



Service Evaluation Report  
on the

# Eating Disorder Centre **Cork**

2018

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Client's perspectives of the  
Eating Disorder Centre Cork

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## **Introduction**

In 2017, the Eating Disorder Centre Cork (EDCC) approached the Community Work Department of the Health Service Executive (HSE) to commission a report that would assess the levels of satisfaction with the services provided by the EDCC. Several meetings took place to establish the scope of the research that would form the basis of this report.

In October 2017, questionnaires devised by the Principal Investigators – Dr Cormac Sheehan, Department of General Practice, UCC and HSE, and Grace Kelly, M.A., HSE – were posted to the active client base of the EDCC.

The findings presented in this report are based on analysis of the questionnaires returned by the active client base and the staff and Board of Management of the EDCC.

The authors wish to express gratitude to those who completed the questionnaire, to the staff and Board of Management of the EDCC and to the Community Work Department.

### **About the Authors**

#### *Principal Authors*

Grace Kelly is a graduate of University College Cork, completing her MA and BA in Applied Psychology. Since completing her studies, Grace has worked as an assistant psychologist in child and adult services in Cork city and county and as a research assistant in HSE, North Cork.

Dr Cormac Sheehan is a medical anthropologist with a background in medical research and public health. Cormac has been working with the Department of General Practice for the last seven years and is the Primary Care Research Officer for the HSE, North Cork.

## Executive Summary

The purpose of this report was to assess the levels of satisfaction with the EDCC from the perspective of the service-user and, by extension, of the staff and Board of Management.

The EDCC is a not-for-profit organisation which offers services based on an *ability-to-pay sliding scale*. Clients are supported by one-to-one counselling which takes place in the EDCC offices in Cork city, under the guidance of the EDCC Clinical Manager. The EDCC is funded by the Community Work Department, and the Mental Health Service of the HSE, and is supported by one part-time administrator.

Due to the sensitive nature of the research, an anonymous questionnaire was designed and administered by the authors of this report. An opportunity to engage in 1:1 semi-structured interviews with the authors was offered but was not feasible as fewer than 5% of clients responded to this request. Children under the age of 16 were not permitted to consent to taking part directly in the research, and so parents or guardians were asked to complete a questionnaire on their behalf. For clients aged between 16 and 18, parents or guardians were asked to consent to completing the questionnaire with their child. On receiving the completed questionnaires, one client met this criteria.

At the time of the questionnaire, clients of the EDCC:

- Were satisfied that the EDCC was meeting their needs (88%).
- Were happy with the range of services offered (77%).
- Agreed that the service was flexible when they needed to change appointment (88%).
- Agreed that they could contact their therapist when they needed to (85%).
- Agreed that the EDCC building and environment were welcoming (94%).

It is the authors' impression that the staff and management at the service were adhering to, and promoting, a service based on privacy and respect for the clients. An area of particular pride for staff was waiting times for services of between three and seven days.

The clients stated that they encountered a number of ongoing challenges in recovering from their eating disorders. These included – but were not limited to – uncertainty around diagnosis, comorbidities, financial burden, hospitalisation, underemployment, unemployment, loss of earnings and absenteeism from work, college or school.

The challenges faced by the clients in accessing the EDCC included – but were not limited to – the cost of using the service, transport costs, travel and time off work.

Despite these challenges, clients expressed gratitude for the person-centred care provided by the EDCC.

