

NEWSLETTER



**EMPOWERED
EXPERTS BY EXPERIENCE
DELIVER TRAINING TO
OVER 70 PROFESSIONALS**

Over 70 professionals came together during Eating Disorders Awareness Week 2023 to learn more about identifying and diagnosing eating disorders, and to hear direct feedback from EmpowerED Experts by Experience.

EmpowerED Experts by Experience India, Molly, and Ruth, shared how it feels to have an eating disorder (ED), things to say and not to say to a patient with ED and transformation from child and adolescent mental health services into adult services.

The training, led by EmpowerED Clinical Lead, Dr Matthew Cahill, was aimed at ensuring that all clinicians, including those that don't work in eating disorders, are able to:

- Identify an eating disorder
- Diagnose an eating disorder
- Understand what information is needed in an assessment
- Recognise when people should be referred to an eating disorder service
- Help and support people with eating disorders within their own services
- Learn ways to support people struggling with body image

If you would like to learn more about the training delivered please contact EmpowerED, cwp.empoweredforum@nhs.net.

You can watch Molly and Ruth share their advice on communication and eating disorders in a short video on our website: www.empowerednw.nhs.uk.

MEET THE TEAM

**Stephen Worthington (Worthy),
Case Manager for Adult Eating
Disorders NW**

In this edition of our "Meet the team" series, we're introducing you to Stephen Worthington (Worthy), EmpowerED Case Manager for the EmpowerED, Adult Eating Disorders North West Provider Collaborative.

Worthy's work week typically involves travelling extensively throughout the North West and beyond to ensure that each patient in his case load receives his personal attention.

From Preston to Wirral, and even as far as Glasgow and Kent, Worthy regularly visits different sites to uphold his commitment to patient-centred care. His proactive presence ensures that our services are always striving to perform at the highest standards.

As a Case Manager, Worthy reviews every single referral that comes through EmpowerED. He collaborates with units across the North West and beyond to help make decisions on patient admissions and oversee their care and progress. His role extends to addressing

concerns from families and carers, providing them with a point of contact outside the hospital they're linked to.

Working together with the Head of Quality, Worthy aims to guarantee that all hospitals deliver the same level of excellent care.

Worthy said: "What a lot of people don't know about me is that I've been a clinician for 18 years. I've worked up from being a support worker, to staff nurse, deputy ward manager and senior clinician, I've been in nearly every position.

"Throughout my career, one of things that has, and will never change, is wanting to know every detail about the people I meet and making sure that I'm always visible and approachable to everyone from the staff across the North West to the people we care for and their families.

"The most rewarding part of my job is seeing out patient recovery journey and ultimately discharge. Watching people recover and reintegrate is a real testament to our excellent healthcare providers in EmpowerED."



WORTHY'S TOP TIPS:

- **Keep talking:** The experience of being admitted to a ward can be daunting, so he encourages patients to regularly connect with their named nurse, doctor, and everyone involved in their care, including himself.
- **Help us improve:** EmpowerED is always looking for people to help us and help the Provider Collaborative provide better care, and if you have lived experience of eating disorders to please join our Expert by Experience Forum and help us shape the future of services across the region.

EMPOWERED FORUM:

SHAPING THE FUTURE OF EATING DISORDER SERVICES

EmpowerED forum members came together in May to discuss and develop the power of lived experience and how it can be communicated to help shape the future of eating disorder services.

The EmpowerED forum serves as an influential platform for change and links directly with decision makers and senior clinicians from a variety of organisations across the North West.

EXPERT BY EXPERIENCE TESTIMONIALS:

Molly said: "It really is empowering to be a part of the forum and I love doing the work we do because it feels like we're making progress and making real change. Everything I say, feels like it's listened to and gets taken forward and taken seriously."

India said: "The EmpowerED forum really brings the community together and give a place for people to talk about their experience and influence the future of services."

Ruth said: "20 years of misdiagnosis is what prompted me to join the EmpowerED forum and to try and make change going forward."

"The ultimate goal is to spread awareness and to improve access to services for people with eating disorders and to break down stigmas within healthcare settings."

The EmpowerED forum echoes with lived experiences, enriching understanding and influencing decision-making. If you're ready to share your experience and join this journey of change, reach out at cwp.empoweredforum@nhs.net.



GEORGIA'S EXPERIENCE

Georgia, from our Experts by Experience programmes, shares her experience with accessing mental health services and why getting involved in shaping our services is important to her.



"I grew up in a very dysfunctional, family with a lot of mental health issues and domestic abuse. I suffered a lot of trauma and

was put into care when I was eight and moved around quite a lot and had other traumatic experience, which affected me later on in life.

