

5 April 2024

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Our Ref: FOI/05013

Thank you for your request concerning Eating Disorders – Day Unit Programme

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

- 1. Does the Trust provide any intensive community and/or day patient treatment for eating disorders (or refer patients on to receive such treatment from another NHS or non-NHS provider)? This may include day patient treatment, home treatment, or other innovative model/s. We are interested in programmes for children and young people, and/or adults.**

CAMHS

- No, and the Trust has never provided such a service

Adults

- Yes - we have day unit on site which is funded by local commissioning (referred to as the Day Service). The east of England Provider Collaborative is also funding pilots of an intensive community team for Hertfordshire (as well as other counties in the East of England) (ICS) and a region-wide Virtual Intensive day service (VIT) to which Hertfordshire CEDS service users have access. Both of these are an alternative to admission.

If you answered “No” to question 1 (either of the two options), that is all that is required, thank you for your response.

If you answered “Yes” to question 1, please answer the remaining questions below. If the Trust provides more than one model of intensive community or day patient treatment and/or has separate programmes based on age or any other criteria, please provide separate answers for each treatment programme and specify which programme is being referred to. If the Trust refers patients on to receive intensive community or day patient treatment from another NHS or non-NHS provider, please state the name of this provider, and cover this treatment programme within the answers you give to questions 2-8.

- 2. What model/s of intensive community or day patient treatment for eating disorders does the Trust provide (or refer patients onto)? (Examples include day treatment or home treatment, but we are keen to hear about any other forms of intensive treatment too aside from inpatient care.) In your answer, please specify whether these are provided in-person or online/virtually.**

The Trust has an adult eating disorders day unit which is locally commissioned and serves Hertfordshire. It is an in person provision apart from Fridays and breakfast which run virtually.

Patients are able to attend the Acorn Day Unit for a 12 week intensive day programme. The first 8 weeks are full time Monday to Friday and weeks 9 to 12 forms part of the phased discharge, where patients drop one day per week. The programme is a mixture of face to face and virtual. In the event the patients require more intensive support, a referral is made to general admissions bed or specialist ED bed.



It also has an Intensive Community Support Team covering Hertfordshire which is provided by the east of England Provider Collaborative as an alternative to specialist eating disorder inpatient treatment. This is principally in person in the service user's home but may include some phone or virtual appointments. The provision is again 12 weeks and begins with 10 contacts a week, reducing over the 12 weeks.

HPFT also hosts a Virtual Intensive Team which runs like a virtual day unit and is funded by the east of England Provider Collaborative, serves the whole of the east of England and works in partnership with the intensive community teams throughout the six Trusts in the east of England. The service itself is entirely virtual but the ICS teams or the CEDS teams perform physical/medical monitoring including weighing each week. If a person is in therapy with their community team this can continue and dietetic support, if needed is provided by the community teams. This is again a 12 week programme but can be shortened or extended according to clinical need and the clinical need of people on the waiting list.

3. What is the intensity of this/these model/s of intensive community or day patient treatment for eating disorders?

a) Please provide the information requested below. (If the Trust provides, or refers patients onto, more than one intensive community or day patient treatment programme please provide separate answers for each):

- Number of hours per day (if applicable to model)**

Day Service	8.30-15.30pm
VIT	Runs from 8.15am to 4.15pm with service users attending between 8.30 and 3.30. There is a slightly shorter day on Wednesdays – 2pm and once a month there is either only meal support provided or no support at all, in order that there is ongoing team development
ICS	10 x 1 hour sessions per week – or this can be divided or combined but must be spread over the week

- Number of days per week (if applicable to model)**

Day Service	5 day a week. Monday to Thursday face to face. Friday virtual.
VIT	5 days a week, Monday to Friday
ICS	5 days a week, Monday to Friday

- Number of contacts per week and minimum duration of those contacts (if applicable to model)**

