



Leicestershire Adult Eating Disorders Service

Langley Ward

Information Booklet for Patients



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Welcome to Langley Ward

Langley Ward is a sixteen bedded unit primarily for the treatment of individuals with anorexia nervosa. The unit serves the local population of Leicester, Leicestershire and Rutland as well as the four surrounding counties of Lincolnshire, Northamptonshire, Nottinghamshire and Derbyshire. Langley Ward is part of the Bennion Centre which is based on the site of the Glenfield General Hospital. The Bennion Centre has two other wards which serve the needs of older people with mental health problems. There is also an outpatients department for the adult eating disorders service and for older persons' services as well as day care facilities for both these services.

This booklet aims to give patients, and prospective patients, information about the care provided on Langley Ward.

We hope that you find the information in this booklet helpful. If you can't find what you are looking for, please ask a member of staff and we will do all we can to help you.

Ward Address and Contact Details:

Langley Ward
Bennion Centre
Glenfield Hospital Site
Groby Road
Leicester
LE3 9DZ
0116 295 1474
0116 295 1511

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Langley Ward philosophy

The philosophy of Langley Ward is a set of overall attitudes, beliefs and expectations concerning the nature of the tasks of recovery from anorexia nervosa and how these may be assisted. Some are easily stated, others less so. The following are some relevant statements:

Recovery from anorexia nervosa requires both physical and psychological change.

- Such change is frightening for the person with the disorder who is characteristically fearful both of change and of staying the same.
- Change is demanding and yet real progress toward recovery cannot take place unless the person with the disorder is pushing themselves to face up to change. The person needs as much as possible to “own” the process of attempted change.
- True progress toward recovery is always a voluntary process although it is characteristically conducted against a background of mixed feelings.
- The role of others is to advise, assist, and most of all to try to promote an atmosphere of support, safety and confidence within which the person may take risks and strive to change.
- Such an atmosphere may be promoted by a combination of predictability – as reflected in the boundaries of the treatment phases, with some flexibility which recognises the person as an individual.
- Therapeutic relationships of all kinds are central to the process of recovery.

On Langley Ward we aim to:

- Actively engage people to work in collaboration with us
- Treat the person and their family with dignity and respect
- Help the person understand and disentangle themselves from their disorder
- Promote shared responsibility for each person’s recovery
- Use evidence based treatments and best clinical practice
- Deliver a person centred approach
- Facilitate weight restoration

We offer two main types of inpatient treatment - the weight restoration programme and short term admissions. Our inpatient packages are individually tailored to ensure each person has the potential to benefit from the time that they spend with us.

Very rarely interventions such as the use of naso-gastric feeding, or close levels of observations, may be required to either save life or to avoid critical physical or mental deterioration. These are interventions of last resort. They are used for the minimum amount of time required to restore a position of clinical stability. We will continue to support you in all other aspects of your recovery during this time.

Staff on the ward

Langley Ward is staffed by a multi-disciplinary team of nurses, occupational therapists and medical staff. From day-to-day you will probably have most contact with the mental health nurses, health care support workers, occupational therapists and the ward clerk. All these staff have name badges and can be identified on our photo board on the ward.

There are also other people that you may have regular contact with such as the psychiatrists, therapists, the ward dietician as well as catering and cleaning staff.

There will also be other people who visit the ward occasionally and may be involved in your care in some way such as, social workers and pharmacists.

You may also be asked if you would be willing to talk with one of our researchers or students in training but you are not obliged to do so and if you do not want to, this will not affect your care in any way.

Staff on the ward

Qualified nurses - have completed relevant training in mental health nursing and will provide treatment and care to meet your psychological, physical and social needs. Your named nurse (sometimes referred to as a key-worker) will be a qualified nurse. The Ward Manager is a senior nurse, in charge of Langley Ward.

Healthcare support workers - are unqualified nursing staff, and work under the guidance of qualified healthcare professionals. They make an important contribution to high quality care delivered on the ward.

Occupational therapists - use meaningful and purposeful activities to assess and treat patients with physical and mental health conditions. They will find ways of coping with problems which may be a result of individuals' conditions and find ways of coping to encourage independent living and a better quality of life.

Ward clerk - will carry out secretarial and administrative tasks to ensure Langley Ward will run smoothly.

Psychiatrists - are medically qualified doctors who specialise in the diagnosis, treatment and prevention of mental health conditions. Psychiatrists may recommend appropriate treatment and prescribe medication.

