for people who have low self-esteem, anxiety disorders and low mood.

**Psychodynamic psychotherapy** views an eating disorder as a symptom and seeks to understand the underlying cause. Psychodynamic psychotherapy believes relationships and life experiences play an important part in our development, and influence who we are. When there are problems within significant relationships, or difficult life experiences (for example; bullying, parental arguments/separation, academic pressures, deaths, losses) this can cause upset and difficulties with self-esteem and identity. For some people, not eating can become a way to deal with these upsetting situations and feelings.

Psychodynamic psychotherapy is a non-structured approach, and young people are supported to talk about whatever is on their mind. Therapy focuses on the here and now, as well as a young person's personal history. Psychodynamic psychotherapy aims to provide a safe place for young people to reflect on their experiences; and through this understanding they can make different choices to achieve positive changes.

**Art psychotherapy** (also called art therapy) is a type of therapy that uses art to communicate thoughts, feelings and experiences that might be difficult to put into words. For some feelings and experiences, words just aren't enough. It is a safe space to use art materials to express feelings that might be distressing or confusing. Through the use of art making, the patient is able to "act out" distressing feelings in a safe way. It allows them to project their feelings into the artwork, as opposed to the self or other, in an acceptable way. The young person is invited to make art using a range of different art materials. The art psychotherapist will support them with this if they need any help. Young people do not need to be "good at art" to do art psychotherapy. It is not about making technical or skilful pictures; the focus is on expression and exploration. All that is needed is a willingness to use the art materials to express themselves creatively.

The young person will have the opportunity to look at their artwork with the therapist, exploring it together and possibly finding some meaning or gaining some understanding about themselves and their internal world. Pictures are not judged or interpreted by the therapist but are accepted as a means of communication which has some meaning to the young person.

**Group therapy:** Alongside individual therapy, young people will attend a number of psychological groups run by members of the therapy team.

## Medical and dental services

Schoen Clinic Newbridge has access to a regular GP service at all times. Should your child need to consult a dentist or other health professional, we will arrange this for you.

## Checking weight

Weighing routinely takes place first thing in the morning twice a week, moving to once a week when the young person is preparing for discharge. This process may be difficult for some young people and there will be support on offer from the team during this process.

## Group programme

At Schoen Clinic Newbridge, we have a wide-ranging, established and highly valued group programme which is integral to our treatment approach. The range of groups is listed below. Young people may not attend every one of these groups, but they will participate in many of them, according to their individual needs and stage of treatment.

- Community meeting
- Psycho-education
- Teen-bodywise
- Self-esteem group
- Relaxation skills
- DBT skills group
- Breakfast club
- Snack out
- Lunch club
- Come dine with me
- Independence skills
- Creative art
- Nourish to flourish gardening group
- Art psychotherapy
- NEAT (Newbridge Eating-disorder activity programme adapted for children and adolescents)



# Management of the treatment programme

The treatment programme is managed and evaluated through ward rounds by the Multidisciplinary Team (MDT), Care Programme Approach (CPA) and other clinical meetings as appropriate. Day to day issues and work undertaken with the key nurse and associate will be reviewed as part of this process. Schoen Clinic Newbridge takes patients of varying ages and we try very hard to ensure that the treatment programme is age appropriate.

## MDT meetings

This stands for Multidisciplinary Team meeting. As the name suggests, these meetings which are led by the senior nurse and the Consultant Psychiatrist and will include representatives from any of the staff groups at Schoen Clinic Newbridge, together with others involved in your treatment.

These provide an opportunity to evaluate treatment to date, and to express views to the clinical team. Decisions agreed at this meeting will be adhered to by the team and further reviewed, if necessary, at MDTs.

## CPA meetings

Both you and your child will be invited to 'Care Programme Approach' meetings which measure the progress being made. Young people and parents/carers are invited to provide feedback on progress, in advance of these meetings. The purpose of these meetings is:

- All information is shared appropriately with professionals, young people, parents, relatives and carers
- That the young person is fully included in treatment and other decisions
- That appropriate resources are identified
- That treatment is monitored and reviewed
- That discharge and follow-up are carefully planned

## Healthy weight

Treatment is based on a target healthy weight which is agreed in the MDT. For those aged 17 and below, 95% - 100% mBMI (mBMI = median BMI) is used to calculate this figure and for those above, BMI 20 is used, which is at the lower end of the healthy range.

This varies according to the individual's activity and sporting levels prior to the eating disorder. Those who participated in high intensity activities or sports previously would be set a slightly higher target weight in comparison to an individual who was not as active. This also applies to those who are of a much younger age due to taking into account growth and developmental factors. Target weights will have a 2kg range to allow for daily fluctuations which occur in all humans for reasons such as bowel movement, menstruation, high fibre intake and fluid intake. Healthy weight may also vary according to ethnic group and body type.

Having a healthy weight target means patients know what they are aiming for and when treatment is likely to be completed. Reaching this healthy weight is important because it means having to confront fears of being at a normal weight; this is an important part of the recovery process. It is important to remember that healthy weight is in proportion to height, so during admission, this is continually reviewed and adjusted accordingly.

## Stages 1-4

### Stage 1

The first stage involves the individual recognising and accepting they have an eating disorder. The focus of care and treatment at this early stage is around settling in, initial assessments, starting to eat a balanced diet and getting to know key staff and the team getting to know and understand the young person.

### Stage 2

This stage continues the changes introduced earlier, but puts a greater focus on managing feelings and 'making links, making sense' of the underlying causes of the eating disorder. During this stage, the young person will start individual and group therapies and begin to recognise individual challenges and goals.

