



**Personalised Eating Disorder Support**

## **PERSONALISED EATING DISORDER SUPPORT**



**Annual Report  
For the Year ended 31 March 2020**

# PESONALISED EATING DISORDER SUPPORT

## CHARITY INFORMATION

### **Trustees:**

Mandy Scott (Service Director)  
Sue Rattle (Treasurer)  
Sarah Patterson  
Cllr Diane Lamb  
Nicola Read  
Nadine Williamson

**Registered Charity Number:** 1156578

### **Principal Office:**

Boroughbury Medical Centre  
Craig Street  
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Email: [Peds.eatingdisorders@aol.co.uk](mailto:Peds.eatingdisorders@aol.co.uk)

Website: [www.pedsupport.co.uk](http://www.pedsupport.co.uk)

### **Bankers:**

HCBC  
Cathedral Square  
Peterborough  
Cambridgeshire  
PE1 1XL

### **Independent Examiner:**

Robin Borgognoni BA FCCA  
Mason & Co.  
6 The Old Quarry  
Nene Valley Business Park  
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Peterborough  
PE8 4HN

# PESONALISED EATING DISORDER SUPPORT

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# PESONALISED EATING DISORDER SUPPORT

## TRUSTEES' REPORT

### YEAR ENDED 31 MARCH 2020

The trustees are pleased to present their report together with the financial statements of the charity for the year ended 31 March 2020. The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts which comply with the Charity's trust deed and the Charities Act 2011.

The Charity number, Trustees, principal address and details of the professional advisors are included in the Charity Information sheet at the front of these accounts.

#### **Constitution**

Personalised Eating Disorder Support (PEDS) is a charitable incorporated organisation which was registered on 8 April 2014. The governing document was adopted on 8 April 2014. Prior to this, since 2013 we provided services as an affiliate of the established Luton / Bedford eating disorder charity CARALINE.

#### **Objectives and activities of the Charity**

The service objectives of the charity are "to relieve the sickness and distress of persons with or affected by eating disorders, to preserve and protect good health and to advance education for the public benefit by:-

1. Providing education, support and early intervention to those experiencing an eating disorder and their families / carers to provide a service that is accessible to all regardless of age, gender, race, ethnicity, disability;
2. To increase awareness and understanding of eating disorders amongst both the public and professionals and provide an early intervention service that can be accessed via self referrals, gp's, third sector organisations, community mental health teams, child & adolescent mental health services and inpatient hospitals;
3. To enable multi agency working between services, signposting, enabling joint working and collaboration to facilitate a seamless service across all teams;
4. To help individuals manage their physical and psychological symptoms to enable them to achieve maximum quality of life."

The objects are:

- To promote health, providing education, support and early intervention to those experiencing an eating disorder and their families / carers
- To provide a service that is accessible to all regardless of age, gender, race, ethnicity, disability
- To increase awareness and understanding of eating disorders amongst both the public and professionals and provide an early intervention service that can be accessed via self referrals, GP's, third sector organisations, Community Mental Health Teams, Child & Adolescent Mental Health Services and inpatient hospitals
- To enable multi agency working between services, signposting, enabling joint working and collaboration to facilitate a seamless service across all teams
- To help individuals manage their physical and psychological symptoms to enable them to achieve maximum quality of life

#### **Public benefit**

In setting the objectives and planning the activities of the charity the Trustees have given careful consideration to the Charity Commission's general guidance on public benefit.

# PERSONALISED EATING DISORDER SUPPORT

## TRUSTEES' REPORT

### YEAR ENDED 31 MARCH 2020

The charity provides assessments, advice, signposting and a liaison service and has provided individual and family sessions. PEDS has also increased its outreach and home visit service and has supported service users and their families with eating out via the meal exposure work. The charity has worked with a number of professionals (GPs, paediatric wards, schools, Child and Adolescent Mental Health Services (CAMHS), Community Mental Health Teams (CMHT'S), CPFT's PRISM, IAPT and ARC primary care services. PEDS also works with Specialist Eating Disorder Inpatient Units and other Voluntary Sector Organisation. PEDS has provided training to a number of schools and GPs across the county and the service has been recognised by Pride of Peterborough Awards, with one of the Founders being shortlisted as a finalist since its inception. Testimonials and service user feedback has been detailed on page 9.