Consultant psychiatrist - an experienced mental health doctor with further training in psychiatry. They will supervise junior doctors, and are medically responsible for the care of people receiving mental health services.

Staff on the ward

Therapists - are experienced mental health professionals with a health-related qualification, usually in nursing, occupational therapy or psychology who have undertaken additional training. Therapists help people to be in more control of their own lives by enabling them to understand themselves and their relationships with others. They provide therapy on a one-to-one basis and also in groups. There are many different types of psychotherapy (also known as talking therapies).

Dieticians - provide impartial advice about nutrition and health. The dietician on Langley Ward works largely in an advisory capacity with the nursing staff on the ward, but will see individual patients at the request of the multidisciplinary team.

Pharmacists - are healthcare professionals who ensure that the medication that patients receive is safe, effective and appropriate. If you would like to discuss any aspect of your medication with a pharmacist, please speak to your named nurse who will arrange this for you.

Students - who are in training will regularly spend time on Langley Ward and are always supervised by qualified healthcare professionals. On occasions, we may ask if you are happy for a student to provide your treatment. You have the right to say no, and we will fully respect this. This will not affect the care that you receive.

How does the ward work?

The ward can be a busy place but most patients soon get used to the routine and feel settled. Nursing staff have a change of shift three times a day.

Nursing staff are split into two teams, **RED** and **BLUE**.

A notice board on the ward will tell you which staff are on duty that day and night and will indicate the Nurse in Charge on every shift.

The other staff members from the team who are involved in your care tend to work between 09:00 and 17:00 on weekdays.

Within a few days of admission you will be assigned your named nurse, (sometimes referred to as a key worker). Your named nurse will be a qualified nurse who will take the lead in fully assessing your care needs. Your named nurse and the rest of the team will then work in partnership with you to develop a care plan to meet your individual needs.

You can expect to meet with your named nurse between one and two times a week. If they are away on holiday or on a training course for example, another member of their team will be assigned to oversee your care. However, during your stay you are free to talk to any member of staff on the ward.

Your named nurse will oversee your plan of care whilst you are in hospital. This plan will be shared across the care team.

Mealtimes

Most of our patients are on the weight restoration treatment programme for anorexia nervosa. This programme provides specific measures about what and when patients eat. Further details about this are available in the Treatment Programme Care plan.

Patients not on the weight restoration treatment programme may have their dietary requirements and mealtimes planned individually with their key worker and consultant psychiatrist.

Meals are served at the following times:

Breakfast – served between 08:15 and 08:45am

Lunch – served at 12:30

Evening Meal – served between 17:15 and 18:15

Evening snack – served between 20:15 and 20:45

Post-meal distraction

Post-meal distraction takes place Monday to Friday after lunch time meals, and lasts 45 minutes. Staff will facilitate activities such as board games, quizzes or low key craft activities which aim to distract patients from feelings of guilt or eating disorder behaviours following meals.

Mealtimes

Placemats

We allow patients to create their own placemats, with pictures, photos, inspirational quotes or messages. If you wish to do this, the ward clerk will be happy to laminate them for you.

Guidelines for additional sauces/condiments

Salt or pepper is deemed appropriate for the following meals:

- Any foods served in their own sauce e.g. fish in parsley sauce
- Any pasta dishes
- Baked potatoes

Additional sachet condiments 1 vinegar/2 Tomato OR 1 brown sauce can be used on:

- Chips
- Roast potatoes
- Sautéed potatoes
- Quiche (no vinegar)

Meals appropriate to use 1 sachet of mustard are:

- Sausages (only if they come without a sauce)
- Roast beef dinner

***It is not appropriate to have condiment sauces on ethnic meals such as curries.**

Medication

There are scheduled medication rounds four times a day at: **09:00; 13:00; 18:00; and 22:30**

If you need medication outside of these times then please bring this to the attention of the nursing staff.

Medication is provided by the ward. Any medication which has been brought in from home will be assessed by the ward pharmacist before being dispensed on the ward. Please hand over any medication you have brought into hospital to the nursing staff. Also, if you or your visitors bring any medication onto the ward during your stay, please ensure that this is handed over to nursing staff for the safety of all patients on the ward.