Work undertaken at this stage in groups can include:

- Choosing meals with support from staff
- Taking part in leisure activities
- Meal planning and preparation
- Exploration of lifestyle issues
- Making plans for the future
- Eating snacks with staff support
- Reaching and maintaining weight within the agreed range
- Ongoing psychological support as appropriate

### Stage 3

The focus of this stage is taking the work undertaken in the previous stage and applying it to 'normal' life, for example, preparing for return to school or college and being able to eat out with family. There is continued individual and group therapy, with the emphasis upon applying skills and normalisation. Work includes:

- Relapse prevention. Following weight restoration, this is a crucial component of treatment
- Body image work
- Ongoing psychological work as appropriate
- Identifying additional support in the community
- Food shopping
- Returning to work, study or voluntary work, perhaps on a part-time basis initially
- Eating out with staff and family
- Developing independent living skills, e.g. accessing public transport; re-integrating into school etc
- Reducing time spent in the hospital
- Participate in leisure activities in patient's local area

### Stage 4

This stage is all about the transition back to home and all this involves. An individual package of treatment and support will be put in place to help the young person maintain and build on the progress made as they go home and continue recovery. For some young people close to the age of 18, there will also be preparation for transferring to adult services. Schoen Clinic Newbridge occupational therapists will work closely with school and college teachers to support the transition and the MDT as a whole will plan discharge together with the community team.



## Home leave

Home leave is an important part of the treatment programme and the clinical team will decide when they feel that it is helpful to have time at home. We are happy to discuss leave, but decisions about leave and how long it should be for, are always based on considerations about how the young person's health may be affected. It is important that young people do not have too much leave too early. This means that the period of leave may sometimes be less than young people and/or parents, would like.

It is unusual for anyone to have overnight home leave until they have reached an agreed BMI/%mBMI. Leave normally takes place at the weekend and it is unusual for leave to be agreed during the week as this disrupts the treatment programme. Whilst on leave, it is important that your child does not arrange to meet with other young people who are on leave from Schoen Clinic Newbridge.

## Holidays

We recommend that families do not go on holiday straight after discharge as this may trigger relapse due to being in a different environment with a different routine to the one they have been practising as an inpatient and at home. When young people leave Schoen Clinic Newbridge, they need to have time to make relationships with their community team and

gradually get used to no longer being an inpatient. During an inpatient stay at Schoen Clinic Newbridge, we do not recommend or allow any holidays.

## Promoting

It is important that we help young people to feel confident in managing all aspects independently of their lives when they leave Schoen Clinic Newbridge. We will therefore focus on older patients developing self-confidence and independence by enabling young people to do things on their own, for example, going out for snacks or preparing meals. Towards the end of treatment, it is likely that young people will start having meals away from hospital and possibly preparing a meal for themselves in hospital. This is designed to ensure they are confident in managing eating without the support of staff or family members.

## Research

Schoen Clinic Newbridge has a research team and our treatment model is based on the evidence of work that we do with our patients. The team will ask young people and their parents or carers to complete outcome measures, so we can gather this evidence. The team may also ask for your consent to be involved in specific projects. These projects will be fully explained to you before consent is sought.

## Mealtimes

This timetable shows the structure of mealtimes and snacks at Schoen Clinic Newbridge, although there is a little variation between times on the Nest and times in the main hospital.

Breakfast	Snack	Lunch	Snack	Dinner	Snack
08.45	10.30	12.30	15.15	17.30	20.00

## What will my child be eating?

There will be a meat/fish dish served and a vegetarian dish served at mealtimes. There is a fixed six-week menu designed by our dietetic team. Young people have regular contact with the dietitians on a 'one to one' basis throughout treatment.

The young person can discuss any dietary requests in their weekly MDT meetings. Portion sizes are designed by the dietetic team to precisely support treatment and reflect the stage each young person is at. Although there are some choices within the menu, no negotiation is allowed over portion sizes. Meals are considered as a prescription: essential to treatment and not to be adjusted or changed. Each young person is allocated a certain number of dislikes according to their meal plan. Young people are encouraged to try the whole six week menu before setting these. No large food group is allowed to be removed.

## What is expected at mealtimes?

Mealtimes should start and end on time. If young people have been eating chaotically prior to admission, it can take time to settle into a routine. It is our experience that, after a period of time, the routine is accepted and begins to feel safe.

If young people find it difficult to start or complete meals within the time allowed, they will be prompted and supported by a member of staff.

We aim to help normalise eating behaviours. Behaviours arising from the eating disorder, such as spoiling food with excess condiments, chopping food into tiny pieces or separating food groups will be challenged. If a meal or snack is not eaten or sufficiently completed, the meal substitute Fortisip/Ensure which are brand names, is given, to ensure sufficient calorific and nutritional intake. This means that at all meals and snacks, the body is receiving nutrition even if the young person doesn't like the snack or meal.

We consistently encourage acceptance of normal meals rather than substitutes. This alternative replacement plan is not shared with parents or young people. Any owed replacement is to be consumed by evening snack on the same day. Any replacement left over from this will not be offered again unless specifically care planned. The reason for this is that we aim to complete nutrition at the end of each day and start the new day fresh. This also helps with getting the most accurate weights and meal plans. Any owed replacement will be reviewed at the multidisciplinary team (MDT) meeting and a nasogastric tube may need to be considered. If there is urgent concern this will be considered before the MDT meeting to ensure the young person is kept safe.

## What happens after meals?

After meals and snacks there will be a period of supervision by the nursing staff. Supervision is a period of time where young people are expected to rest in a communal area where they are observed by staff. Supervision is 30 minutes after main meals and 15 minutes for snacks.

During supervision, young people can read, rest, play board games, listen to music or watch television. Supervision can also provide a time to reflect on thoughts and feelings relating to the illness that can then be raised within various treatment sessions.





## How we support and work with families

Our team is happy to offer support and information to family, carers and friends during visiting times and by telephone. If a formal meeting is required, this can be arranged in advance. Information shared with family, carers and friends will be subject to a consideration of the young person's expressed wishes and needs.

