



General Information

Group Meetings
Open House
1:1 Appointments
Counselling
Outreach Services
Publications

HELPLINE
01603 767062

*"You cannot do it alone,
but you alone can do it."*

Norfolk Eating Disorders Association

Playing the postcode game

The services we offer are completely confidential to the organisation and we would never contact your GP or other health worker without your express permission.

But, in order to qualify for maximum funding from the PCT we need to know the postcodes of the GPs whose patients access Norfolk EDA for help and support.

Therefore, would you please be prepared to supply the name, address and postcode (if known) of your, and/or the sufferer's, GP when we ask you, as well as your own postcode.

Norfolk EDA is a charity founded in Norwich in 1976 to help, support and provide information for people over the age of 16 years with anorexia, bulimia and compulsive eating, and related problems. The services on offer are also for their families, friends and professionals.

It is funded by the Norwich PCT and through donations from Trusts, companies and individuals. Its services are **confidential** and free or low-cost. Access is via self-referral, formal referral or recommendation by GP, psychiatric services or other health worker.

Norfolk EDA abides by the eight principles of data protection.

Services include:

Help line - 01603 767062 (*free of charge*)

Open on Mondays 7-9pm, Tuesdays and Thursdays from 10 am to 2 pm. Please ring to talk through difficulties, receive support and find out more about our services. If you need to leave a message on the answer-phone, we will return your call discreetly.

Group Meetings: (*fees apply*)

Contact Margaret, Pam or Sue on 01603-665974 for more information about our new group structure.

(See page 5-6)

Library:

It is often difficult to ask for helpful books in a library or bookshop. We have a extensive library of books covering anorexia, bulimia and compulsive eating and various areas of personal development.

Open House: (*free of charge*)

Norwich opening times as follows:

Tuesdays - 11am-2pm (12-3pm from 1st Oct 2006) & 5-7pm, Thursdays - 10am-4pm

Open House sessions are an opportunity to borrow books, obtain information, do some art & craft, or just to chat.

(see page 7)

1:1 Appointments at Norwich (*fees apply*)

Trained workers offer appointments for confidential one-to-one chats, taking an overview of your situation, and exploring what may help.

(See pages 8-10)

Talks/Workshops *(fees apply)*

These can be arranged for teachers, nurses, community groups, and others concerned about eating disorders. The Outreach Co-ordinator is also researching the need for satellite services in other areas of Norfolk.

Counselling *(fees apply)*

Low cost specialist eating disorder counselling is available at 34 Colegate for people who meet specific criteria. Referral for this is via the 1:1 appointments. (See pages 11-13)

Norfolk EDA in association with Great Yarmouth College *(free of charge)*

1:1 appointments are available at the College on alternate Tuesdays between 9.30am & 2pm. These are for members of the general public as well as GYC students.

(See page 14)

Norfolk EDA in Kings Lynn *(free of charge)*

Open House sessions and 1:1 appointments are available on Thursdays at the Youth Centre, Providence Street.

(See page 14)

Norfolk EDA at UEA *(free of charge)*

Open House and 1:1 appointments arranged each term. Contact Susie on 07833-314746 for details.

Booklets and Leaflets: *(fees apply)*

Booklets and leaflets on different aspects of eating disorders and Centre services are available at the centre.

(See page 15)

Website: www.norfolkeda.org.uk *(free of charge)*

The Norfolk EDA Website offers on-line information, enables you to donate online and allows the centre's booklets and leaflets to be downloaded. It also allows browsers to make direct e-mail contact with the Centre's Support staff.

New Services! *(fees apply)*

Overcoming Bulimia - Self-help CD Rom.

This ground-breaking programme is now available for use at Norfolk EDA. We offer you 8 sessions, each with its own printed workbook, and staff supervision for you to talk through practical problems and emotional issues. Phone for details.

Complementary Therapies

Low-cost Reiki, massage, aromatherapy massage and Indian head massage for sufferers and those supporting them.

Why fees?

For many years Norfolk EDA has provided its services free of charge, with nominal fees for counselling. Now it is much more difficult to raise funding and we have made the difficult decision that we need to cover the cost of the services we provide. In this way we will be able to continue with what has been tried and tested, and continue to develop new services in response to the needs of our clients.

What do you charge for?

The services we charge for are: one to one appointments, counselling, group meetings, booklets, Overcoming Bulimia CD Rom, talks and workshops. The really new charges are for one to one sessions and for our booklets (which you can also download free of charge from our website - www.norflkeda.org.uk).

What's free?