If you are on medication and this needs reviewing then this will be done by one of the doctors on the ward. Do not be afraid to ask the doctor or nursing staff questions about your medication if there is anything you do not understand or you would like more information. Our pharmacy department can give you a leaflet on medication that you have been prescribed. If you would like to discuss any aspect of your medication with a pharmacist, please speak to your named nurse who will arrange this for you.

On discharge patients are given two weeks supply of medication. Follow-up prescriptions should be arranged with your GP.

Ward round

There is a multi-disciplinary ward round which takes place once a week. You can expect to have a review at least every four weeks. Staff who have been involved in your care will attend the ward round. Your consultant psychiatrist will lead your meeting, and will review and plan your care in collaboration with you and other staff involved with your care.

Care Programme Approach (CPA) Meetings

In addition to the ward rounds you will also have other meetings where you can discuss your views and review your care plan. These meetings will form part of the Care Programme Approach and will be called CPA Review meetings. You will have a CPA care co-ordinator who will be responsible for organising these meetings and overseeing your care. Your care co-ordinator might be the same person as your named nurse or it might be someone different – for example if you do not live in Leicestershire then it might be someone from your local eating disorders service.

The CPA process ensures that within four weeks of being admitted, there will be a meeting where patients and all relevant healthcare professionals will discuss your views and review your care plan. These CPA meetings will continue approximately every eight weeks throughout your admission. These meetings are central to the process of supporting you in your recovery and helping you with the transition back home. If you wish, you can invite your carer, family members or friends to attend these meetings with you.

Please refer to the Care Programme Approach leaflet contained within this pack for more information.

What do I need to bring with me?

Many of the patients on the ward are expected to stay for several months and in order to make your admission more comfortable we do allow many personal items. However, it is important to remember that bed spaces are small and storage space is limited.

Wherever possible we encourage all patients to be responsible for their own possessions. We do provide lockers and wardrobes to keep small sums of money and belongings safe. Items such as televisions, stereos, and laptops are allowed but require testing by hospital estates staff before use. We would advise you not to bring valuable items, such as jewellery, onto the ward.

Mobile phones are allowed on the ward but patients are requested to have them turned off during meal times and group activities. Carers, family and friends can call the office phone which is cordless. The number is **0116 295 1474**.

We cannot accept any responsibility for loss of or damage to personal property, including money, unless you have been given an official receipt from the Trust.

The ward has a supply of clean linen and towels as well as duvets and pillows. Duvets from home are not allowed due to health and safety legislation.

Dress code

You are requested to wear appropriate clothing whilst on the ward. In view of the expected weight restoration and change in body shape it is advisable to bring loose, casual clothing. It is not appropriate for short or revealing clothing to be worn.

Here are some guidelines which we ask that you adhere to at all times.

- Clothing should not be too tight fitting or revealing, shoulders and collar bones should not be on display.
- The midriff should be covered at all times.
- Dresses, skirts or shorts should be of appropriate length e.g. knee length, and worn with thick tights or leggings.
- All clothing should be weather appropriate. During winter months, patients will be asked to dress appropriately. e.g. coats and scarves to be worn on walks.

Visiting times

Visiting times have to be balanced around the running of groups and meal times. We would therefore ask that during the week visitors come after tea time which is finished by approximately 18:15.

At the weekend, visiting times are more flexible and we appreciate that many visitors have long travelling times. However visitors are requested not to arrive before 10:00 and to have left the unit by 20:00. Visitors will also be asked to leave the unit around meal times:

Lunch: 12:30 – 13:15

Tea: 17:30 – 18:15

Please talk to nursing staff if you expect to receive visits from children. Children may visit the ward after prior arrangement with the nurse in charge, and we do have visiting areas suitable for families that we can book for you.



Getting around the ward

On your admission to the ward, you will be issued a yellow wristband which allows you to swipe and open doors.

This will give you access to areas on the ward. However, at the beginning of your admission you may have restricted access to certain areas of the ward.

Your named nurse will explain which rooms you have access to during your admission.



Weighing days

We will obtain a height and a baseline weight for you on the morning following your admission. Following this, we routinely weigh all inpatients on Tuesdays and Saturdays at approximately 07:45. Please remain in your night clothes for weighing.

Bathing and showering

There are en-suite sink and toilet facilities for nine bedrooms on the ward and there are also four shower rooms and one bathroom. Patients are requested to bring in their own toiletries. The bathing facilities are routinely cleaned but additional cleaning products can be obtained from nursing staff if required.