### Family therapy

Family therapy involves family members working together to overcome difficulties. Regular sessions bring together the young person with an eating disorder, the significant people in their life and a family therapist. The significant people are usually parents and siblings, but might also include step-parents, grandparents and a long-term partner.

Feelings, experiences and issues are explored together, taking into account the different perspectives of everyone involved. Although families often want to understand why an eating disorder has developed, family therapy is not about finding a 'cause,' or apportioning blame. It is a positive, forward thinking approach, seeking to find solutions and strategies.

Family therapy is a well-established, clinically proven treatment, used to help with many different problems faced by families, including bereavement, post-traumatic stress and a range of child and adolescent behaviour problems.

The National Institute for Clinical Excellence (NICE) recommends family therapy as the treatment of choice for young people with anorexia.

### Programme for Parents (P4P)

This programme has been developed to help parents gain more detailed knowledge about eating disorders. It is split into five sections and is presented by the Parent Practitioner.

1. Introduction to eating disorders and your experiences as a parent.
2. Parenting a young person with an eating disorder.
3. Motivational interviewing.
4. Coaching and practical tips.
5. Parenting a well sibling.

### Parent and carers' group

This informal group aims to provide support, information and education for the families of the young people we treat. The group allows parents to interact and support each other, as well as to meet the staff who work with their children, and a programme of speakers for the year is available (please discuss with the Parent Practitioner or the nursing team.)

### Help with travel costs

We understand that many of our families have to travel a distance to Schoen Clinic Newbridge and that travelling incurs a significant cost. If you are on a low income, you can apply for NHS funds to help with your travel costs coming to Schoen Clinic Newbridge. We have these forms available for you in reception or you can download the form yourself here:

[www.nhs.uk/NHSEngland/Healthcosts/Documents/2016/HC1-April-2016.pdf](http://www.nhs.uk/NHSEngland/Healthcosts/Documents/2016/HC1-April-2016.pdf)

### Video calls

Schoen Clinic Newbridge can arrange for video calls in situations where parents are unable to visit the hospital in the normal way. Video calls can be booked by the young people throughout the week.



# Who are the professionals working with your child?

Your child will be under the care of many highly skilled professionals to meet their needs and support a lasting recovery. In this next section, we explain who they are and what they do.

## The Schoen Clinic Newbridge Team

Schoen Clinic Newbridge has a skilled and enthusiastic professional team comprising:

### Advocacy Service Representative

Schoen Clinic Newbridge has a contract with the National Youth Advisory Service. Young people are able to access this service by telephone at any time or on the regular visits made by the NYAS representative to the hospital.

### Assistant Psychologists

The assistant psychologists complete a range of assessments, deliver the group psychology programme and deliver individual work on a case by case basis. They attend MDT meetings to ensure good communication between the young person's therapist and the team. They also complete research, which is published and shared with other services. The Schoen Clinic Newbridge therapeutic approach means that a significant amount of time will be spent on individual and group work with the assistant psychology team.

### Chefs

Our chefs work closely with the dietitians and other members of the team to provide the food that can be so challenging, but which is a central and essential part of the recovery process.

### Clinical Manager

The Clinical Manager takes a lead role in all Schoen Clinic Newbridge services. This involves liaising with commissioners, promoting the service, and acting as a point of contact for queries about all Schoen Clinic Newbridge clinical programmes. She manages all clinical enquiries (with suitable clerical support), oversees initial assessments, (in the community setting where required), manages the waiting list and arranges admissions. She has clinical responsibility for ensuring that quality nursing care and therapies are provided.

She works with the Multidisciplinary Team (MDT) to ensure that each young person has a treatment programme tailored to their specific needs. The Clinical Manager also ensures liaison with local services and the family prior to admission, during admission and following discharge is of the highest standard.

### Consultant Psychiatrists

We have Consultant Psychiatrists, one of whom will have overall responsibility for each patient's treatment. They hold weekly MDT meetings and will also arrange individual meetings with young people every month, or more frequently as required.

### Lead Nurse

The lead nurse supports the Clinical Manager and Hospital Director to ensure the smooth running of the hospital. She is the interface between the nursing team leaders and leadership team, ensuring that care is delivered in line with the young person's individualised care plan.

### Dietitian

A dietitian will work with each young person and the team to provide dietary management throughout treatment at Schoen Clinic Newbridge, from admission to discharge. They will ensure that each young person receives an individually planned, nutritious dietary regime to meet their needs.

Dietitians are also very important in helping to develop a healthy and appropriate relationship with food.

### Dietetic Assistants

We have dietetic assistants who work alongside and under the direction of a registered dietitian, supporting the young person, MDT and catering team in the service and delivery of meal plans.

### GP service

Schoen Clinic Newbridge has access to a local GP service for the management of day to day physical care.

## Family Therapists

Family therapy is an important element in treatment for all the young people we treat. Our family therapists work flexibly to accommodate families.

## Healthcare Assistants (HCAs)

The healthcare assistant team provide care and support to all young people on a 24-hour basis. They will assist with observations and personal care and will carry out duties under the leadership of the nurse in charge and senior nurse on duty. Healthcare assistants will sit and support young people at mealtimes and in some treatment and school sessions. They may also accompany young people if they have a planned trip off site.

## Hospital Director

The Hospital Director is responsible for the day to day management of the hospital. She works closely with the Operations and Clinical Manager to ensure that all operational aspects of the business run smoothly and meet the needs of our young people. She is available to families, carers, commissioners and young people to deal with any complaints, comments or suggestions that they may have. The Hospital Director is the Registered Manager of the hospital with the Care Quality Commission.

## Housekeeping and Maintenance Team

Our domestic and maintenance staff are important members of our team and crucial to providing a safe, homely environment at Schoen Clinic Newbridge.

## Medical Director

The Medical Director is responsible for all clinical and medical activities and works closely with the Clinical Manager to ensure that the Treatment Programme is fit for purpose. He supervises the Consultant Psychiatrists and Psychologists.