The charity provides help and support to children and adults across Cambridgeshire and whilst the charity is focused on providing an accessible local service for individuals to access, PEDS accepts referrals from all areas. This has resulted in support being also provided to individuals outside of the County including Essex, London, Sheffield, Nottingham, Birmingham and Skegness. This last year has also seen PEDS providing support to individuals outside of the UK via Skype and email to those living in Jersey and USA.

#### **Trustees and organisation**

The Trustees are detailed in the Charity Information sheet at the front of these accounts. The Trustees are appointed and serve in accordance with the Trust Deed. Training is given to new Trustees as necessary.

Although there are regular Committee meetings the day-to-day administration of the Charity is delegated Mandy Scott (Service Director) and Sue Rattle (Treasurer).

#### **Risk management**

The Trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Charity, and are satisfied that systems are in place to mitigate their exposure to the major risks. The Trustees will continue to monitor and review the risks as they deem appropriate.

#### **Reserves policy**

The reserves after the first period of operations are considered adequate for the current requirements of the Charity. However, the Charity is looking at ways to increase reserves and in the longer term aims to maintain reserves equal to 3-6 months operating expenditure.

#### **Provision of services**

Individual work is based upon assessment of need and is client focused, delivered by trained nurses (Mental Health and Paediatric) who have over 20 years experience working with eating disorders both in the community and inpatient units. Supervision is delivered by eating disorder colleagues who provide regular input and advice. Professionals delivering individual / family work on behalf of the charity have been DBS checked.

#### **Report of the service director, achievements & performance**

It has been a busy and successful year for PEDS with a number of significant developments to report on. We have expanded our team, with the joining of our peer support workers and have been working throughout the year on our partnership which the local NHS Secondary Care Eating Disorder Team. We have also established a contract with the University of Cambridge to provide support to students and their staff.

# PERSONALISED EATING DISORDER SUPPORT

## TRUSTEES' REPORT

### YEAR ENDED 31 MARCH 2020

#### Peer Support

Earlier this year we welcomed our first Peer Support Worker, Naomi, to the team. She has been a huge asset both to our service users and their families and also to professionals in helping them to understand what it is like to have an eating disorder and learn to manage it. The role has involved support via email, telephone, text and zoom video calls. The face to face role has focused specifically on exposure work such as accompanying a service user to a restaurant to challenge a fear food or shopping for food / clothing which can be a huge challenge for our service users. Peer support has also included involvement in our monthly carers group and our Bulimia support group. We have developed a peer support protocol and our service users have the opportunity to opt in if they wish to have this extra support alongside their nurse led sessions. In December, we have been joined by Matt and Caitlin, two additional support workers, which is enabling us to reach more service users and their families.

Over the past year we have been working closely with the local Clinical Commissioning Group and the NHS Eating Disorder Team to develop a new eating disorder pathway where PEDS will focus on education and awareness, reaching those at risk of developing an eating disorder, early intervention and supporting those with severe and enduring eating disorders (in partnership with the secondary care eating disorder team, where the individual has received 2 psychological therapies previously).

Outside of the local NHS pathway and outside of area, PEDS will continue to support service users where possible and where relevant, link them with their local eating disorder team.

PEDS has also worked with the local "How Are You Facebook" page to ensure our service is shared collaboratively across Cambridgeshire and the "Sun Network" to support service user engagement forums. We have been listed to be included as part of a warm handover for "Lifeline Plus" Cambridgeshire helpline which means that service users can be referred directly to PEDS by a professional at Lifeline to reduce anxiety for the individual having to re-tell their story. PEDS has also established excellent networks with Centre 33 who came to visit to find out more about PEDS and share their service and we have engaged with the CEO of Cambridgeshire MIND to share ideas and services. We have also established effective working relationships with the local drug and alcohol service Aspire / CGL, Cambridgeshire's personality disorder service and the local perinatal mental health service, all of which has involved a shared care approach and joint working.