At present we do not charge for open house sessions, outreach sessions at Gt Yarmouth, Kings Lynn & UEA, Helpline, email or text support, or use of the library.

We are currently talking around a membership scheme (with small annual fee), so please contact us if you are interested in that.



What do I get for my money?

Support and help from the only specialist non-profit-making eating disorders service in Norfolk

Acceptance as an individual, not a bunch of symptoms.

Time and understanding that allows you to go at your own pace.

A welcome into a warm, friendly, informal, safe place.

Confidentiality.

Access to all Norfolk EDA services is by referral or self-referral, the latter initially through the helpline, email, letter, Open House sessions, or attendance at a supported self-help group meeting.

At your first session at the Centre we will ask you to give the most basic details for our statistics - including your postcode, and that of your GP, if known.

After your initial contact we invite everyone who wishes to use the Centre on a regular basis to book a 1:1 talk with a staff member. This gives you an opportunity to discuss your situation further and to explore options for help and support within or outside Norfolk EDA.

Repeat, or follow-up, 1:1s may be an opportunity to negotiate a more structured programme of on-going attendance and support.

Group Meetings

Practically better? A new programme for 2006

Norfolk EDA meetings are for people over 16 with eating disorders, their families and friends. They offer the opportunity to meet with others who have similar experiences, to gain support, friendship and practical help for dealing with problems around the disorder.

Practically better? is a new range of structured meetings, each led by experienced staff and/or volunteers. They will be small groups, maximum 8, and consist of a series of 6 or 7 sessions. Membership of the groups will be by invitation following a 1:1 appointment.

See page 6 for details.

*For information about any of the groups please contact
Pam or Sue on 01603-665974
email: support@norfolkeda.org.uk*

1 (Norwich*) for sufferers:

Tackling your Eating Disorder

A course of 7 weekly sessions covering topics such as:

- *Understanding this Illness*
- *Other ways of dealing with Stress*
- *Nutrition and Food Diaries*
- *Self-esteem*
- *Finding your creativity*
- *Dealing with Anger*
- *Relationships and Social Situations*
- *Thoughts on Recovery*

Mondays 7-9pm

(rolling programme, phone for details)

3 for sufferers:

Building your Self-esteem

A course of 7 weekly sessions by arrangement, depending on numbers

A) Norwich*

Tuesdays 3.30-5pm

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B) Gt Yarmouth

Alternate Tuesdays

2 (Norwich*) for Carers:

Caring for You

**Group meetings
monthly**

Tuesdays 7-9pm (Norwich)

&

**Complementary therapies by
arrangement (Free taster
session)**

4 (Norwich*) for Sufferers and Carers:

Therapeutic Art Sessions

With Tutor and Counsellor input

Alternate Tuesdays 6-8pm

Fees for the group sessions:

£5 per session*

***students/unemployed £2.50 per
session**

We request a £10 non-returnable
deposit when booking

** Norwich meetings are held at our Centre at 34 Colegate, NR3 3EH*

We hope these groups will be of real, practical help to you. The group leaders will ask you to give us simple feedback at the start and end of each course to help us measure how well we are doing.

What happens at Open House sessions?

It varies depending on who comes in. The Centre is open for people to come in without an appointment. This give you a chance to be with others who have similar problems and who understand. Staff and volunteers will be about for you to talk to if you want to chat. If not, you can sit and be part of what goes on, or perhaps just withdraw to the quiet corner. You can borrow some books or arrange a 1:1 appointment to talk in more depth about how things are for you. On Tuesday evenings you can join in with our art project if you want.

Why Open House?

One of the most painful problems for someone with an eating disorder, and for those caring for them, is a sense of isolation. The Open House sessions provide a safe place to lay that aside for a while. It is OK to be miserable here, if that is how you feel. It is also OK to be OK if you are having a good day/hour/five minutes. We won't assume that you are now "better" or "normal" for good, but will respond to how you feel.

But when I feel bad I just can't make the effort to come in.

The times that you feel really bad and not up to coming in is when you need us most. The Centre offers true, confidential support when you are down, encouragement when you are stuck, and a place to build your strength when you decide it is time to change and grow.

**So you've made an appointment
to come for a "1:1" ...
...what have you let yourself in for??**

What is a 1:1 Appointment?

A 1:1 is available for people with eating disorders or those who care for them. It is simply an informal chat with a member of staff who has a counselling background. A 1:1 offers you support and "signposting."



The initial 1:1 is required of each person who wants to continue using the centre after their initial visit. It gives us the chance to know you better, and for you to find out which services sound as though they would be the most helpful, and you would like to try. A 1:1 opens the door to continuing attendance at the Drop-in sessions and Supported Self-help Group Meetings.