## Nurses

Nurses provide the first point of access for young people on a day-to-day basis and provide skilled support 24 hours a day. Nurses take a central role in the support and management of meal times, working closely with the HCAs, dietetic and occupational therapy teams. Nurses have specialised skills to support all aspects of treatment and will provide 1:1 support and care planning. Our nurses are highly

trained in skills such as NG feeding, phlebotomy, medication and eating disorder management. They will support and reassure patients if there are any concerns about treatment.

A key nurse will be allocated to each young person and will arrange weekly 1:1 sessions to provide support and facilitate treatment and overall care in line with changing needs and priorities.

## Occupational Therapists

The occupational therapists (OTs) and occupational therapy assistants (OTA's) are responsible for providing an initial and continuing assessment of daily living skills to cope with an eating disorder. Information gathered from specific assessments is gathered together to form a patient-centred OT treatment plan.

- The OT team provides therapeutic group activities and individual sessions aimed at enhancing a patient's independent living skills. This is achieved through supporting changes in their motivation, pattern of occupation, skills and present and future environments.
- The OT team can support the young person and their family to work towards their goals within the most appropriate environments including the local community, home and school.
- Young people attend a selection of appropriate groups/sessions relevant to their stages of treatment, age and identified individual needs. The OT team also arrange some additional on and off hospital activities during school holidays.

## Operations Manager

The Operations Manager supports the Hospital Director to ensure that the hospital is running as smoothly as possible. They oversee the day to day operations of the hospital, manage and implement schedules to ensure deadlines are met and maintain a high-quality standard to ensure Schoen Clinic Newbridge is running as well as it possibly can.

A smooth, efficient service to meet the expectations and needs of our patients, our commissioners and our regulator - the CQC.

## Parent Practitioner

This is a role we have created at Schoen Clinic Newbridge. The Parent Practitioner is a highly experienced mental health professional (usually a nurse/social worker) who is a key contact for families, running the Programme for Parents, the Parent and Carers' Support Group and acting as a key link between families and Schoen Clinic Newbridge.

## Quality Assurance Lead

Schoen Clinic Newbridge is committed to continually evaluating and improving the care it offers. We have a dedicated QA lead to assure ourselves and our commissioners that we are providing appropriate care of the highest standards, whilst fulfilling our statutory obligations.

## Senior Healthcare Assistants

Senior HCAs will provide the same support as HCAs but have additional training and experience in NG feeding, phlebotomy and supervision skills. They will work closely with the nurses on shift to ensure that shifts are managed safely.

## Social Worker

The social worker is part of our Working with Families Team ensuring we are supporting every young person and their family towards discharge and recovery. This can involve working with community teams and social care in discharge planning and with the young person, considering what their life in recovery looks like and how to achieve this. The social worker is responsible for investigating safeguarding concerns, together with the Safeguarding Lead. The social worker delivers the Programme for Parents.

## Speciality Doctor

We have a speciality doctor who supports the Consultants and other members of the multidisciplinary team to provide all aspects of care including emergency care and will be responsible for providing full medical assessments and treatment plans.

## Students

Schoen Clinic Newbridge is recognised as a learning environment for students. Young people have the right to consent to or decline the attendance of a student at any time during any part of treatment.

## Senior Staff Nurses

The senior staff nurse team leaders head up the specialist nursing team. All nurses are specialists in the eating disorder field and our senior nurses have highly specialised skills and experience to provide leadership and support to all members of the nursing team. Senior staff nurses lead a team of patients along with their Consultant Psychiatrists. Senior staff nurses will lead MDT meetings weekly and will manage a team of staff to support the young people within their team. The senior staff nurses are there to support all members of the nursing team and provide experience and reassurance throughout admission. Senior staff nurses will also provide training and support for junior members of the team.

