

Beat Services

New Services

Dedicated telephone helpline

Beat runs a variety of FREE services through our helpline. This is open 9am-8pm Mon- Friday and 4pm-8pm Sat, Sun & public holidays 365 days a year.

All helpline advisors and volunteers attend training delivered by clinical experts. Both members of staff and volunteers are provided with clinical supervision as well as debriefs at the end of every session or shift on the helpline.

All services are fully confidential unless the caller is at risk where police or additional services may be informed. Callers are made aware of this when they call.

<https://www.beateatingdisorders.org.uk/support-services>

Family Support

- a. **Solace** – Structured weekly peer-to-peer support groups for carers via Zoom. Solace is a video-based peer support, facilitated by experienced eating disorder clinicians, normally supported by Beat's lived experience Ambassadors and volunteers.

Solace is for parents, partners, siblings and other carers of a loved one of any age who has had an eating disorder for no more than five years.
- b. **Nexus** – weekly telephone support for parents, siblings and partners and others caring for a loved one who has an eating disorder. A trained Beat advisor will provide carers with a place to talk about what they are going through and empower them to help their loved one achieve positive change.
- c. **Developing Dolphins** – Training to empower carers to provide the best possible guidance as they help a loved one towards recovery
A series of 5 weekday evening sessions, delivered over Zoom by experienced eating disorder clinicians and lived experience tutors, in which parents and carers, using the 'New Maudsley method', are taught to gently 'swim' alongside their loved one, giving them guidance to make their own progress. This is for parents, partners, siblings, and other carers of a loved one of any age who has had an eating disorder for no more than 5 years
- d. **Coping with Celebrations** – training to empower carers to provide the best possible time at celebrations such as birthdays, Christmas, weddings etc. Two workshops delivered over zoom by experienced eating disorder clinicians and lived experience tutors in which parents, carers, siblings are given tools and confident to manage what can be a very stressful time.

1. Children and Young People

- a. **Synergy** – to support a young person experiencing disordered eating who do not yet meet the diagnostic criteria for anorexia or bulimia nervosa and who are

therefore not yet able to access treatment, but who are likely to worsen if left without support.

The intended outcome is that they are able to reduce their disordered eating symptoms, build resilience and intervene early to prevent worsening of symptoms, therefore avoiding relapse and moving towards recovery.

Weekly 1-1 support sessions of 20 minutes followed by 40 minutes of family support, delivered over 3 months by Specialist Advisors via Zoom, for people aged 14-17 with disordered eating that does not yet meet the diagnostic criteria for anorexia or bulimia nervosa, but who are likely to worsen if left without support

2. Adults

- a. **Motivate** – weekly support for people on a waiting list to ensure service users remain motivated while waiting for treatment for anorexia or bulimia to begin
Fortnightly scheduled telephone calls from a Beat Specialist Advisor, interspersed with fortnightly moderated peer support groups, resulting in one intervention per week for 3 months or until treatment starts.

This is for adults (18+) who have been assessed as having anorexia or bulimia nervosa but who are facing a significant waiting period before their treatment can start

- b. **Bolster** – Support for people to help avoid referral to eating disorder specialist through weekly telephone sessions.

This is for adults (18+) with disordered eating who do not yet meet the diagnostic criteria for anorexia or bulimia and who are therefore not able to access treatment but who are likely to worsen if left without support.

Weekly telephone calls with a Beat Specialist helpline advisor over a three-month period.

Services provided by Beat

In addition to these Beat has a variety of services available to anyone who has a concern about an eating disorder for themselves, a friend, a loved one or a colleague.

Helpline	Telephone	Our free & confidential helpline services provide support and information 365 days a year . 9am – 8pm Mon- Fri. 4pm – 8pm weekends and public holidays	https://www.beateatingdisorders.org.uk/support-services/helplines
	121 webchat	Talk to one of our advisors using our secure instant messaging services – email, social media etc.	https://www.beateatingdisorders.org.uk/support-services/helplines/one-to-one

	Social Media	Ask a question through FB/ Instagram/ twitter direct messaging and receive 121 chat support	https://www.facebook.com/beat.eating.disorders https://www.instagram.com/beatedsupport/ @BeatED_Scotland @beatED
	Email	Speak directly through messaging to one of Beats trained advisors.	https://www.beateatingdisorders.org.uk/support-services/helplines help@beateatingdisorders.org.uk studentline@beateatingdisorders.org.uk
	Chat rooms	Peer support daily moderated chat rooms Sanctuary – 5pm–8pm daily. For sufferers who are particularly struggling during covid Avairy – 6.45–8pm Sunday and Tuesday – for carers Swan – Monday & Thursday 6.45–78pm for anorexia sufferers Kingfisher – Wednesday & Saturday 6.45 – 8pm for Bulimia Nightingale – Tuesday & Friday 6.45–8pm Binge Eating Disorder All are easy to access from any device and all full moderated	https://www.beateatingdisorders.org.uk/support-services/online-groups
Peer support Scotland	Email	In partnership with NHS Lothian to deliver online peer support for young people across Scotland aged between 12–25 and have an ED you can register and be paired up with someone who has been there. Volunteer led.	
Raising Resilience	Online via Zoom	Series of online workshops for anyone looking after or supporting someone with an eating disorder. There are 5 workshops which run weekly over 2 ½ hours.	Raising Resilience - Beat (beateatingdisorders.org.uk)



For further information about any of the above services please contact:

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<https://www.beateatingdisorders.org.uk/>