### **Future Research**

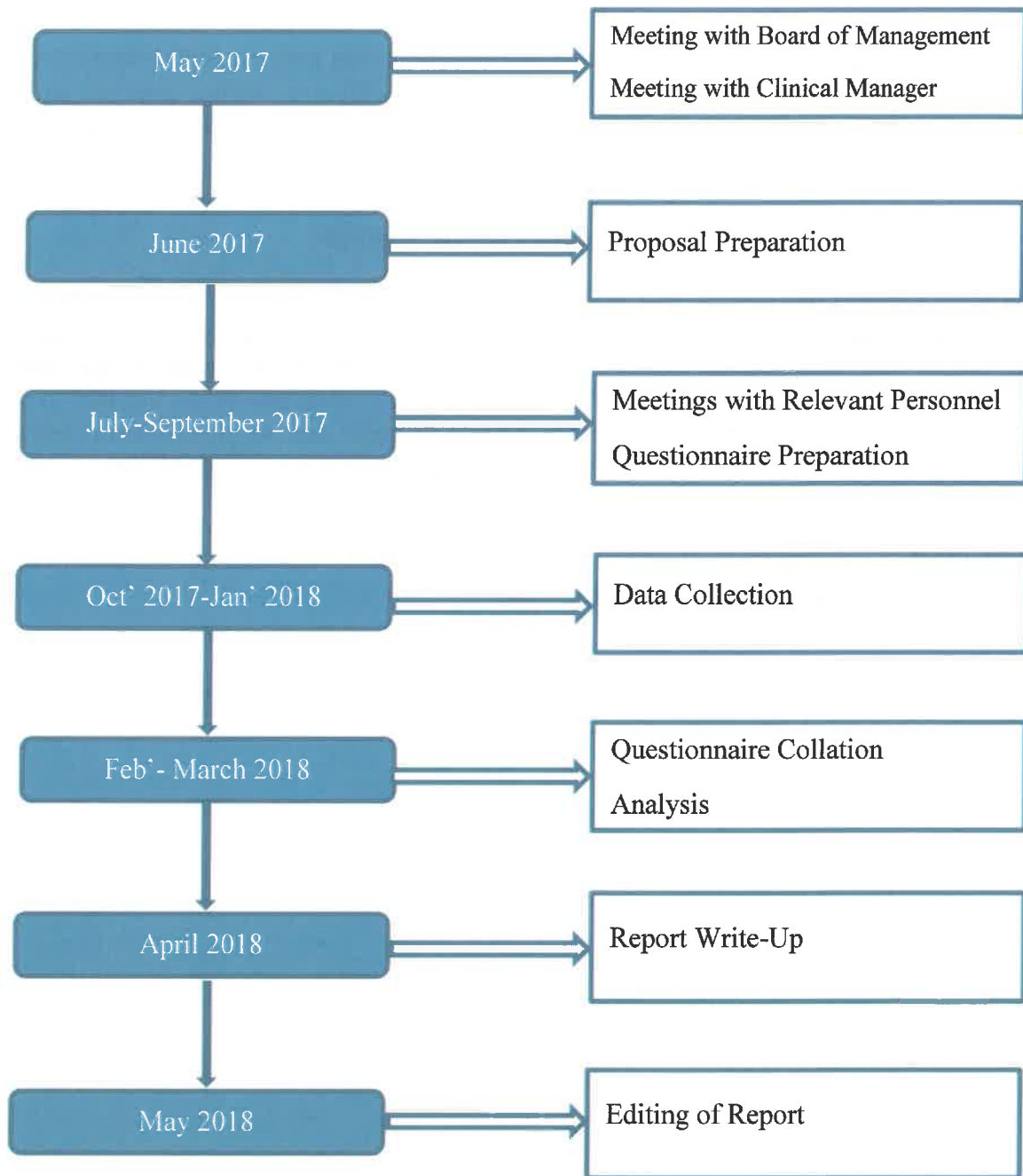
The authors suggest that follow-up research with the client base is warranted in order to explore the following: (a) the challenges faced when recovering from an eating disorder, (b) food consumption styles and (c) the experience in accessing health care for eating disorders.

### **Note from the Clinical Manager**

“When we started this service, one person said: *‘Everything we do must be for the benefit of the clients’*, and I do think we still adhere to that. I really respect and hold in high esteem all the people who make up the EDCC. From all the members of the Board of Management (without whom we wouldn’t exist) to the newest volunteer, everyone works together to make a success of this Centre. Of course, it is not without its faults, and we are constantly learning. However, we must look forward, and when we do look that way we can see all that we can still achieve.”

Trish Shiel,  
Clinical Manager, Eating Disorder Centre Cork.

## Timeline of Report





## Findings

The following sections outline the data obtained from the distributed questionnaires (Appendix B-Appendix I). The analysis is based on EDCC service-user figures for November 2017. Of the 57 active clients at that time, a representative sample of 35 clients responded to the anonymised questionnaire.

### Demographics:

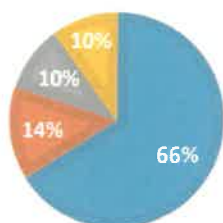
Of those who responded:

- 91% of clients were Irish.
- 9% of clients came from the United Kingdom, France or Poland.
- The age range of the clients at the time of the questionnaire was 12 to 60.
- A third of clients were aged between 15 and 20 years of age.
- 86% of the clients were female.
- 100% of clients identified with the gender on their birth certificate.
- 86% of the clients identified as heterosexual.
- 21% of the clients had children.
- 10% had dependents other than children (partner, parents or siblings).
- Living Situation:
  - 13 clients were living with parents and siblings
  - 7 clients were living with spouses or partners.
  - 4 clients were living alone.
  - 3 clients were living with parents.
  - 3 clients were living with parents only.
  - 3 clients were living with flatmates.
  - 1 client was living with grandparents.
  - 2 clients were living with 1 parent and siblings
- 6% of clients stated that they were regular smokers.
- Medications utilised as of November 2017:
  - 10 clients were prescribed anti-depressants (various brand names).
  - 10 clients were taking vitamins and supplements.
  - 4 clients were prescribed contraceptive medication.
  - 2 clients were prescribed arthritis medication.
  - 1 client was prescribed Lithium.
  - 1 client was prescribed Eltroxin.
  - 1 client was prescribed Risperidone.
  - 8 clients were not prescribed medication, vitamins or supplements.