To avoid disruption to other patients the bathrooms and shower rooms are locked from 10:00 and opened again at 18:30.

Laundry

Laundry facilities are situated on the ward. Days in which you are able to use these facilities are as follows:

Rooms: 1-7 Monday and Thursday

Rooms: 8-12 Tuesday and Friday

Rooms: 13-18 Wednesday and Saturday

If rooms 1-7 are of low occupancy, rooms 8-12 can use facilities on Monday, and rooms 13-18 can use facilities on Thursdays.

We kindly ask that you provide your own washing powder.

Newspapers, snacks and refreshments

There is a vending machine in the main reception of the Bennion Centre and a shop and restaurant in the Glenfield General hospital. The shop sells newspapers, magazines, drinks, snacks and some toiletries. However, due to the nature of the difficulties faced by our patients, most will have their access to buying snacks restricted. Daily newspapers are delivered free to the ward for your use.

Patients' bank

The Bradgate Unit, which is linked by a corridor to the Bennion Centre, has a patients' bank that can be used to deposit and withdraw money as required. Benefit books can be handed into the bank and every Thursday these will be cashed and the money withdrawn. The Ward Clerk can assist with deposits and withdrawals.

The patient's bank is only open Mondays to Fridays between 09:00 and 13:00.

There is a cash point situated at the main reception of the Glenfield General Hospital.

Local amenities

A folder containing information about facilities available in the local area can be found in the main communal area of the ward.

Ward facilities

The ward provides many facilities for our patients, which can be used during day programme or outside of day programme hours including evening and weekends.

These include; board games, TVs, a Wii, a wide selection of DVDs, a craft room and different communal areas. There is also a box containing some basic craft projects on the ward.

The ward has free Wi-Fi! Please consult a member of staff for the correct username and password.



The ward also has a courtyard, and a garden for patients to use.



Internet use

Trust staff have a duty of care to ensure that the use of and sharing of patient information is not detrimental to the health and wellbeing of the patient.

Please be aware that taking pictures, video or sound recordings of any person, patient, visitor or staff member is prohibited on all Leicestershire Partnership NHS Trust premises without prior permission. Any distribution of such recordings or images may be contravention of the Data Protection Act 1998 and Human Rights Act 1998, and could lead to prosecution.

In order to further support the Trust's obligations to staff and visitors, and its duty of care to patients; patients and visitors should not:

- Create, send, forward or post any material which is libellous, pornographic, sexually explicit, obscene, indecent or extreme, or which is discriminatory or harassing, or includes hostile material relating to age, gender re-assignment, marriage or civil partnership, pregnancy and maternity, sex, race, sexual orientation, religious or political convictions or disability, or incitement of hatred, violence, terrorism or any illegal activity.
- Knowingly create, send or post material which causes distress or offence to a member of staff, patients or visitors.



Mobile device guidelines

Patients are free to use mobile devices including mobile telephones, smartphones, tablets and laptops in many of the ward areas. Areas where they are not to be used are clearly signed. Please be aware that taking pictures, video or sound recordings of any person, patient, visitor or staff member is prohibited on all Leicestershire Partnership NHS Trust premises without prior permission. Any distribution of such recordings or images may be contravention of the Data Protection Act 1998 and Human Rights Act 1998, and could lead to prosecution.



Pro-anorexia websites

Research suggests that there are significant risks associated with visiting pro-anorexia websites. However, this is contrasted with a sense of belonging for a group of people who often feel misunderstood. We encourage patients to discuss this sensitive topic with staff. In view of this, we have a dedicated member of staff who is available to discuss the complexities around this with you. Please ask your named nurse to direct you if you feel that this would be helpful.

Day programme

The day programme is open Monday to Friday and is situated in the Forest Grange unit, in the Bennion Centre. It consists of a variety of different therapeutic groups and activities, and supplies various amounts of craft resources, DVDs and games. Please consult a member of staff if you would like to use any of these. Evening and weekend activities are held on the ward.

Below is an example of a typical day programme timetable.

These are displayed on the notice board on the ward.

