



# Welcome Guide

## The Haldon



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## Welcome

Receiving help for your eating disorder is a big step forward and a very positive decision.

It will be the first of many steps in helping yourself recover and lead a happier and healthier life.

The Haldon is a special place, it's very caring and everyone is here to support you on your personal journey towards recovery.



*'At the start every day was a struggle, however I fought onwards and with guidance and care offered by The Haldon I learned to talk openly and honestly – I began to see a way through towards a life worth living'*



## What to expect on your first day

### **A warm welcome, we're all here to help you settle in.**

When you arrive, you will be met by a member of The Haldon staff and admitted by one of our nurses, who will explain the admission process to you. This will also include things such as selecting your menu choices for the week ahead and asking to check your bag to make sure you haven't packed anything that will be unhelpful in your recovery journey. This is something we routinely do for all new residents. The check is always done when you or a member of your family are present.

On admission, a core team of staff will be allocated to you, who will have a greater involvement in your treatment journey.

Again if you are a resident, you'll be shown where you can keep small items of value. Each room has a personal safe or if you wish you can keep your money and/or cards in the Wonford House safe.

Early on in your admission you will meet one of The Haldon doctors. They're very understanding and will give you a thorough check up, so expect some blood tests, a simple blood pressure test, and they'll take your temperature. You'll be weighed and your height measured to allow them to work out your BMI (Body Mass Index). This helps them to decide your treatment plan.

Medication will be prescribed for you, which may include vitamins and supplements, and a doctor or one of the nursing staff will discuss this with you.

You'll also be given an electrocardiogram (ECG) to test your heart function and you may probably have a bone density scan. They're quite straightforward tests to check on your overall health and wellbeing.

# Things you should know

## **Observation**

Something that might take a day or two for you to get used to is the staff observation. They have to do this to maintain your safety.

Supportive observation checks take place regularly at various intervals, depending on your individual needs. Sometimes you may need more continuous support.

Observation levels are regularly reviewed and changed as required.

## **Meals**

Everyone eats together from their first day at The Haldon and this includes all meals and snacks. You'll find it's a good place to meet and chat with other people staying with us. We provide support during and following mealtimes.

## **Personal belongings**

You will need to tell the staff on arrival what you have brought with you. Please be aware that as we are safety conscious and environmentally aware, no plastic bags can be brought onto The Haldon, therefore staff will remove them if any are found.

To safeguard your property you will be asked to complete and sign a Property Checklist, which will include your valuables.

To ensure your safety in treatment you will be asked to disclose any items you have brought back with you, after a period of time away from The Haldon.

## **Electrical items**

Electrical items, for example, your hairdryer or mobile charger will need to be checked by our electricians to make sure they are safe to use. These checks can take some time, so please expect to wait until the electrical checks have been completed before you are able to use them.

## **Questionnaires**

There will be a questionnaire to complete. Together we use these to help us understand some of the thoughts, behaviours and feelings you have about your eating disorder.

We use some of this information to help track your progress during your treatment.

Your views and feedback about the service are also welcomed in order to help us improve patient experience.

## Who will I meet?

### **A dedicated multi-disciplinary team.**

#### **Dietitian**

Shortly after your arrival at The Haldon you'll meet the dietitian who will advise the team on your nutritional needs. They will produce an initial diet plan especially for you outlining recommended goals for treatment.

#### **Nursing and Support Workers**

Members of the nursing team and support workers will be here to offer you support throughout your treatment. This will include meeting with you to discuss and agree your Care Plan to ensure it accurately reflects your treatment needs and risk management

#### **Occupational therapists**

You'll also work with The Haldon occupational therapists. They will support you throughout your treatment journey, including the group programme and teach you skills you'll need after your treatment is finished at The Haldon.

#### **Peer Support Worker**

The Peer Support Worker has a lived experience of eating disorders recovery, and will support you throughout your admission

#### **Psychologist and family therapist**

Our psychologist and family therapist are here to help you work out what triggers your eating disorder.

You'll meet with them regularly and probably talk about how your eating disorder affects you and your family and what this means for your recovery. They help the team understand more about who you are, your past struggles and present difficulties and not just about your eating disorder.

#### **Your family needs to support you**

Our family therapist can offer separate support to help your family understand your eating disorder and provide advice on how they can help you to recover.