- The relationship status of clients is depicted in *Figure 1.1*.

### RELATIONSHIP STATUS

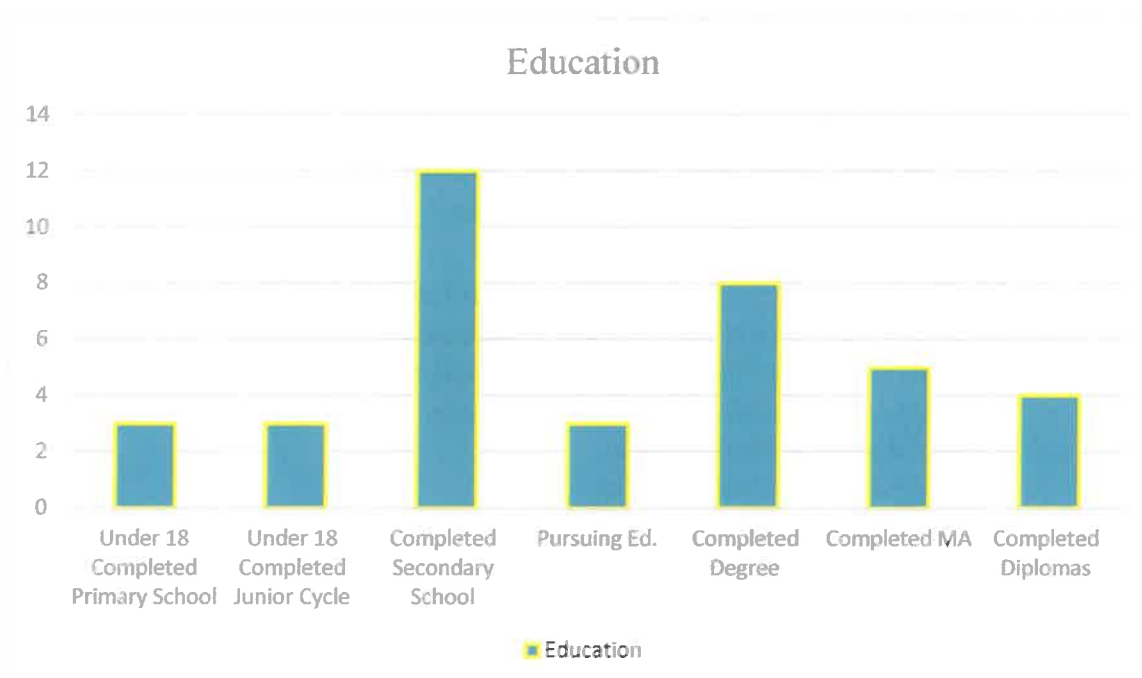
Single Married  
In a Relationship Divorced



*Figure 1.1: Relationship Status of Clients*

### Education:

Of the clients who were under 18 years of age, three had completed primary school and three had completed the Junior Certificate, which was in correspondence with their ages at the time. Of those over 18 years of age, twelve clients had completed the Leaving Certificate (of those twelve clients, three were currently pursuing further education either full or part time), eight clients had completed a Degree, five had completed a Masters and four had Diplomas (*Figure 1.2*).



*Figure 1.2: Educational Status of Clients*

### Impact on School and Work:

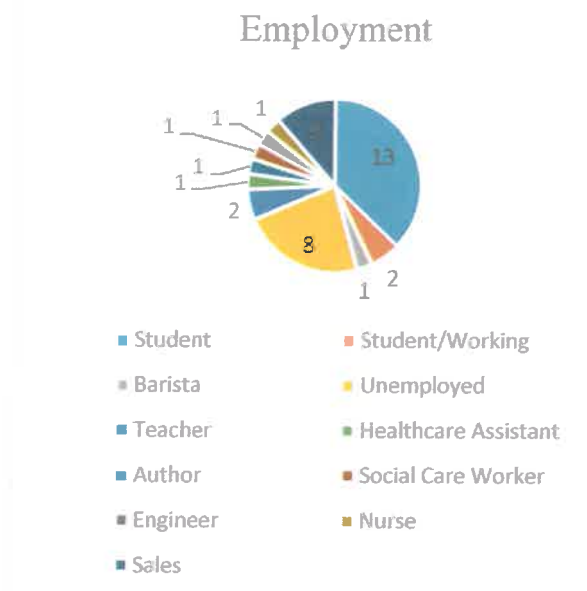
At the time of the questionnaire, clients had missed school and work due to a variety of reasons arising from their eating disorder:

- Two clients noted missing school for therapy appointments (under 18 years of age).
- Of those in secondary school:
  - Five clients had missed from between one month to six months of school in 5<sup>th</sup> and 6<sup>th</sup> year.
- Of those in third-level education:
  - Two clients had missed one year of college.
  - One client ceased completing their degree.
  - One client ceased completing their PhD.
- *"I had to give up work twice in my early twenties. I did not complete my Leaving Certificate because of anorexia and depression."*
- Three clients were employed at the time of the questionnaire but were out of work (Long-term absence of +1 year).
- The remaining clients noted that their eating disorder impacted their performance, but they did not miss work or school.

### Employment and Income:

From *Figure 1.3* below, it can be seen that:

- 37% of the clients were students at the time of the questionnaire.
- A further 23% were unemployed as of November 2017.

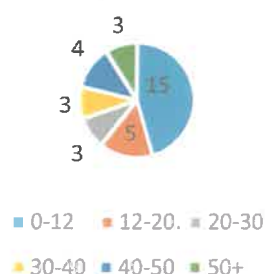


*Figure 1.3: Employment Status of Clients*

- A detailed breakdown of client income can be seen in *Figure 1.4*.
- Of those who responded (n=33), 45% were in the €0-€12,000 income bracket. This corresponds to over a third of clients being either students or unemployed.

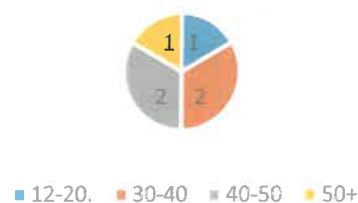
- Of those who responded, 22% were in receipt of social welfare payments (Illness Benefit, Disability Allowance or Rent Allowance).
- Parental income of those under 18 is provided in *Figure 1.5*.

Income (in thousands)



*Figure 1.4: Income Status (+18)*

Parental Income (in thousands)



*Figure 1.5: Income Status (-18)*

### Year Clients Began Attending the EDCC:

Of those who responded:

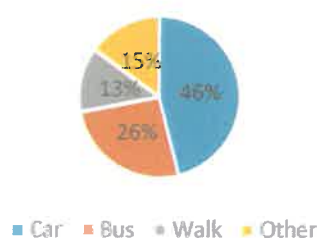
- 48% of clients had been attending the EDCC since 2017.
- 42% began attending between 2014 and 2016.
- The remaining 10% began attending between 2011 and 2013.

### Transport to the EDCC:

Of those who responded:

- 46% travelled to the EDCC by car.
- 26% travelled by bus.
- 13% walked.
- 15% availed of whatever transport was available to them on the day (*Figure 1.6*).

Transport



*Figure 1.6: Transport to the EDCC*

### Travel to the EDCC:

As of November 2017, clients of the EDCC travelled from a range of locations to avail of the service:

- 37% travelled from within Cork city.
- 48% travelled from around the county (less than 50km, one way).
- 9% travelled from West Cork (50km+, one way).
- Two clients were travelling from outside the county as of November 2017 County Tipperary and County Kerry.

### Cost of Service:

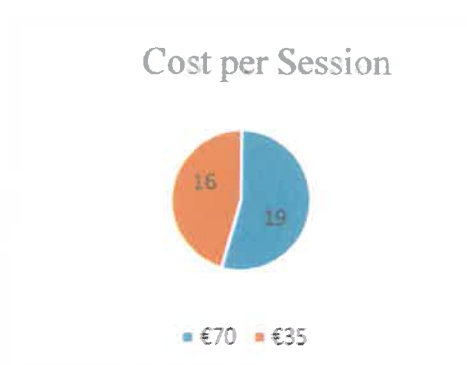
The EDCC offers a sliding-scale payment option for clients on a reduced income.

As of November 2017:

- 46% of respondents were availing of the reduced rate of €35.
- 54% paid the full therapy cost of €70 (*Figure 1.7*).
- Clients were asked to agree or disagree with the following statement:  
*"I am happy with the cost of the service."*
  - 60% agreed with the statement.
  - 20% neither agreed nor disagreed.
  - 20% disagreed with the statement.
  - *"The sliding scale is not quite flexible enough; I find the cost a bit much – perhaps discounts for continuous sessions?"*

Additional personal costs for using the service included:

- Fuel and parking costs for those travelling by car
- Bus and train costs
- Distance to travel
- Cost of babysitting for those with children
- 14% of those who responded stated that time off work was a considerable cost.