#### University of Cambridge Partnership

PEDS has worked with the University of Cambridge to set up a support service to those students at risk of or in the early stages of developing (relapsing in) an eating disorder. We have established excellent working relationships with the University Nursing Team, the Student Counsellors and the Lecturers and although we are in the early days of the 3 yr contract which started in October, we have already seen in excess of 30 students and been able to deliver training and support to staff. PEDS has established a base within the University, seeing students in our office which is located within the Student Services building.

#### Adapting to COVID

We have all felt the pressures of COVID and have been required to rapidly adapt to the changing nature of the way we deliver our support. This has resulted in the move to online and remote working via Zoom video support, Microsoft Teams, Skype and Whatsapp Facetime.

PEDS launched a helpline for carers and sufferers in Essex and Cambridgeshire with Cambridgeshire being put on hold due to there not proving a need for a separate support line. The feedback from service users and families was that they are already in touch with PEDS for weekly support and did not feel the need to access a specific helpline. PEDS Essex has maintained the helpline for the area for both carers and sufferers however we will be reviewing this in the new year, depending on need. Our carers group has an active Whatsapp group which families utilise in between the group to offer peer support and share resources and tools. Our peer support workers play an active role in sharing articles written with families and carers. A Carers Support pack was developed and is now available to our carers.

PEDS has also written an educational toolkit for schools, colleges and Universities which will go out in the new year with valuable contributions from those with lived experiences and their carers and families.

# PERSONALISED EATING DISORDER SUPPORT

## TRUSTEES' REPORT

### YEAR ENDED 31 MARCH 2020

PEDS has seen a huge surge in referrals since COVID lockdown came into effect in March and this has resulted in additional funding from the CCG to increase our nursing hours provided and from January we will be joined by an administrator 1 day a week and from February, increase our nursing staff.

#### Volunteers

There has been an ever growing interest in PEDS over the past year and this has led to us being joined by 9 new volunteers which is an amazing contribution to our charity and we are very privileged to have their lived and life experiences. PEDS has also had valuable input from actress Michelle Collins who has shared her own journey with recovery from an eating disorder and has joined our carer support group, bringing hope to families that recovery is possible.

#### Groups

PEDS launched its first Bulimia Support Group which ran over 20 weeks fortnightly and had successful outcomes in terms of improvements in quality of life, symptom reduction or management and the forming of friendships through peer support. We are now looking to set up a weekly Support Group for Sufferers in the new year led by our Peer Support Workers in partnership with the local NHS Eating Disorder Trust.

PEDS has been very fortunate to have been joined by Trustee Simon Brown who has a wealth of lived experience as a carer and a background in Consultancy which is already proving invaluable to the charity. Sadly Simon lost his daughter to Anorexia and he has experienced first hand the devastation the illness had on her life, her potential and the impact on her loved ones. PEDS has also welcomed Pav Patel to our Trustee board. Pav brings experience of running both a charity and a business and we are very fortunate to have him on board.

#### GP Trainees Training

Through the use of zoom, PEDS was able to reach more than 50 doctors training to be GPs and hold a training session focused on identifying, referring and supporting someone with an eating disorder. This also provided an excellent networking opportunity.

#### PEDS Training

To expand our knowledge and understanding of physical health complications related to eating disorders, both our nurses completed training in ECGs. PEDS has also carried out online training of BacPac which has enabled us to move onto a secure online database system.

#### Donations

We have received a number of donations via Virgin Give which we are incredibly grateful for and rely on to continue to support the expansion and day to day operational running of PEDS.

#### **Financial review**

During the period the activities of the Charity produced an operating surplus of £4,460 (2019 - £11,006). The Trustees are satisfied with the year but aim to increase activities over the coming year.