"I first came into contact with mental health services when I was 12 or 13, I had started to really struggle with my mental health and my risks escalated from there. My mood was really low, I'd experienced lots of trauma which then had a negative impact on my mental health.

"I developed an eating disorder and I started to self harm, and I was just really isolated. I didn't tell anyone.

"When my school, and my foster carers found out, my social worker put a referral into child and adolescent mental health services. I waited quite a few months to see someone at first, and when I eventually did it was just an initial assessment. So, no support was actually offered.

"They were just assessing me for my mental health and my needs at that time. In the process of waiting, there was no support and in that few months I was getting worse and my physical health and my mental health were just deteriorating.

"That continued to happen, even when I did get access to services for my mental health and regular appointments it was too late because my risk had just become so high.

"When I was 16, I was sectioned for two years, and I had to move to five different wards in three separate hospitals.

"Since my time in mental health services I've become a forum member for Level Up and EmpowerED because it gives me a purpose, and as an ex-service user for inpatient services it gives me a unique perspective and I feel like I'm truly able to give back.

"I like to be able to act as a voice for people who have previously not felt heard, and our feedback will help people who are at the beginning avoid the issues I've faced with mental health services.

"As a forum member I'm able to regularly meet with senior clinicians, alongside people like Tim Welch, Chief Executive of Cheshire and Wirral Partnership NHS Foundation Trust, as well as work alongside the commissioning team to make a difference to services across the North West."



RECRUITING EXPERTS BY EXPERIENCE

EmpowerED is recruiting Community Ambassadors/Champions and people with lived experience for our Experts by Experience the EmpowerED Forum.

- If you're over the age of 18, the provider collaborative is looking for people who can volunteer their time and help promote key messages, signpost families/carers to local support services and help us identify barriers to accessing services.
- If you have lived experience of eating disorders you can join our Experts by Experience the EmpowerED Forum and help us influence and shape eating disorders services across the North West

If you're interested in becoming an ambassador, community champion, or in joining our Expert by Experience the EmpowerED Forum programme please visit www.empowerednw.nhs.uk/ebe.

YOUR VOICE MATTERS:

PARTICIPATE IN THE EMPOWERED EATING DISORDERS SURVEY



Do you have live experience of an eating disorder? If so, EmpowerED Adult Eating Disorders Provider Collaborative and EmpowerED Experts by Experience Forum need your help to transform specialist mental health services across the North West of England.

By completing our anonymous survey, your insights can influence the ways these services

communicate and engage with patients. We're particularly interested in hearing from individuals over the age of 18 who have a lived experience of eating disorders.

By participating, you're not just sharing your experience, you're helping to shape a more effective, empathetic, and responsive mental health service. Your voice will make a difference.

Visit www.empowerednw.nhs.uk/survey to learn more.

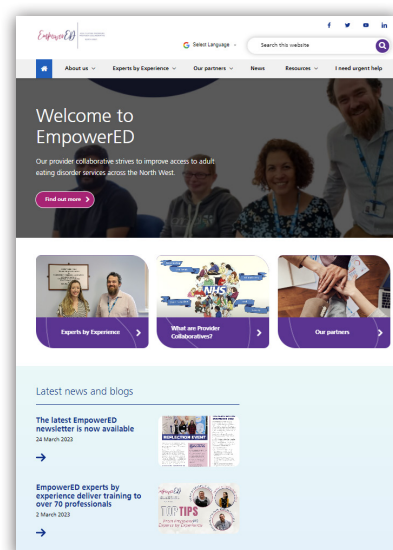
EMPOWERED WEBSITE

Don't miss the latest EmpowerED updates on our website: www.empowerednw.nhs.uk.

The website provides a single digital front door to more information about the provider collaborative, news and events, and has a dedicated space for Experts by Experience, carers, and families.

No website is ever really finished, and we always welcome feedback. Let us know what you think of the new website and what content you would like to see by emailing:

cwp.empoweredforum@nhs.net.



NEED URGENT MENTAL HEALTH CRISIS SUPPORT?

If your mental or emotional state quickly gets worse or deteriorates, this can be called a 'mental health crisis'. In this situation, it is important to get help quickly.

Depending on the area you live in, please call the numbers below and dedicated local staff will support you to access the help you need.

The phone lines are open 24 hours a day, seven days a week and is open to people of all ages, including children and young people.

LOCATION	TEL.
Cheshire and Wirral	0800 145 6485
Bolton, Salford, Trafford, Manchester	0800 953 0285
Halton, Knowsley, St Helens and Warrington	0800 051 1508
Lancashire and South Cumbria	0800 953 0110
Liverpool and Sefton * anyone aged 16 and over	0800 145 6570
Wigan	0800 051 3253