Day Service	Daily contact with patients that are continuous throughout the day from 8.30-15.30pm
VIT	Minimum of 35 contacts a week plus carer support – basically service users log on to meals and meal support and groups throughout the day
ICS	Likely to be one or two per day

- **Is supervised meal support provided? (If so, for how many meals per day?)**

Day Service	Yes. Every day Monday to Friday – breakfast (virtual), am snack, lunch, pm snack
VIT	Yes online for breakfast, lunch and am and pm snacks Monday to Friday (no pm snack support on Wednesdays as the team has a team meeting)
ICS	Yes, often in person. Number of meal supports per day is likely to vary depending on the needs of the service user

- b) Please provide any more information that we should know about regarding the intensity of treatment provided by this/these programme/s.**

Day Service	Escalation of care may be required – this may involve patients attending A&E or referral being made to general admissions ward or specialised ED unit.
VIT	A group based service but lots of opportunities for one to one sessions. As well as four times a day meal support there are groups such as managing emotions, a MANTRA-based group, goal setting, weekend review and weekend planning
ICS	Staffed by OTs, a nurse, support workers, a dietitian and a therapist All teams patients are held within the CEDS team and will be monitored by the CEDS consultant psychiatrist.

- 4. Are families or other carers engaged with (when appropriate) in the treatment provided by this/these intensive community and/or day patient treatment programme/s for eating disorders? If so, please describe or attach further information outlining this engagement.**

Day Service	Family/carer involvement is standard providing the patient consents. This may involve having telephone or MS teams contact with the carer and/or the carer attending patients weekly reviews. Unfortunately we have yet to establish our carer support group
VIT	Yes – fortnightly carer support group, family ambassador who contacts all the carers who are interested and regular contact by the team manager with carers.
ICS	Family ambassador support is possible, and as most of the interventions take place in the service user's home, the family are likely to have contact with the team informally.

- 5. Is/are the intensive community and/or day patient treatment programme/s for eating disorders time limited, or is the length of this treatment based on clinical need? If it is time limited, what is the maximum length of treatment?**

Day Service	The standard length of treatment is 12 weeks. The first 8 weeks are full time and from week 9 -12 patients begin their phased discharge, dropping one day per week. There have been exceptions where the course of treatment has been extended, based upon clinical need and clinical risk. For example, the patient has completed the full 12 weeks but is waiting form an inpatient bed to become available. We will hold this patient until the bed becomes available to avoid further relapse in the patients' health. Patients may be discharged from the programme early. This may be because the patient wishes to discontinue or the patient is not meeting the requirements of the contract For example disengaging from groups, unwillingness to make adjustments to meal plan, not gaining weight.
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VIT	Treatment is usually 12 weeks but this can be shortened or lengthened according to clinical need and bearing in mind the needs of those on the waiting list.
ICS	A 12 week programme – but both VIT and ICS are being evaluated so this could change

6. What are the referral criteria for patients to access the intensive community and/or day patient treatment programme/s for eating disorders? In your answer, please detail any exclusion criteria (e.g., age, type of eating disorder/diagnosis, BMI, comorbidity, or otherwise).

Day Service	<p>Patients are referred via the CEDS team. This may be via their care coordinator, primary worker, or identified through post assessment meeting or team meeting. The operation policy and contract form the main criteria for admission to ADU. Patients must have a primary diagnosis of anorexia nervosa or bulimia nervosa. There are not cut off's regarding BMI but the majority of patients have a BMI within the severe to moderate category. The patient must be willing and motivated to engage in the programme, including attending both face to face and virtual sessions, be willing to weight restore and focus of their own recovery, be committed to attend the full 12 weeks, participate and complete all meals according to their prescribed meal plan, and post meal support, agree to weekly medical monitoring including weighing, physical health checks and bloods and weekly reviews with the Consultant Psychiatrist.</p> <p>Exclusion criteria – patients that are unwilling to adhere the ADU contract, patients who are acute and medically unstable and require high intensity support to manage their physical and mental health risks.</p>
VIT	Is an avoidance of admission so needs to be someone who would otherwise need a Specialist Eating Disorder Unit (SEDU) admission or could reduce the length of their stay in a SEDU if they step down to VIT. (Funded by reduction in inpatient spend – it is currently a pilot which will be evaluated in the final months of 2024.) Like the Acorn, the service users need to agree to a weekly 0.5kg weight gain and attendance at the full programme to ensure it is a valid alternative to admission.
ICS	Same as VIT