#### **Future Plans**

Going forward PEDS is looking at a re brand and a national campaign which focuses on 'Building a Life to Get Well For'. We look excitedly towards the launch of the new joint NHS CPFT pathway in April next year and whilst we acknowledge the challenges of this past year, particularly in relation to the surge in referrals nationally and capacity to manage this, we have also been able to identify the positives that this new way of working has provided. PEDS will return to face to face appointments at both Boroughbury Medical Centre and the University Student Support Services building when it is safe to do so, but we will also continue to offer the online support where it is beneficial to the service user and their family. Groups have worked particularly well via zoom / teams and we will continue to offer this as a way of reaching more people and reducing travel. We will also be looking at improving our social media presence and online tools and resources. We look forward to what 2021 has to bring and thank everyone for their support.

**PERSONALISED EATING DISORDER SUPPORT**  
**TRUSTEES' REPORT**  
**YEAR ENDED 31 MARCH 2020**

**Trustees' responsibilities**

The Trustees are required to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of its results for that period. In preparing these financial statements, the Trustees are required to select suitable accounting standards and then apply them consistently, make judgements and estimates that are reasonable and prudent and prepare the financial statements on a going concern basis, unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping proper accounting records to enable them to ensure that the financial statements comply with the objectives of the Trust Deed. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Statement of disclosure to independent examiner**

In the case of each of the persons who are Trustees at the time when this report is approved, the following applies:-

- (a) so far as the Trustees are aware, there is no relevant information of which the Charity's independent examiner is unaware, and
- (b) they have taken all the steps that they ought to have taken as in order to make themselves aware of any relevant information and to establish that the Charity's independent examiner is aware of that information.

By order of the Board of Trustees

**Mandy Scott**  
Service Director  
31 January 2021



# PERSONALISED EATING DISORDER SUPPORT INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES

I report on the accounts for the year ended 31 March 2020, which are set out on pages 4 to 6.

## **Respective responsibilities of trustees and examiner**

The Charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act), and
- To state whether particular matters have come to my attention.

## **Basis of independent examination**

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

## **Independent examiners statement**

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in, any material respect, the requirements:
  - to keep accounting records in accordance with section 130 of the Charities Act;
  - to prepare accounting records in accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**Robin Borgognoni BA FCCA**

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Peterborough  
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31 January 2021

**PERSONALISED EATING DISORDER SUPPORT**  
**RECEIPTS AND PAYMENTS ACCOUNT**  
**YEAR ENDED 31 MARCH 2020**

	Unrestricted Fund £	Restricted Funds £	Total 2020 £	Total 2019 £
<b>INCOME AND ENDOWMENTS</b>				
<b>Raising Funds</b>				
Donations and legacies	4,330	-	4,330	12,483
Grants	-	40,795	40,795	33,506
<b>Charitable Activities</b>				
Consultation fees	-	-	-	-
<b>Investment Income</b>				
Bank interest	-	-	-	-
<b>TOTAL RECEIPTS</b>	<b>4,330</b>	<b>40,795</b>	<b>45,125</b>	<b>45,989</b>
<b>PAYMENTS</b>				
<b>Raising Funds</b>				
Cost of raising funds	180	-	180	54
<b>Charitable Activities</b>				
Advertising and publicity	634	-	634	992
Meeting expenses	-	7,150	7,150	6,984
Nurse costs	-	28,643	28,643	25,874
Postage and stationery	271	-	271	156
Repairs and renewals	48	-	48	105
Subscriptions and training	3,499	-	3,499	578
Travel and subsistence	-	-	-	-
Accountancy fees	240	-	240	240
<b>TOTAL PAYMENTS</b>	<b>4,872</b>	<b>35,793</b>	<b>40,665</b>	<b>34,983</b>
<b>NET RECEIPTS/(PAYMENTS)</b>				
<b>- General Fund</b>	<b>(542)</b>	<b>5,002</b>	<b>4,460</b>	<b>11,006</b>
Cash funds brought forward at 1 April 2019	17,277	10,648	27,925	16,919
<b>Cash funds carried forward at 31 March 2020</b>	<b>16,735</b>	<b>15,650</b>	<b>32,385</b>	<b>27,925</b>