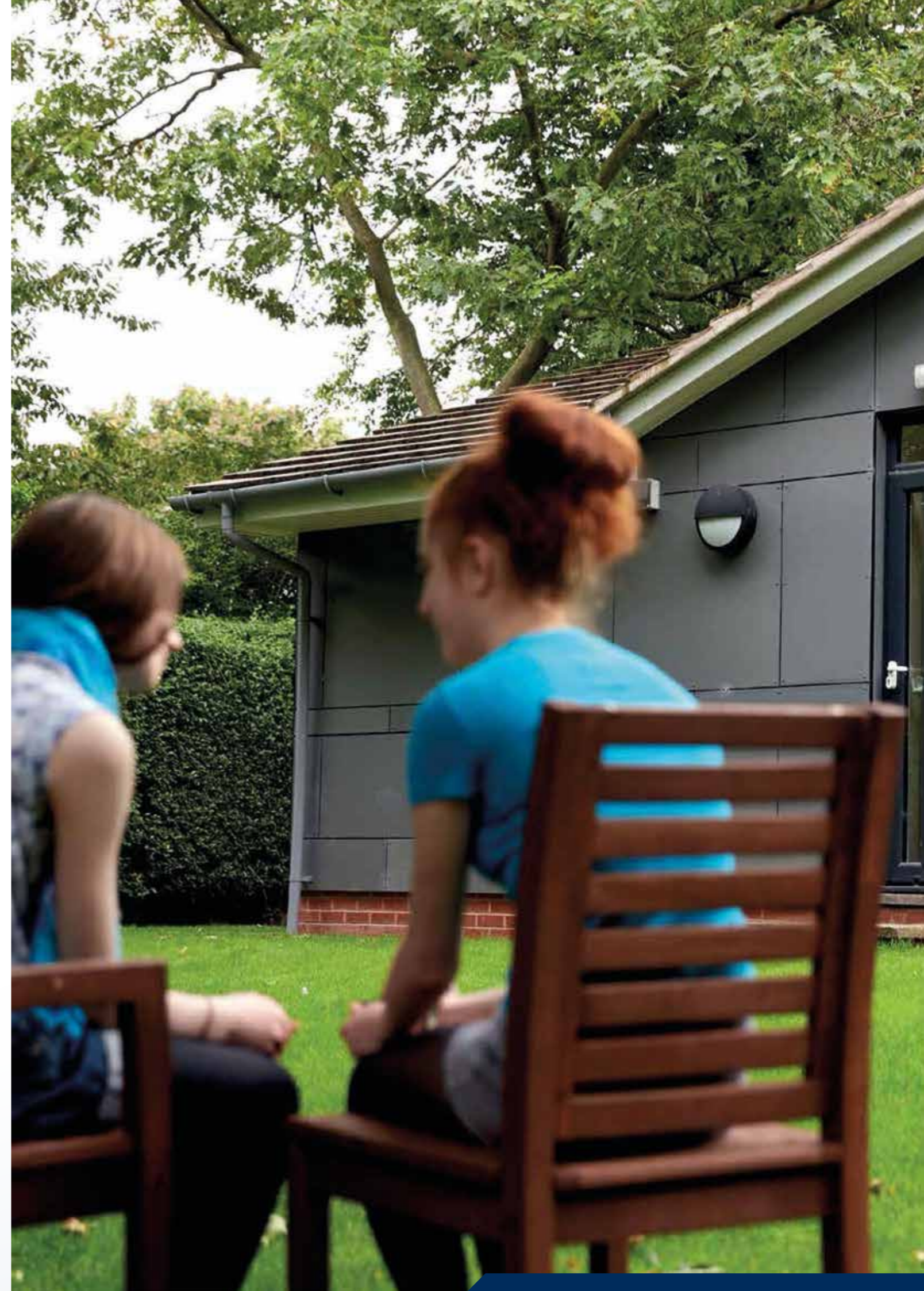
## Teachers

Teaching is funded by Birmingham LEA in accordance with the statutory guidance 'Access to Education'. James Brindley Academy provides appropriate education and support to our young people in line with their assessed physical and mental health needs, and their ongoing educational commitments. Specialist teaching in English, Maths, Science, Humanities, Modern Foreign Languages, Art, and Music is offered up to GCSE. Teachers work closely with home-schools to ensure that all young people receive teaching that is in line with their peers. Where there is not a subject specialist available, James Brindley Academy will seek the support and guidance of specialist staff at the young person's home school.

[www.jamesbrindley.bham.sch.uk](http://www.jamesbrindley.bham.sch.uk)

## Hospital Administration

The administration team work with the Operations Manager to support the young people, their families and the staff by providing a valuable link to the smooth running of the hospital.



# House rules

There may seem to be a lot of rules, but we know this is the best way of supporting the treatment programme and the health and wellbeing of the young people we care for.

## Bedtimes

	Nest	Main	Independent
In rooms	9.30pm	10.00pm	10.30pm
Lights out	10.00pm	10.30pm	11.00pm

## Mobile phones

We recommend a simple (non-smart phone) mobile for young people during their stay at Schoen Clinic Newbridge. They will then be able to put their own SIM card into the phone to stay in touch. We do not allow smart phones with cameras and internet access because they have the potential to violate the privacy and dignity of other young people, staff and visitors in the hospital. Please note that this time may be limited in accordance with the young persons' treatment plan.

We recognise that mobile phones have become increasingly important and during your child's admission to hospital, they help in maintaining contact with family and friends. It is therefore important to find a balance between maintaining communication versus the need to protect people against the misuse of advanced technology. There may be occasions when patients may need their own mobile phone, for example when travelling to college or to an interview. We can therefore hold their mobile phones in allocated lockers, so they are available when needed. This is regularly reviewed with the young people, parents and staff to the use of smart phones on site.

## No smoking policy

Schoen Clinic Newbridge is a smoke-free zone and smoking is not allowed in the hospital or in the grounds. This applies to staff, visitors and patients.

## Confidentiality and information sharing

Confidentiality and information sharing within the team involved in each patient's care will be in line with

legal requirements and best practice. These guidelines stipulate that information is shared on a 'need to know' basis, thus ensuring appropriate care, alongside respect for sensitive personal information.

If patients are 16 and over, they are assumed to be competent to take decisions about their health and are entitled to confidentiality. This means that we cannot share information with anyone, other than health professionals involved in the patient's care, without the patient's permission. Information will be shared with the patient's GP and the referring clinical team if applicable. In practice, the majority of patients consent for their information being shared with parents and carers and this would usually be encouraged as we see parents and carers as a key resource

## Use of force act

### Treatment under the Mental Health Act

Most of the young people come to our service for treatment voluntarily, recognising they need help and support. They are called voluntary patients. Sometimes, young people do not accept the need for treatment and when this is the case, we may need to consider use of the Mental Health Act.

The principle behind the Mental Health Act is that if someone needs treatment to be safe, but they do not agree to this, they can be detained in order for treatment to take place. This is sometimes called being 'sectioned'.

We use sections 2 and 3 of the Mental Health Act. Section 2 allows for detention of 28 days and might be considered if the young person is very poorly but against treatment. Section 3 allows for detention of

up to six months. If a young person is with us under Section 3 for more than three months, we may ask a Second Opinion Approved Doctor (SOAD) to see the young person and review their care and treatment.

We support all young people who are on sections to ensure they understand their rights and the reason for their section. Young people on a section have access to an Independent Mental Health Advocate (IMHA) who they can speak to about their rights and care. We seek to support young people to build their insight so that they can come off their section if this is safe and possible.

## Use of physical restraint

Sometimes, when young people are not accepting of their need for treatment, we may have to use physical restraint in order to keep them safe. For example, when a young person is detained and their treatment plan involves nasogastric feeding, we are responsible for following their treatment plan. If the young person is resistant to this, we may need to use physical restraint for the insertion of the tube and for feeding to take place.