We can also offer you **follow-up** 1:1's to give you and us the opportunity to see if you feel our services are helping you. They would also provide you with on-going support while you may be waiting to start counselling or other therapies.

Where do they happen?

At the **Norfolk EDA Centre**, 34 Colegate Tuesdays (daytime and early evening) and Thursdays (daytime) by appointment via the helpline, group meeting or drop-in.

At **Great Yarmouth College** on alternate Tuesdays between 9.30am - 3pm.

In **Kings Lynn** on Thursdays at 12 noon and 1pm.

You can make an appointment via the helpline or by leaving a message or texting Pam on 07906-817837.

So What Happens in 1:1 appointments?

This is time, 45 minutes - one hour, which is your own, to talk about the eating problems and related difficulties with a trained and experienced person.

It can also be used to explore possible ways forward.

A 1:1 gives you the chance to talk about a difficult and painful subject in a safe setting; it is **NOT** a counselling session.

If appropriate, you may be referred for counselling within the organisation as a result of the 1:1. We can also give you information about other counsellors in the local area, some of whom specialise in eating disorders, or counselling for young people and/or low-cost counselling.

You will have the chance to find out about the options available for help and support for yourself and others who are concerned. You can then decide what is the most appropriate way forward for you at the moment.

Whatever the situation or problem, a time comes when asking "why?" or "how?" is less helpful than saying "OK, this is what happened - nothing can change that now - and this is how things are at present. What am I going to do about it?" History is important, but what really matters is how we respond to our experiences and whether we grow through them or allow them to destroy us.

I suddenly stopped asking "Why?" and "How?" and found myself thinking: "OK, it happened. What am I going to do about it now?" I became unstuck and started to move on...

So, with a 1:1 appointment you have "let yourself in" for:

- *A chance to take a step towards understanding your problems*
- *A better chance of recovery*
- *A warm welcome from staff and volunteers*
- *The relief of being with people who understand about eating disorders*
- *A place to relax and make friends*
- *The use of a specialist library*
- *Access to specially written booklets and leaflets*
- *The chance to find out more about Centre services including:*
 - * *group meetings*
 - * *drop-in sessions*
 - * *counselling*

Counselling was very valuable to me... Looking at myself and attempting to develop more fruitful habits gave me more confidence in relating to my daughter.

But what about...

Will you tell my GP?

No, not unless you ask us to contact him or her on your behalf. All that is discussed here is **confidential** within the organisation.

Will I have to pay?

Yes.

From October 2006 we are offering an initial session free of charge (but donations are invited) followed by a block of 6 1:1 sessions at £5 each - £30 or £25 if paid in advance.

Must I be referred by my GP?

No, most people who approach us are "self-referrals." They contact the centre by phone, post, email, by coming to a group meeting or just popping into the drop-in as they pass.

Do you offer help to young people?

We offer help to sufferers aged 16 years and over, but we support friends and relatives of sufferers of any age.

How can counselling help?

It is often hard to understand why you have an eating disorder, and there are many reasons why someone develops a difficulty around food and eating. Counselling offers a place to help you develop an understanding and make sense of what is happening. It provides you with a safe and confidential space to explore personal issues that may be underlying your eating disorder.

Counsellors are trained to enable you to explore and think about the situation you are in and help you look at the feelings you may be having. Counselling helps you to develop insights into your problems. Sometimes it can enable you to understand how various experiences have formed your attitudes and responses in life.

Counselling **is not** advice; rather it helps you to discover your own personal strengths and resources. Your counsellor can work with you to help you make your own choices and decisions and enable you to take responsibility for what is happening in your life.

Can I get Counselling at Norfolk EDA?

You may be eligible for counselling if you are:

- A student
- Out of work and/or on benefits
- In low paid work whether or not on benefits
- If you are in full-time work you may still be eligible, and will need to discuss this at your one-to-one appointment.
- If you are not eligible for counselling at Norfolk EDA you will be given information about options available outside the Centre.

If you are already having counselling elsewhere you will not be considered for counselling at the Centre.

Tell me about the counselling sessions.

- You can only be referred for counselling at Norfolk EDA through a 1:1 appointment.
- The initial session with your counsellor is the opportunity for you both to assess if counselling would be appropriate for you. This will also be the time to talk about your contribution and other arrangements for the sessions.
- You will be offered 12x1-hour sessions at weekly intervals. This can be reviewed, and a further 12 sessions may be agreed.
- **Continuity is important in counselling and, once you are happy that you will get on with your counsellor, sessions will be with the same person and at the same time each week. If you are not happy with your counsellor negotiation may be possible via a 1:1 appointment.**
- If you need to cancel a session this can be added to the 12 that have been allocated to you.