Your family will be invited to a monthly Family and Friends Support Group with our Family Therapist.





## Where will I stay and what do I need to know?

We try to make you feel comfortable and encourage you to bring some personal belongings

### **Personal space**

Everyone needs their own personal space and for this reason you are not permitted to enter each other's bedrooms. As there is continuous monitoring of all people in treatment at The Haldon, please don't be surprised if you notice torch light in the middle of the night.

### **Haldon bedrooms**

The Haldon bedrooms are bright and cheery, each has a comfortable single bed with a duvet, sheet and pillows, a desk and chair where you can study or simply use it as a dressing table, and of course there's a wardrobe with a small safe. If you'd prefer to bring your own bed linen, that's fine, it's nice to make your room more personal.

### **Bathrooms**

A choice of showers or baths are provided for you in the residential area.

We will provide towels, but you can bring your own if you prefer.

### **Laundry**

You'll be able to do your own washing at The Haldon. The laundry room has a washing machine, tumble dryer, iron and ironing board. You do not need to bring detergent or fabric softener, as the washing machine is pre-loaded with both.



## Introducing mealtimes

We realise that mealtimes can be difficult and for this reason all meals are supported by our nursing team.

In time, you may find this can be a sociable and enjoyable experience.

By the time you leave The Haldon you'll find that meal times can be a time to catch up with others and also a time for you to help new people as they start their own recovery journey.

To give you an idea of the meal structure, for your first week, you'll almost certainly start on half portions as your body has to be slowly re-introduced to good nutritional food.

The amount you eat will gradually be increased over the second week until you are on standard portions.

The meals are structured to include breakfast, lunch, tea and snacks.

All meals and snacks have to be eaten within a reasonably agreed time. In early treatment if you haven't managed to finish them you will be offered a supplement drink to make up the nutritional value of your meal plan.

### **Drinks**

Your body needs a balance of fluids to be healthy – not too much, not too little and that's why your fluid intake will be closely monitored by the nursing team.

Additional drinks are available outside of meal and snack times, but need to be agreed with the team. We also have a 7.30pm optional drink and during the night you're allowed up to two glasses of water or a hot drink.

## Challenging your thinking around food

All meals are nutritionally balanced to give you the correct ratio of proteins, fats and carbohydrates.

Breakfast is prepared in The Haldon's dining room and generally fruit juice, cereal and toast are served.

Your lunch is always your main meal of the day and will always be followed by a dessert. At tea-time, you'll be served a lighter meal which again will be followed by a dessert.

The meals have been carefully developed to challenge your thinking around food and to allow yourself foods that will form part of a normal daily life and that challenge your current eating habits.

You'll be able to choose your own menu from a small selection and there's always a vegetarian option.

The menus change on a four weekly basis so there's always something different. You'll be asked to select your choice in advance. If you have any special dietary requirements, for example, dairy free, gluten free, vegan or specific cultural or religious needs these can all be arranged.

To help you prepare for the future, all meals are measured in cups. It's an easy way to ensure you're eating the right amount. No two meals will ever be exactly the same, so if you're eating different meals to other people it's likely that the actual quantity may differ.



### **Tracking your weight changes**

For weight restoration, the meal plans are designed to provide you with a weight gain of only 0.7-1.2 kg per week, which is in line with national guidelines. Your weight is closely monitored and your diet plan is increased or decreased to keep you on track with these targets.

### **The Dining Room**

You'll always have help at hand around meal times. The dining room is a very supportive place. We will give you lots of encouragement.

Treat mealtimes as a chance to meet with others and challenge your previous relationship with food.

### **Post meal support**

Following meals you will spend time together in the lounge, where we will always be available to support you at this often difficult time.

### **The Big Kitchen**

With time, as your confidence builds, you can take up the challenge of your own meals by taking part in the Food Preparation and Social Eating Group. Imagine how proud you'll feel when you progress to this stage. The Big Kitchen is equipped like a household kitchen, in fact it feels quite homely.

At first, food preparation and social eating is a group activity with usually up to four people. You learn how to plan, shop and prepare your meals together. It provides an opportunity to try out new foods that fit with your nutritional needs.

Once you have mastered these new skills, you'll gradually progress to independent cooking and be able to look forward to developing your own personalised menus and style of cooking.