Every use of physical restraint is recorded and reviewed to ensure the use of force has been appropriate. We have a designated Responsible Person who is an experienced senior member of staff who reviews the use of restraint and ensuring all staff are fully trained and act appropriately.

We will always work with the young person to help them understand and accept their nutritional needs, reducing and removing the need for restraint. Support is always provided for young people who experience restraints.

## Access to health

In line with the Data Protection Act (1998) young people and their parents/guardians may submit a written request to view their medical records, to the Consultant Psychiatrist managing their care. Nothing prevents healthcare professionals from informally showing patients their own records. An informal request can be made during a discussion or meeting. Once a written request has been received, up to 21 days are permitted for a response, in order that the team involved can review the records and ensure nothing detrimental to the young person will be disclosed, or that third party information will be shared without appropriate consent.

## CCTV

CCTV is installed in accordance with the Information Commissioners Office guidelines, for maintaining the security of the premises and for patient safety reasons. Cameras are installed in public areas; they are not installed in bedrooms, bathrooms or treatment rooms.

## Schoen Clinic Newbridge 'Locked Door' policy

The philosophy of Schoen Clinic Newbridge is to provide a safe environment for all the young people in our care. Because of the physical and psychological needs of our young people, access to, and exit from the hospital, as well as to specific areas within the hospital, is controlled by staff. This is not designed to deprive patients of liberty, but rather to monitor situations, with the aim of reviewing progress, as well as activities and leave arrangements.

Because of the need to support many of our young people in managing difficult feelings and behaviours doors will be locked as follows:

- Bedrooms will normally be locked between 8.00 am and 8.00 pm. If patients need to collect possessions during the day, they will be accompanied by a member of staff. Patients in the independent area may have access to their rooms during this time if agreed at their MDT. However, this is under review and depending on treatment stage and needs, young people may be able to access their bedroom after 6pm for phone calls, texting and private space.
- Toilets and bathrooms will be locked to ensure that treatment is safeguarded. Staff will unlock them as required and provide supervision as determined by individual care plans.
- Patients aged under 16 are able to enter or exit the building without being accompanied by a member of staff with parental consent. Patients over 16 may be allowed independent time off the hospital provided this is agreed as part of their treatment plan.
- Access to the building from outside is controlled to prevent the public or other unauthorised individuals from gaining entry.
- On rare occasions, when a young person's clinical condition warrants it, they may temporarily be nursed away from their peers, until their condition improves.

## Who regulates us?

### Care Quality Commission (CQC)

The Care Quality Commission (CQC) is the independent regulator for both the NHS and the independent sector. Schoen Clinic Newbridge is registered with, and inspected by, the CQC to ensure that the care we provide is of the highest standard. Details of our local CQC contact are available on request.

### Quality Network

Quality Network for inpatient CAMHs. The network aims to demonstrate and improve the quality of inpatient services through review against set service standards. Schoen Clinic Newbridge has participated in QNIC since 2009, which means we are reviewed by QNIC and our staff visit other services as reviewers. Together with the CQC inspections, this is a very effective way of reviewing and continuously driving up standards.