**PERSONALISED EATING DISORDER SUPPORT**  
**STATEMENT OF ASSETS AND LIABILITIES AS AT 31 MARCH 2020**

	2020 £	2019 £
<b>FIXED ASSETS</b>		
Tangible assets	-	-
	_____	_____
	-	-
	_____	_____
 <b>CURRENT ASSETS</b>		
Debtors & Prepayments	-	-
Current account	<b>32,625</b>	28,165
	_____	_____
	<b>28,165</b>	17,159
	_____	_____
 <b>CURRENT LIABILITIES</b>		
Creditors and accruals	<b>240</b>	240
	_____	_____
	<b>240</b>	240
	_____	_____
 <b>NET ASSETS</b>	<b>32,385</b>	27,925
	_____	_____

The financial statements were approved and authorised for issue by the Trustees and were signed on its behalf on 31 January 2021.

**Mandy Scott**  
Service Director

**Sue Rattle**  
Treasurer

**PERSONALISED EATING DISORDER SUPPORT**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2020**

**1 ACCOUNTING POLICIES**

**Basis of Accounting**

The financial statements have been prepared in accordance with applicable accounting standards and the Charities Act 2011.

**Incoming Resources**

Grant income is recognised according to the terms of each individual agreement. No amounts are included in the financial statements for services donated by volunteers.

Charitable activities includes income associated with the objects of the Charity.

**Resources Expended**

Expenditure is accounted for under the heading that aggregated all costs relating to the category.

Charitable activities includes expenditure associated with the objects of the Charity.

Governance costs are those incurred in connection with the governance arrangements of the Charity and compliance with constitutional and statutory requirements.

**Funds**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements.

# PERSONALISED EATING DISORDER SUPPORT

## YEAR ENDED 31 MARCH 2020

### Thank you

PEDS would like to thank all our members and volunteers who have helped us both practical and financially over the past twelve months. Whilst it remains a challenge to operate without any form of regular funding, the commitment and passion of the Trustees and deliverers of services ensures access to services and treatment is not compromised and this drives the charity to continue to operate successfully.

The current Trustee Board seek applicants from any aspect of the community and new Trustees can be elected at any time. If you feel you can make a contribution to PEDS Objectives, please do get in touch. We particularly need the time, experience and skills of newly-retired clinical, medical or business professionals.

### Patient, Carer, Professional Feedback

"My daughter has turned a few corners... one of which is talking more openly and having the energy to make conversation. We went for a cocktail and a pizza and it was lovely. It was normal. I love having my daughter back. PEDS have helped us by giving us the vehicle to make it happen. Small steps for sure but I appreciate every single one. It's been a long wait but I see a glimmer of our wonderful girl back again. Even better than before. What PEDS do is very special." (Mother to 19yr old)

"My 13 year old feels that she is in a much better place and is self aware of what she is looking out for symptom-wise. On my part, I feel that she has been much more engaged in family mealtimes and is eating more regularly. It's a comfort to me that PEDS are there if we need them. I would like to thank them for everything they have done; for helping not only my daughter but for listening to me, too. They're nothing short of amazing." (Mother to 13yr old)

"Peds is run by two amazing individuals who came into my life at a point when I thought there was no hope. I was suffering from depression and an eating disorder which had completely taken over my life. I had previously been to many doctors and hospital appointments but wasn't getting any help just being put on waiting lists. I had lost six stone in weight and my body was struggling to cope with daily life. PEDS came along offering help support and guidance. They convinced me that there was a way of beating the voice in my head. It wasn't going to be easy or quick but there was a way forward. These two ladies have supported myself my family and friends. They are available throughout the week with texts and email support as and when required. They communicate with my GP to help give me the best treatment possible. PEDS are so welcoming and friendly and have helped to explain that my eating disorder can get better in time even though it's hard. They both are there to support me each day through good and bad days. The service PEDS offer is unique and vital for people within our community. Now with the help of Peds I am feeling determined to beat the eating disorder and regain control of my life. I can say without doubt you have both saved my life and helped me believe that I have a future. Thank you will never be enough." (Service user aged 34)