(Changes on a weekly basis)

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
10:30 LEAP Trivia Quiz	10:15 Progress Group 11.15 Moving on Group	09:15 Ward Round 10:00 Meal Cookery	09:00 Pilates 10:00 Canvas Art	09:30 CBT	Weekend Group	Weekend Group
12:30 Lunch	12:30 Lunch	12:30 Lunch	12:30 Lunch	12:30 Lunch	12:30 Lunch	12:30 Lunch
Post-meal Distraction	Post-meal Distraction	Post-meal Distraction	Post-meal Distraction	Post-meal Distraction		
14:00-16:00 DBT	14:15 Comm Meeting 3:15 Sandwich Making	14:30 Film after-noon	15:15 Sandwich Making	14:15 Film after-noon		14:30 Film after-noon
17:15 Tea	17:15 Tea	17:15 Tea	17:15 Tea	17:15 Tea Activity	17:15 Tea Activity	17:15 Tea

Smoking

We aim to make sure that you are cared for in a clean, safe and pleasant environment. As an NHS service, we are concerned about the risks of smoking to general health both for those who smoke and for those who have to be around smokers. For this reason, and to comply with the law, we do not allow smoking on the ward but there are designated areas outside where legally people are allowed to smoke. If you would like to think about giving up smoking, our staff will be very pleased to support you with this.



Vehicles and driving

We ask inpatients not to bring vehicles onto our premises or car parks, unless you have agreed this with your consultant psychiatrist and named nurse.

Patients with a body mass index below 15 are advised not to drive and are required to inform the DVLA of their condition. As both mental health difficulties and medication affect concentration, please ask your consultant psychiatrist for advice before you drive a vehicle.

Safety of patients and staff

The ward staff and our Trust are committed to providing a safe and pleasant environment for all the people who use our service. Please tell a member of staff if you feel worried or unsafe at any time, or if you feel concerned about the safety of anyone else on the ward. If you prefer to talk to someone outside of the ward, we will advise you who you can speak to or you can contact any of the advocacy services mentioned later in this booklet. If you wish to make a complaint about safety on the ward, this will be carefully investigated and we will do all we can to maintain the safety of all concerned whilst the investigation is being conducted.

We aim to provide high standards of care and service and to treat you with dignity and respect and our staff also have the right to be treated with dignity and respect. We have a zero tolerance policy towards incidents of violence, abuse, bullying and harassment towards staff, patients and any visitors to the ward. Any incidents of this kind will be treated seriously and appropriate action will be taken.

Please help us maintain a safe environment by not consuming alcohol or drugs whilst you are an inpatient. Alcohol, or drugs which have not been prescribed by us, are not permitted on the premises. If you need any help or advice regarding alcohol or drug misuse, please talk to your named nurse as specialist help is available.

Please do not bring dangerous objects such as knives, onto our premises. Items such as razors and nail scissors should be handed to staff for safe keeping until they are needed. If there is significant concern that an item may have been sent to you through the post which has the potential to be dangerous to the health and safety of yourself, or to others on the ward, then staff reserve the right to request that you open your post in front of them. Such occasions are extremely rare and we would only do this if we had cause for concern.

Fire procedure

If the fire alarm sounds, patients are requested to go safely and quickly to the reception area in front of the nursing office and await instructions from the nurse in charge.

If patients are off the ward they are advised to take instruction from members of staff regarding their safe exit from the building.

Ward responder

Occasionally, staff working within the Bennion Centre may require assistance from colleagues in an emergency. Each ward has a responder who will attend to such emergencies. The responder on duty on each ward will carry a pager. If the pager sounds they will leave the ward quickly. Please do not be alarmed if you see a member of staff leaving Langley Ward in such a way.

Call buttons

Call buttons to alert staff can be found in the assisted shower, toilet and bathroom areas. We may occasionally issue patients with their own call button for their personal use on the ward. If you feel that you may benefit from having one, please speak to your named nurse.

Confidentiality

By law, all staff working within the Trust must keep information confidential. We carefully store all our healthcare notes. Other people involved in your care may need to see some information, for example members of your care team. You have a right to ask who we are giving information to, and why this information is being shared.

If we need to pass any information to people outside the care team, we would normally ask your permission. For example, if your named nurse needed to talk to a housing officer on your behalf.

There may be times when we need to pass on information to avoid a risk to yourself or others. We will normally discuss this with you beforehand. However, if staff are very concerned, they may pass on this information without your permission.

If you would like more information about this issue, please refer to the leaflet 'How we use your information in the NHS' contained within this pack.

Healthcare records

You have the right to see the records written about you. If you would like to look at these records, you should contact your consultant psychiatrist, your named nurse or your advocate. They can discuss your records with you informally or help you to make a formal application to read your records.