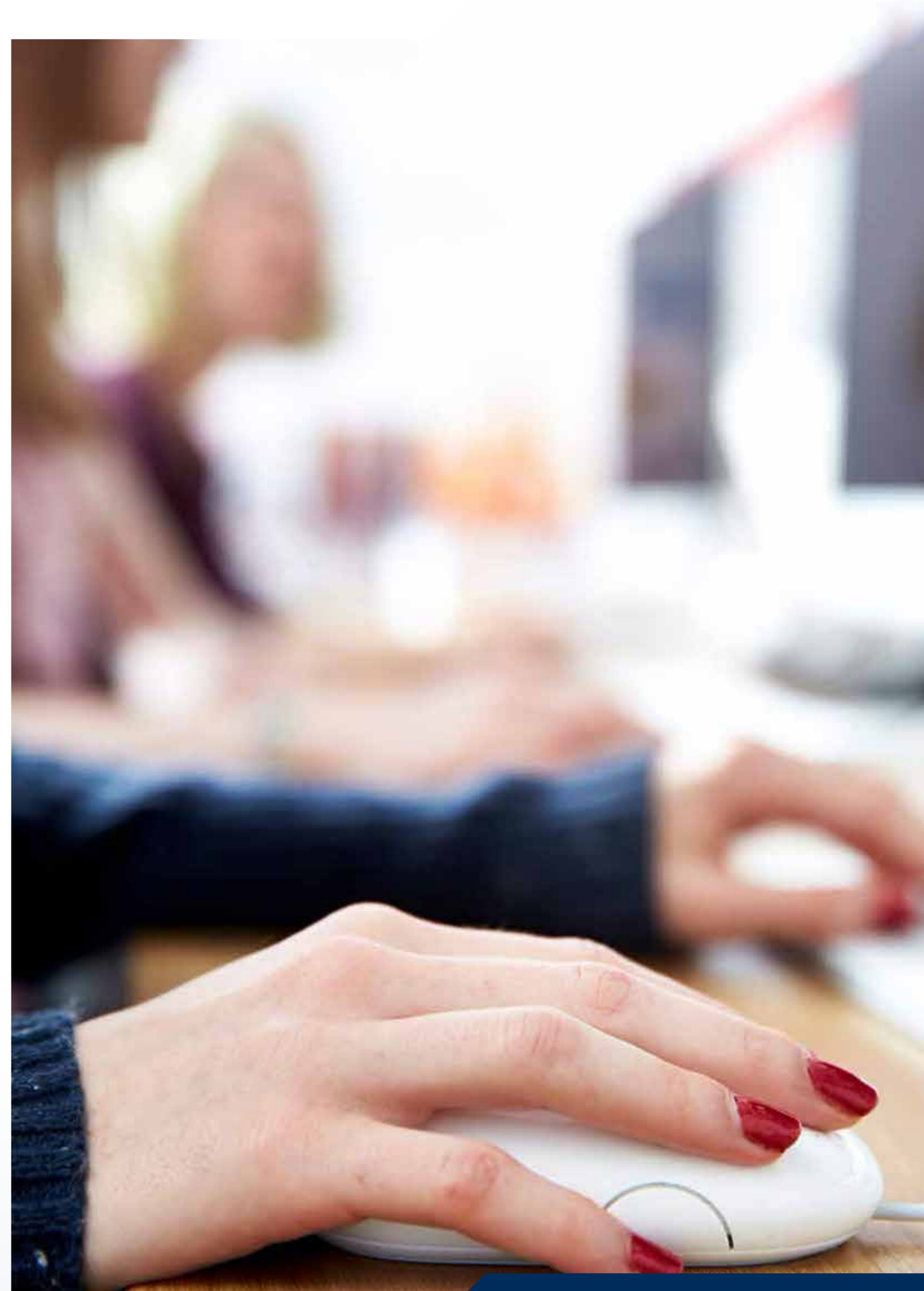
### Feedback and complaints

Feedback from young people, their parents and carers is very welcome at Schoen Clinic Newbridge. We value your constructive feedback, positive and negative.

Exit interviews are completed by the assistant psychology team at the end of admission to provide you with an opportunity to share feedback on your treatment experience.

A copy of our complaints procedure is available on request. Any complaint will be taken seriously and investigated appropriately. Feedback will be provided, and if the matter is not resolved, the Hospital Director will discuss any further action required until the complainant is satisfied. We can arrange for you to have independent advocacy support if you wish.

Schoen Clinic Newbridge has a dedicated Quality Assurance Lead who can help you if you need assistance in either making a complaint or giving feedback.



# Going home

## Preparation

Preparation for discharge is discussed at the CPA meetings. A plan of care is written outlining what each young person, their family and the team feel should be achieved prior to leaving Schoen Clinic Newbridge. As a hospital, we are not supposed to accept gifts, so please don't feel you have to purchase gifts for staff. Any reflections or comments about the service experience are greatly appreciated and participation in our research is also appreciated so we continue to provide evidenced based practice in this field.



# Appendices

## Appendix 1 Room sharing guidelines

Schoen Clinic Newbridge has a limited number of single bedrooms. We always aim for new admissions to come into a single bedroom, but it will not always be possible for the young person to have a single bedroom for the duration of their admission. On admission, we ask the young person/parents to sign a consent form to enable the young person to share a room with a peer. Young people are given time to “get to know peers” prior to a bedroom move and much thought goes into the planning of the bedrooms and who is appropriate to share with who (in terms of age, clinical stage and preferences). We often find that young people ask to share rooms if positive relationships are formed. Occasionally, like most hospitals, we have to allocate beds based on clinical needs and judgment.

### Admission to a shared room

On admission we will aim to offer each young person a single bedroom whilst they settle into the hospital. Where this is not possible we will advise you that you will be admitted into a shared bedroom and we will support you during this time.

During admission most young people will be expected to share a double room with another peer. This will be discussed with each young person and time given to pack belongings. The staff on shift will support any room changes and will take into consideration any requests to share a room with another peer.

### Requests to share a room

Requests to share a room will be considered and discussed at the multidisciplinary team meeting.

A range of considerations will be discussed, including:

- The young person’s reasons for wishing to share
- Risk assessment
- Stage of treatment
- Compliance with treatment
- Relatives and carers wishes, if appropriate

## Appendix 2 James Brindley School at Schoen Clinic Newbridge

Education is provided by James Brindley Academy which is the Hospital School provider for Birmingham; it operates on ten sites across the city providing education in hospitals, small centres, and student homes. There is a wealth of experience within the city-wide staff team, high staff to student ratios, and state of the art technology including access to the James Brindley Academy learning resources network. James Brindley Academy employ 9 members of staff at Schoen Clinic Newbridge over five days. We aim to provide specialist teaching in English, Maths, Science, Humanities, MFL, Art and Music. Where there is not a specialist teacher, we will utilise the advice, guidance, and support of teachers / tutors at home school provisions and colleges. Young people are encouraged to access school when not in therapy sessions. Students are typically dual registered with their home school. Where a young person is not on roll at an alternative provision, teachers will plan and deliver an appropriate curriculum pathway that takes account of their age / Key Stage. James Brindley Academy is a registered examination centre. As such, we can organise and conduct external examinations as appropriate.

Students with eating disorders generally have impaired cognitive function whilst their brains are in starvation mode. This presents itself as poor concentration and agitation, often resulting in anxiety about missed work. In addition, students often struggle to learn and retain new information in the early stages of treatment. Despite this, it is important that young people receive work and direction from school. James Brindley teachers are experts in supporting students to access work in manageable sections. Engagement in lessons represents an investment in a healthier future and gives a necessary sense of normality and feeling that they are still valued as part of the school community. As they respond to treatment, teachers often witness a dramatic change in a student’s ability to learn and catch up with missed content. As a student nears discharge, we work with members of the Occupational Therapy team to ensure a smooth transition back into mainstream school.

Parents and carers are welcome to contact a member of the teaching team should they have any queries or concerns about their child’s educational engagement and progress.

Teaching Session Times		
Session 1	09:30	10:30
Session 2	10:50	12:20
Session 3	14:05	15:05

## Appendix 3 Our hospital group

Schoen Clinic Newbridge is part of a leading international hospital group employing 11,300 colleagues treating 300,000 patients every year in Germany and the UK.

Schoen Clinic developed the first dedicated hospital in Germany for people with eating disorders in 1985.

It has since grown into a large and very well-regarded healthcare company, with hospitals focused on mental health, orthopaedics and neurology.

Schoen Clinic has a reputation for high quality, specialist services and for its commitment to outcome measurement and continuous improvement. Eating disorders specialists within Schoen Clinic regularly meet to share data and outcomes, and to evaluate all aspects of their services.