7. What is/are the geographic catchment area/s for referrals to the intensive community and/or day patient treatment programme/s for eating disorders (including any such programmes provided outside the Trust's usual geographic area, potentially as part of an NHS-led Provider Collaborative)?

Day Service	Patients who attend the service are seen by the Community Eating Disorder Service in Hertfordshire
VIT	The east of England; six Trusts cover the seven CEDS Teams – ELFT, EPUT, CPFT, NSFT, HPFT and CNWL which serve Hertfordshire, Bedfordshire, Essex, Norfolk, Suffolk, Cambridgeshire and Milton Keynes. VIT service users need to be open to their local CEDS team in order that they can be discharged to them and the CEDS can monitor physical health.
ICS	Hertfordshire residents open to the Hertfordshire CEDS team – same as the Day Service

8. Please state the size of the caseload (number of accepted referrals) at the Trust's intensive community and/or day patient treatment programme/s for eating disorders on the dates below:

- **31 March 2023**

Day Service	Three
VIT	Did not start taking patients until December 2023.
ICS	Did not start until March 2024 in its current guise. Has been commissioned prior to this by the east of England – I do not have figures for their caseload but would have been about four service users

- **30 September 2023**

Day Service	Six
VIT	See above
ICS	See above

(If the Trust provides more than one intensive community or day patient treatment programme, please provide the size of the caseload separately for each and specify whether the programme is for over 18s or under 18s.)

Number of referrals

Day Service	The unit takes a maximum of 6 patients at a time. Adults of working age 18-65 years. This is due to environmental space and as per operational policy 11 accepted referrals on the day unit between March / September 2023
VIT	Has capacity for 8 patients all over 18. Referral numbers change each week – as it's a new service there is not yet a waiting list

9. Which organisation/s commission the intensive community and/or day patient treatment programme/s for eating disorders? If this is one or more NHS Integrated Care Board (ICB) or NHS Trust (as lead provider for an NHS-led Provider Collaborative), please specify their name/s in your answer to this question.

Day Service	Funded through Hertfordshire Foundation NHS Trust local commissioners through transformation funding from the Herts and W Essex ICB
VIT and ICS	The east of England Adult Eating Disorders Provider Collaborative

10. Please tell us what the Trust is proud of about its intensive community and/or day patient treatment programme/s for eating disorders and outline the challenges and opportunities the Trust has experienced in providing this/these programme/s.

Day Service	Day Unit programme was initially set up during Covid to help provide care and treatment to patients living with eating disorders in the community. Since, the service has evolved to being a blended mixture of face to face and virtual. The staffing mix has expanded and now includes a full range of disciplines and grades of staff to meet the needs of the patients. The environment continues to be a challenge. We are limited to 3 patient areas (lounge, group space and kitchen) and would like to extend our therapeutic space in order to expand our therapy programme for example space for creative arts, mindfulness and reflexology, breakout rooms for 1:1 or quiet zones.
VIT	is innovative, is intensive which can challenge an eating disorder whilst at the same time providing strong support for its service users. Is region-wide so

	<p>accessible to all – not dependent on local resource availability (the PC has funded the ICS teams to ensure service users throughout the region in all counties, can access VIT. Facilitates recovery at home rather than in an inpatient unit.</p> <p>This is currently a pilot so is not yet a permanent provision. If it becomes adopted permanently, it will allow the service to become a training resource for disciplines like OT. (We can also include more peer experience work – we currently have an expert by experience who attends once a month but can be contacted by the service users at any time.)</p>
ICS	Sorry no one from ICS was available to complete this section

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