"PEDS continue to support me through all my struggles and go above and beyond to help me in anyway they can. I'm so glad I found a place where I can be open and honest and set my demons free. I couldn't be more thankful. I don't know where I'd be without them." (Service user aged 25)

"I have been seeing PEDS for a few months now and I am so, so grateful they are here. I have suffered with my eating issues since July '05 and have always been turned away because nobody ever wanted to show an interest in my issue due to the fact that it wasn't heard of, no matter how many times I asked for help. Through our fertility nurse, I was put in contact with PEDS and I am so grateful I found them. They have helped me in so many ways by identifying different means and ways of approaching and increasing my food intake and through them I am starting to make some head way, which something I haven't managed to do in over a decade. I can't express enough how great they are at what they do and how they have taken the time to help people like me, had they not I would be continuing down the destructive path I was once on. I would like to also add that due to some of my own personal issues unrelated to them, PEDS have supported me in things that aren't necessarily eating related and have helped me and been there for me through some of the hardest times I have ever faced. If it was my choice they would be up there at the top with all the other eating disorder teams and deserve so much more than they get, they truly are wonderful people that I would be lost without" (Male, service user, 37)

# PERSONALISED EATING DISORDER SUPPORT

## YEAR ENDED 31 MARCH 2020

"The final score for the PEDS Eating Disorder Training workshop at the Community Practitioner & Health Visitor Association Annual Conference was 5/5. I actually can't remember another occasion where I have seen a perfect score for a conference workshop" (Rebecca Jolliffe, Production Manager, Cogora Events)

"The feedback from PEDS teaching session at Community Practitioner & Health Visitor Association has been fab. So far everybody who filled out the survey has rated it excellent." (Production manager, Cogora events)

"Thank you to PEDS for all their help and support, don't think I'd got this far without PEDS" (Service user aged 47)

"I contacted PEDS when my eating disorder (bulimia nervosa) had become unmanageable. I was scared at the increasing frequency of the binges (sometimes 5-6 days a week and more than once each day) and the effect that the accompanying purging was having on my body. I had tried and failed to get help for my eating disorder through the NHS. Imagine how grateful I was when PEDS invited me for an assessment and how relieved when they offered to help me overcome my eating problems. With Mandy and Sue's help, I have been able to correct many of the eating habits which give rise to my binges. They helped me to understand that my daily diet of under 1,000 kcal was less than what was needed by my body just to operate my vital organs, and that this was dangerous to my health. With their support, I have gradually increased my daily calorie amount – that I can do so without putting on weight is something of a revelation to me after 23 years of dieting! Thanks to PEDS, the frequency of my binges has dramatically reduced, and I am much happier in myself. I really like PEDS's friendly and empathetic approach - they understand that there is not a 'one size fits all' treatment for eating disorders, and they never make me feel guilty when I 'slip up'. I'd never thought that I could be fully clear of my problems – indeed, when I began my treatment my aim was just to reduce the binges to a level where I would be able to manage living alone – but now I am confident with the continuing support of PEDS I can be free of them once and for all." (Service user aged 34)

"I was referred to PEDS by CAMHS. On my initial visit with PEDS I was in a terrible place. They, to me, are my life savers. They listened when no one else understood enough to know how to; which is essential to someone suffering. They created meal plans for me. They contacted my school, my doctors, to help me as much as they possibly could. They helped my family and friends understand my illness and taught them how to help me get through each day. They were always there when I needed them, only a call or email away. Without PEDS's help and support for both myself and my family, I honestly have no idea where I would be. They are, to me, the icing on a cake that I wouldn't have been able to eat when I first met them." (Ex service user, aged 16)

"There have been several patients from my practice who have been referred or self-referred to PEDS as the first point of contact with a specialist team for their eating disorder. Each time I have been impressed by their prompt response and their excellent advice and feedback to both the patient and myself as the GP. They have provided me with educational resources about eating disorders and helped me manage certain aspects of the care and I have found this input invaluable. They have supported patients through their initial assessments, through establishing a diagnosis and also with ongoing monitoring of the condition. They have been able to guide patients on through to more specialist services if needed. Everyone I know who has used the service (patients and clinicians) have found that it has made a real difference to patient care." (Dr Nanda Bhat, GP)