Being part of Schoen Clinic means Schoen Clinic Newbridge benefits from the support, investment and expertise of a larger hospital group.

## Useful sources of information

Schoen Clinic Newbridge website  
[schoen-clinic.co.uk/birmingham](http://schoen-clinic.co.uk/birmingham)

Beat – the UK’s eating disorder charity  
[beateatingdisorders.org.uk](http://beateatingdisorders.org.uk)

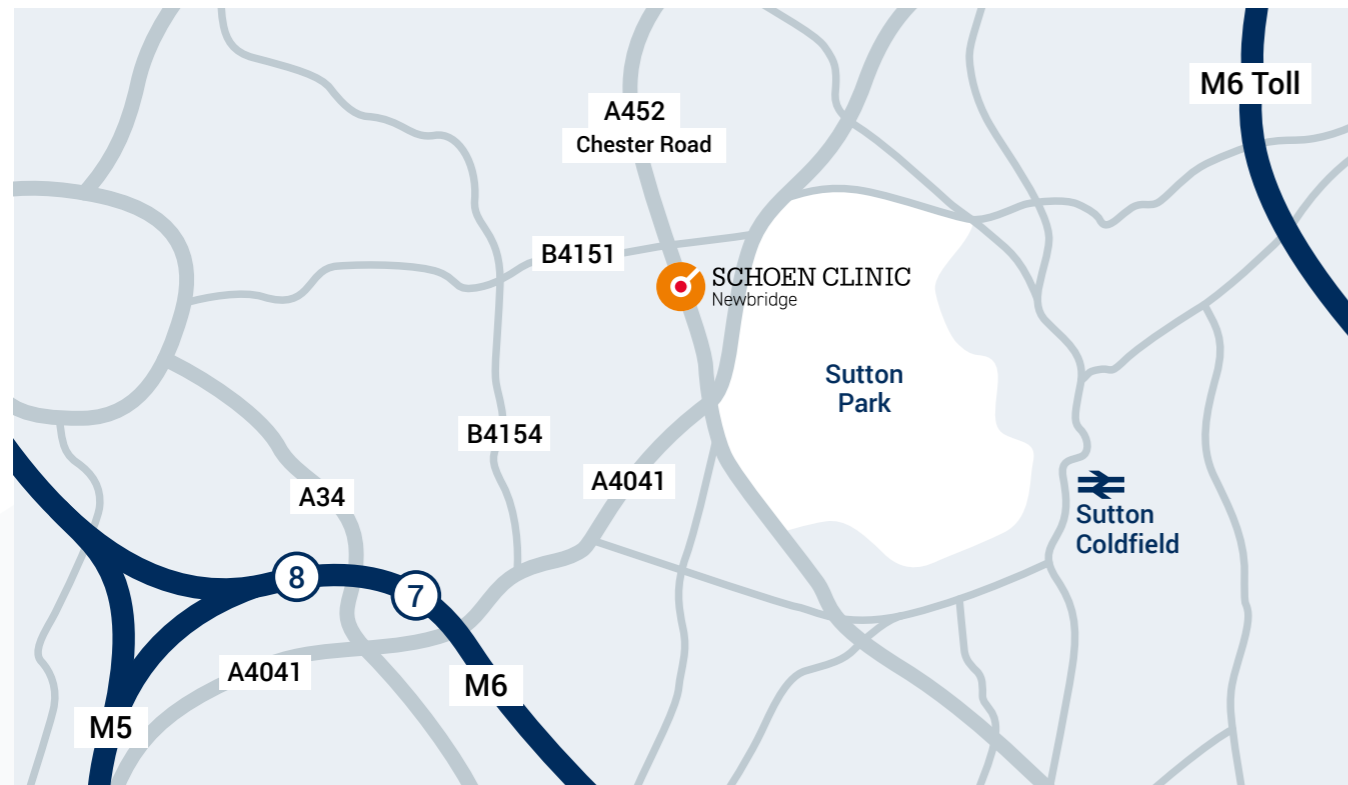
Young Minds – the voice for young people’s mental health and well being charity  
[youngminds.org.uk](http://youngminds.org.uk)

Medicines for Children – practical and reliable advice and information about medicines that your child may be taking  
[medicinesforchildren.org.uk](http://medicinesforchildren.org.uk)

Carers UK – making life better for carers  
[carersuk.org](http://carersuk.org)

Royal College of Psychiatrists – the professional body responsible for education and training, and setting standards in psychiatrists.  
[rcpsych.ac.uk](http://rcpsych.ac.uk)

## Appendix 4 Our location



Schoen Clinic Newbridge is located in Sutton Coldfield near Birmingham. This central England location is easily accessible, with very close links to national road and rail networks.

### By train

The regular Cross-City line connects Sutton Coldfield station directly to Birmingham New Street station and the National Rail network. Journey time from New Street to Sutton Coldfield is 20 minutes. A taxi from New Street station directly to Schoen Clinic Newbridge takes 20 minutes.

If travelling from further afield, Schoen Clinic Newbridge is 14 miles from Birmingham International Airport.

### By car

Schoen Clinic Newbridge is located in Sutton Coldfield, just north of Birmingham. It is very close to the M5, M6 and M6 Toll, connecting with central national motorway networks.

### Important information

Please note that if you put our postcode into a TomTom or other navigation systems, it will take you to the wrong location (147 Chester Road Brownhills). This is because Chester Road is very long, but the wrong location is ten minutes away from Schoen Clinic Newbridge.

We advise you to put in a slightly different postcode into your navigation system, B74 3NA and this will take you to the correct location. Alternatively the coordinates are: longitude W1.88441 and latitude N52.57775.







**SCHOEN  
CLINIC  
GROUP**

**Schoen Clinic Newbridge**

147 Chester Road  
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B74 3NE

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