## Your care and treatment

At The Haldon we will help to teach you healthy and effective skills for coping with difficult emotions and situations. With support you can become more flexible, have more fun, be more social and feel at ease with yourself.

As part of your care and treatment programme a number of skills are taught through group sessions.

### **Group programme**

You will be invited to attend different groups, including Skills Groups, and in order to get the best out of your period in treatment, attendance at the groups identified as being helpful for you is expected.





# Someone will always be there for you

## Who will support me?

When you join us at The Haldon, you will have the assistance of a designated core team of staff who will support you from the time you are admitted until you leave. It can be a great comfort to know that someone will always be there for you, especially in the early days of treatment.

When you start to have periods of time at home there is 24-hour telephone support available, which we would encourage you to use.

You'll also have a 'buddy' for your first few days – someone else getting help at The Haldon- who is happy to be there for you and to answer any questions you may have about being at The Haldon.



# What will I do during the day?

Here's a guide to a daily programme routine.

08.30 - 09.00	Breakfast for residents
10.15 - 10.30	Snack
10.30 - 12.30	<b>Designated activity</b> - Opportunity to participate in The Haldon Group Programme and activities
12.45 - 13.30	Lunch
13.45 - 15.15	<b>Afternoon sessions</b> Opportunity to participate in The Haldon Group Programme and activities
15.15 - 15.30	Snack
15.30 - 16.30	<b>Group activity</b> - Opportunity to participate in The Haldon Group Programme and activities
16.30 onwards	Free time
17.30 - 18.00	Tea
21.00 - 21.15	Snack for residents



## Group activities

**Alongside the Skills Groups, there are therapeutic groups that you can attend such as:**

### **Doctors' Group**

One of our doctors leads this group. You can ask them any medical questions you have about your eating disorder and it is an opportunity for them to give you the correct medical advice

### **Weekend Planning Group**

This group plans activities for when you're away from The Haldon. It helps to make your days out a success, especially when sorting menu plans and arranging general activities.

### **Free Time**

Following your day of group work and skill learning, there are several different activities to keep you busy during your free time or you may simply want to relax.

Most people at The Haldon spend time in the large lounge. Here you'll find comfy sofas, a nice large television with a full set of Freeview channels, so you won't miss your favourite TV programmes. There are also lots of board games and puzzles which are fun to play with other people staying at The Haldon.

You can also enjoy the interactive Wii. Why not try Wii Sports games like bowling, tennis or boxing?

Quite a few residents like doing something creative. If this is what you enjoy, head to the large craft room which is full of creative materials including water colour paints, card making kits, fabric and silk painting and even felt making kits. It's the perfect way to put your mindfulness therapy into practice.

There's also an electronic piano and if you haven't brought a laptop, there's a shared computer. During the warmer months, you'll be able to enjoy the grounds of Wonford House. It's a lovely place to relax and is full of majestic trees, wild and fragrant flowers and is home to several squirrels.



# Non-residential programme

People on the non-residential programme must be physically stable and considered safe enough for daily travel and they must live a suitable distance from The Haldon.

Non-residents are generally at The Haldon between 10.00am and 6.00pm depending upon their individual treatment programme. This means they can continue to meet family commitments and socialise outside The Haldon. Even if you're on the non-residential programme, you must meet the same weight gain targets as residents and be able to work to an agreed menu plan when at home, for example, breakfasts and weekend meals.

## **Haldon staff support**

During the day you will have the same access to all staff at The Haldon.

If you're away from The Haldon and need support, there's a 24-hour telephone support line available.

## **Meals away from The Haldon**

It's very important for non-residents to follow the guidance about appropriate meals. This includes breakfast and evening snacks during the week and all meals at the weekend. You will meet with the dietitian or occupational therapist to discuss meal planning and gain portioning advice for preparing your own meals. There is also a weekly planning group where you can get help and support from others with any issues relating to time away from The Haldon.

## **Non-resident travel arrangements**

Non-residents are generally at The Haldon Monday-Friday as part of their individual treatment programme. People on the non-residential programme use local transport, taxi or their own vehicles. Help with the travel expenses incurred may be possible and for those using their own vehicle, parking permits are also available.