If you make a formal application and arrange to read your records we can arrange for a member of staff to be there to answer any questions you may have and to explain any terms that you may not understand.

If you feel the information in the record is incorrect, you can ask your named nurse or consultant to discuss how you can go about amending them. You also have the right to challenge the contents of records and to be given the opportunity to add your own views.



Advocacy

Advocacy is a way of representing people's interests. Advocacy can empower you to express your personal views and needs (for example, by an advocate accompanying you to meetings or helping you to write letters) to ensure that you get your full rights and entitlements. Advocacy can also assist you to make informed choices by offering you the information you need.

Your named nurse can help you to choose an advocacy service if you feel you need or want one.

Your named nurse will also make sure that you receive details of any voluntary organisations that may be able to help or support you.

Leaflets and flyers containing details including contact numbers, for advocacy and other support services, can be found on the ward.

You can contact these services directly or we can help if you want us to.

Spiritual, religious and cultural needs

Your named nurse will ask you if you have any spiritual, religious and cultural needs, and together you can agree on how best we can meet these needs.

The following services are available:

- An area for private prayer in the Bradgate Unit and in the main Glenfield General Hospital
- Information on local religious support
- A high quality, confidential interpreting service
- Books and written information in various languages

Healthcare chaplains are available to anyone who uses our service. Whatever your particular faith, or if you have none, the chaplain can arrange for you to receive suitable help and support. You can ask any member of staff to contact the chaplains or you can call them on 0116 295 7569.



Disabilities and other individual needs

As an NHS Trust, we are committed to valuing people's differences and treating everybody fairly and equally. We aim to provide non-discriminatory services that are responsive to individual needs, taking into account race, religion, disability, age, gender and sexual orientation. Your named nurse will work with you to assess your individual needs and together you can agree how they can best be met.



Language and communication

We can offer information and an interpreting service in a number of different languages for those people whose first language is not English.

If you are blind, partially sighted, are deaf or have problems with reading, staff will be happy to give you information in a way which you find acceptable. Please ask staff for any help you need.

Safeguarding

We are committed to safeguarding the welfare of children, young people and vulnerable adults and assure you that we will treat all allegations of abuse seriously.

Patient Advice and Liaison Service (PALS)

The Trust has a Patient Advice and Liaison Service (PALS) who are there to provide support and advice about services and to try to resolve any concerns people may have about their care and treatment. PALS can be contacted on 0116 2950830 or by emailing: PALS@leicspart.nhs.uk

The logo for the Patient Advice and Liaison Service (PALS) features the word "PALS" in a large, bold, blue, sans-serif font.

Patient Advice and Liaison Service

Complaints procedure

If you are worried or unhappy about any part of your care, talk it through with your named nurse or another member of staff. You can also ask to see the Ward Manager. Very often it is possible to sort out any problems in this way.

If you are not happy with the outcome then there is a formal complaints procedure that staff will tell you about and a leaflet which explains how to make a complaint. We guarantee that your care will not suffer because you have complained.

If you would like independent help in making a complaint the complaints leaflet contains information about the help that is available or you can contact an advocate. Your named nurse can help you with this if you would like them to.

If you do not feel able to raise the matter with a member of the team in the first instance please contact:


Complaints Team
Leicestershire Partnership NHS Trust
Room 170
Penn Lloyd Building
County Hall
Leicester
LE3 8TB
Email: complaints@leicspart.nhs.uk
Tel: 0116 295 0831

Comments and suggestions

It is useful for us to hear what has been helpful for you during your stay and we are keen to learn from good experiences as well as concerns or complaints.


If you have a comment or suggestion for how your care could be improved, or would like information regarding how to make a charitable donation, please speak to any member of staff or write to:

Paul Williams
Head of Service
Leicestershire Adult Eating Disorders Service
The Bennion Centre
Groby Road
Leicester
LE3 9DZ



The Leicestershire Adult Eating Disorders Service aims to maintain high standards with regard to your treatment and care. We endeavour to promote an atmosphere of mutual respect in which both our staff and patients can work together safely and productively. We are committed to working to the principles contained in this booklet. If our ability to work to these principles is affected we will try to let you know why this is the case.

We hope you have found this information useful. Please do not hesitate to contact us if you have further questions. In addition the leaflet 'Your Guide to the NHS' and our own Trust standards are also available, and you can access further information about the Trust on www.leicspart.nhs.uk.



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