"PEDS provided a vital, life saving service for my teenager who has an eating disorder and was eventually hospitalized to have specialist treatment. They were able to initiate access to an appropriate level of service which would otherwise have been delayed with serious consequences after my teenager refused to take up a second General Practitioner appointment. With no alternative solution to access help I found PEDS (formerly CARALINE) scouring the internet. PEDS assisted quickly and efficiently (within a day) referring directly to CAMHS the next day. I believe this was because of their experience in working with eating disorder sufferers closely giving them a high level of expertise and understanding in their field. They answered my call for help, gave guidance, advice, and continued support to me so that I could understand and provide help to my teenager. They are professional and obviously respected by their peers with the necessary links to other professionals. Their commitment and dedication in providing this service to eating disorder sufferers and others are comparable to a well organised specialist eating disorders hospital unit. In our case they have acted as a vital safety net to us as service users who have otherwise have been left at a loss what to do next. They are an important local resource easily accessible to the community for those who seeking information or help about eating disorders. My teenager is not out of the woods yet. PEDS have continued to support me and they have done this free of charge. I feel that they provide an unrelenting, legitimate service comparable and complimentary to the existing NHS services and that they have helped save my teenagers life." (Mother to a 17yr old ex service user)

# PERSONALISED EATING DISORDER SUPPORT

## YEAR ENDED 31 MARCH 2020

"My daughter has anorexia. We were referred to PEDS by our local CAMHS service. Initially PEDS came to visit us at home and helped us put a meal plan in place for her. Since then we have been seeing them every couple of weeks for the last 6 months. They have given us lots of advice and have helped her understand her condition and how she can manage it. Their knowledge of eating disorders and their advice has been invaluable." (Mother to 16yr old ex service user)

"PEDS is fantastic, without their help I wouldn't know where else we could of turned to. They helped us as family get the help we needed with our sons eating issues. PEDS contacted London (GOSH) for us and the referral was accepted when we had tried everywhere else in Peterborough with no outcome. PEDS listened to us as a family when no one else would. We as a family thank them dearly." (Mother to a 9r old boy with eating issues and autism)  
"Thanks to PEDS for their contribution. I had not dealt with anything like this myself before and their advice was greatly appreciated. I would not hesitate to recommend their services to our students if necessary." (Student Support Services, Sawtry Secondary School)

"I can accept PEDS need for funding and I think they are providing a valuable service" (Dr Malcolm Bishop, Retired Children's GP Lead)

"My daughter and I are incredibly grateful to PEDS for the selfless work they do for people with mental health problems and eating disorders. We are so pleased they were recommended to us by CAMHS 18 months ago. They have provided us as a family, and our daughter solely, with so much help, support and information. Due to PEDS help, our daughter is much happier, has a much healthier relationship with food and is finding herself again. The hopelessness has now changed to positivity. The shame to acceptance. Recovery is top of her list now and that is all thanks to these wonderful people." (Mother to a 17yr old ex service user)

"I was hospitalised with anorexia for almost a year in 2009. Since being discharged I've gone on to do many of the things I'd always dreamed of (university, jobs, friends, etc.) but the eating disorder has always been there too, continuing to have an impact on me and ultimately stopping me from really living my life to the full. With the help of PEDS I am now feeling determined about beating the eating disorder once and for all. Staff at PEDS are an ideal combination of warmth, firmness and expertise. Because of their nursing backgrounds they can tell you all the necessary medical facts, but they don't just treat you like a 'patient'.