The Centre operates a waiting list.

What will Counselling cost me?

Counselling sessions normally cost between £25 and £35. The Centre will ask you for a flat rate contribution of £10 per session however, it may be appropriate for you to consider giving more.

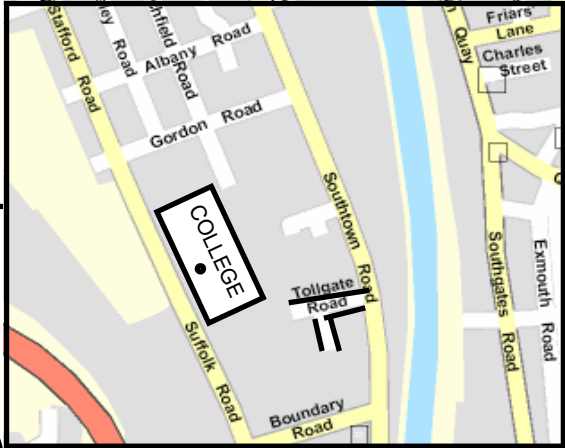
However, if you cannot afford £10 this may be negotiable and should be discussed with your counsellor. But - we are unable to offer counselling completely free of charge.

NB.

Please - we need a minimum of 24 hours notice from you if you cannot keep your appointment - Tel. 01603-665974 (admin line and answer phone.) If you simply do not turn up, or give us less than 24 hours notice from the time of your appointment, we shall need to ask you for your normal donation.

Norfolk EDA in Association with Great Yarmouth College

1:1 Sessions
are available in the GYC
Information Centre
Alternate Tuesdays
Between 9.30am - 2pm

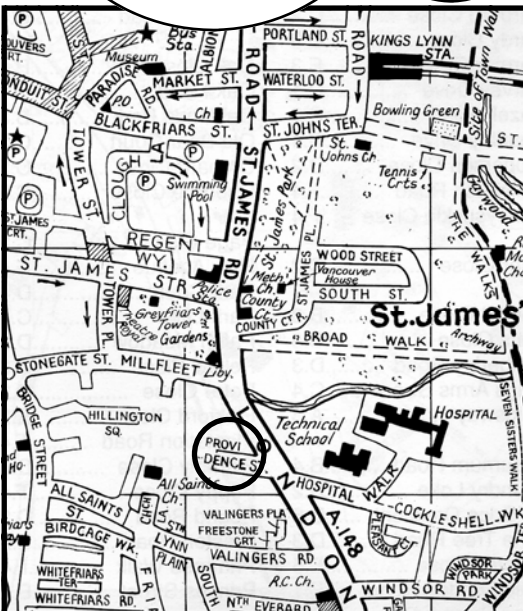


Kings Lynn
Open House sessions
&
1:1 Appointments
(alternate Thursdays
from 12th Jan 2006)



At the Youth Centre,
Providence Street
Kings Lynn PE30 5ET

1:1 Appointments
12 noon and 1pm
Open House Sessions
11am - 3pm



Phone or text
Pam on 07906-817837
for details of the services
in
Gt Yarmouth or Kings
Lynn or to book an
appointment

Norfolk EDA Publications
***Please note that we now charge 75p per
booklet (£5 for the full set) please add £2
for p&p if relevant***

- ◆ **1: Anorexia & Bulimia nervosa, Compulsive or Binge Eating. Disorder & the Grey Area**
Also includes Norfolk statistics and influence of the media.
- ◆ **2: Strategies for Recovery**
This is intended for people who want to work to control or overcome their eating disorder, but need some help or support at hand. May also be helpful for carers.
- ◆ **3: Help for Carers**
Especially for families, friends, colleagues and employers of people with eating disorders, offering practical help and support.
- ◆ **4: Men and Eating Disorders**
So much information is aimed specifically at women, men often feel it is irrelevant to them. This begins to redress the balance.
- ◆ **5: Eating Disorders and Pregnancy**
Issues around fertility and pregnancy are often problem areas for women with eating disorders. This booklet looks at some of these issues.
- ◆ **6: Eating Disorders - Information for Young People**
Adapted from our original schools hand-out, this is aimed at young people over the age of 16 years.
- ◆ **General Information Leaflet**
About Norfolk EDA services: group meetings, 1:1 appointments, outreach services and counselling

New Group Programme free to individuals

To request copies of our booklets contact 01603-665974 (admin)