## Frequently asked questions

### **Will I be allowed visitors?**

Yes, but we request that this occurs outside the times of the Group Programme, and your snack and mealtimes, so you don't miss them. Visitors need to be informed of this.

### **Can I use my mobile phone?**

Residents and non-residents at The Haldon can use their mobile phones throughout the day. However, during meal times, and in your group and individual sessions, you're asked not to use them.

### **How long will I be at The Haldon?**

Every person is different. Your length of stay as a resident and your time in treatment as a non-resident varies, depending on how much support you need and how far you want to go in your recovery. However, a rough guide is around three months.

### **Will I get time away from The Haldon?**

Time away from The Haldon depends on your progress and usually starts a little later in treatment. The Haldon team will decide when you're ready to have some time out in the fresh air and away from The Haldon.

### **What is The Haldon's approach to exercise and activity?**

At first, activity is kept to a minimum at The Haldon and what you do will depend on your physical health. As soon as your health reaches a reasonable level, you can go outside for brief fresh air breaks, with staff initially and later on your own.

We take a positive approach to exercise. We offer opportunities for social exercise as part of people's treatment programme. We offer a specific group to help you develop healthy attitudes towards exercise.

### **What about holidays**

Unfortunately, we cannot support prolonged periods of time away from The Haldon, for example, family holidays, even if pre-arranged prior to admission.

### **What should I bring?**

We want you to feel comfortable at The Haldon, so please bring at least three changes of comfortable clothing, as well as nightwear, toiletries and your personal essentials. However, we would ask that you limit this to one medium-sized suitcase and one medium-sized holdall.

Most people bring a few things like favourite magazines, books and arts and craft material. You might like to bring your music and mobile. In fact, bring anything that will help you to settle in and keep a small amount of money with you.

### **What can't I bring?**

We request that you do not bring any food, drink, non-prescribed medication or chewing gum. Any plastic bags and sharp objects, for example, razors, are removed for safety on admission, but handed back to you to use when needed.

### **Can I smoke?**

As in all NHS buildings, there is strictly no smoking in The Haldon or in the grounds and this includes the use of e-cigarettes unless e-cigarettes have been approved by Devon Partnership Trust. However, we'd like to suggest that you take this as an opportunity to think about options to help you stop smoking, and we can support you with this.

### **Can I access the Internet?**

Yes, there's a computer in The Haldon for everyone to use or if you wish to bring a laptop, there's WiFi access; an access code will be allocated for you on request.

### **Can I keep in touch with my community workers?**

Yes, these relationships are a vital part of your recovery and future planning.

### **Can staff accept gifts from patients?**

Whilst it is really rewarding for our staff to be thanked for their work, we need to ensure that this is done in a way which is appropriate and open and transparent. We have agreed some guidelines:

- All gifts offered to staff need to be valued at £10 or less
- All gifts will be declared and documented
- If patients do want to offer more substantial gifts, or money for example, then this is to be given to the team and will be paid in to The Haldon charity fund.



## Advocacy - getting you independent help and support

Yes, an advocate can provide you with independent help and support. If you would like an advocate to support you whilst in treatment, we can put you in contact with the Devon Mental Health Advocacy Service.

An advocate is someone who can help you to express your views, make informed decisions about your care and treatment and help you challenge decisions about any concerns you may have. They can accompany you to key meetings and help you draft letters to send to healthcare professionals.

*'I would never have made the progress and achieved so much without the help and support of The Haldon Eating Disorder Service. My life has changed so much, from merely existing to now actually living and enjoying life.'*

# Contact us

We're looking forward to helping you on your recovery journey.

The Haldon Eating Disorder Service  
Wonford House  
Dryden Road  
Exeter EX2 5AF

**t:** 01392 208 263

**[www.dpt.nhs.uk/Haldon](http://www.dpt.nhs.uk/Haldon)**



## Your feedback

If you would like to know more about us, need information in a different language or format or have a concern, compliment or complaint, then please contact our PALS Team:

PALS Team

Devon Partnership NHS Trust  
Wonford House, Dryden Road  
Exeter EX2 5AF

Freephone: 0800 0730 741

Email: [dpn-tr.pals@nhs.net](mailto:dpn-tr.pals@nhs.net)

You will also find useful information about our services and issues related to mental health and wellbeing on our website.

[www.dpt.nhs.uk](http://www.dpt.nhs.uk)