They genuinely care about you and will always go out of their way to support you. This could mean anything from keeping you motivated with texts during the week to talking to your family. Fighting an eating disorder in the community is hard, especially as it seems that GPs that really understand eating disorders are hard to come by. PEDS provides much needed professional support, where there isn't currently enough, for people fighting an eating disorder in the community." (23yr old service user)

"PEDS have been a truly amazing and supportive pair over what me and my family can only describe as a desperate time in our lives. Having seen our bubbly happy outgoing niece/granddaughter succumb to the grips of anorexia and having no place to turn and feel like we could not help her in way shape or form, we eventually found the help, support and guidance of these amazing people. I personally can only sum up the service as our family's angels as without them I cannot bear to think where my niece would be now. Thank you both so very, very much. PEDS is an amazing service which deserves all the thanks and praise we can give. The support and advice is always there when needed for both the individual and their family's which is hugely appreciated." (Aunt to 21yr old service user)

"Over the last 2 years PEDS have been very supportive and have been extremely helpful in helping me recover from my eating disorder. During my transition from child to adult services, PEDS have given me the confidence to become more independent so that I can manage my eating disorder and regain some normality. My eating disorder has forced me to avoid going for out for meals however PEDS have taken me out for dinner to help me manage my anxiety. This has broken this barrier I had with my friends and family and has encouraged me to socialise more with friends and family. I find it very reassuring knowing that I can talk to PEDS as they understand the eating disorder and know the advice they can give me when I need the support." (19yr old service user)

"When my daughter was aged 9, I consulted my GP who took me seriously enough to refer her to CAMH's due to concerns over her restricted eating. We didn't really gain too much help from CAMH's as her weight was not yet dangerously low and I had already implemented a strict attitude to her eating and she was following this as I had threatened to stop her membership to a swimming club which she loved. In fairness to CAMH's there were probably

## PERSONALISED EATING DISORDER SUPPORT

### YEAR ENDED 31 MARCH 2020

children who were much more in need of immediate help than my daughter so we were told to keep with the plan I had already put in place and left to it so to speak. I felt really quite lost with this outcome and very worried for my daughter's future. Luckily a friend of mine told me about PEDS and I got in touch. PEDS were incredibly helpful and supportive to all our family. They were lovely with my daughter and she was able to open up to them about her feelings towards food. It was particularly important to me that they took me seriously and understood that she did have a problem with food which needed to be addressed as I was terrified the measures I was taking would not always work and she would end up very ill. I believe PEDS interventions prevented a much worse outcome for my daughter which would ultimately have put more of a stress on the NHS system. I am incredibly grateful for everything they did for us – my daughter is now a happy healthy 12 year old who is doing very well in all aspects of her life – she has the usual worries about her weight that any normal 12 year old girl has but they do not take over and she now has a very sensible attitude towards food.” (Mother, 12 yr old ex service user)

“When I was 9 years old I started feeling that I had to control my eating. It started off by me telling myself that I would be healthy for a bit so I could lose a bit of weight, but then I took it too far and I got too thin. My mummy was very worried and took me to PEDS and I met the two nurses. They were very understanding and I felt like I could trust them. They helped me to become a healthy weight again and to be happy with myself. If I hadn't had gone to them I would have become very unhealthy and I may have even been put into hospital if I took it any further. They helped me a lot and I am very grateful now that I am better again.” (12yr old ex service user)

“My sister started showing signs of anorexia when she was only 9 years old, first cutting out everyday treats and then gradually cutting out anything that had any calorific value at all, she would check the calories on everything before she ate it and cried if she was forced to eat the rest of her meal. Gradually, her attitude towards food got worse and worse, and she distanced herself more and more from me and the rest of the family spending more and more time in her room sometimes refusing to talk to me. She became very depressed and unhappy, and didn't seem like the happy sister I knew at all. Mealtimes were now always a very frustrating, distressing and unhappy time for all of us. We didn't seem like a whole family anymore, going out to social events was always really horrible for her because it usually involved food, and people would make comments on her eating or keep offering her food, which she would always say no to. It was always hard to understand why she was like this when to us it seemed so easy to just 'eat'. But when my sister started going to PEDS, she immediately started to improve and slowly but surely, she was happy again and we could all be happy again. If PEDS hadn't been there for her, she could be in hospital right now because of her anorexia and we wouldn't have our family anymore. So thank you very much PEDS for helping my sister to recover and get rid of her illness. She is now my happy sister again who has a very normal attitude towards food, sometimes I still can't believe it ever even happened because she is so healthy now.” (Sister of ex service user, aged 14)