*Figure 1.7: Cost of Therapy Sessions for Clients*

### Attendance at the EDCC:

Clients reported that:

- 6% attended the EDCC twice weekly.
- 77% attended weekly.
- 11% attended every two weeks.
- 6% attended monthly (Figure 1.8).

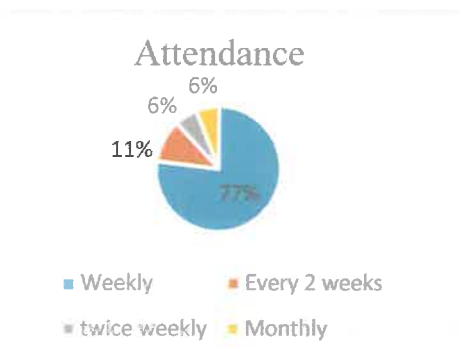


Figure 1.8: Client Attendance at the EDCC

### Food Consumption Style:

Clients were asked to describe their food consumption style and the age they adopted this style of eating (if it was different to how they ate as a child):

- 36% of clients stated that their eating style was “normal” and had not changed since childhood.
- 23% self-described as “vegan”, average age of onset: 20 years of age.
- 14% self-described as “restricting”, average age of onset: 14 years of age.
- 6% self-identified as “vegetarian”, average age of onset: 16 years of age.
- 6% self-described as “pescatarian”, average age of onset: 20 years of age.
- Three clients described their eating as either:
  - “healthy eating”
  - “wheat and dairy free” or
  - “over-eating”.
- Two respondents did not comment.

### Eating Disorder Behaviour:

- Clients were asked to agree or disagree with the following statement:

*“The service is helping me recover from my eating disorder behaviours.”*

- 83% agreed with this statement.
- 11% neither agreed nor disagreed.
- 6% disagreed with this statement.

- The average onset age of eating disorder behaviour was 14.5 years (n=35).

### **Eating Disorder Diagnosis:**

- Of those who were certain that they had received a diagnosis of an eating disorder, the average age at diagnosis was 20 (n=28). Diagnoses were as follows:
  - 12 Anorexia Nervosa diagnoses.
  - 8 Bulimia Nervosa diagnoses.
  - 3 Binge Eating Disorder diagnoses.
  - 2 identified as EDNOS (involving aspects of both anorexia and bulimia diagnoses) – diagnosis prior to Diagnostic and Statistical Manual of Mental Disorders (DSM–5). (2013)
  - 3 identified as having a diagnosis but did not specify.
- Of those who did not have a diagnosis of an eating disorder:
  - 3 self-identified as having anorexia.
  - 3 self-identified as having binge eating disorder.
  - 1 self-identified as having bulimia.

### **Other Diagnoses:**

- Clients were asked if they had any other diagnosis as of November 2017.
- *All diagnoses were made by a General Practitioner (GP) or Psychiatrist, as indicated by the clients:*
  - 2 clients identified as having anxiety.
  - 2 clients identified as having depression.
  - 7 clients identified as having depression and anxiety diagnoses.
  - 2 clients identified as having Dyslexia.
  - 1 client had a diagnosis of Borderline Personality Disorder.
  - 1 client had a diagnosis of Obsessive Compulsive Disorder.
  - 1 client had a diagnosis of Bipolar Disorder.
  - 1 client had asthma.
  - 1 client had a diagnosis of Osteoporosis.
  - 1 client self-identified as having orthorexia.

### **Pathway to the EDCC:**

- To understand the pathway through the service for new clients, the authors asked management to outline the process from initial contact to therapist meeting. This is detailed in Appendix J.

#### *i. Referral Pathway:*

Of those attending the EDCC as of November 2017:

- Self-referrals accounted for 60% of EDCC attendance.
- 23% of clients (under 16 years) were referred by a parent.
- GPs accounted for 14% of referrals made.
- One referral came from a client's school when they were under 16 years of age.

ii. *GP Attendance:*

To gain insight into other professionals' input into client care, clients were asked to state how often they attended their GP:

- 34% of those who responded had attended their GP in the last 2 to 5 months.
- 26% were attending every 6 months.
- Those who attended more regularly did so either:
  - weekly (6%) or
  - monthly (17%).
- The remaining respondents attended their GP on an annual basis (17%).

iii. *Previous Therapy:*

63% of clients had engaged in various therapeutic interventions prior to attending the EDCC.

iv. *Hospitalisation:*

43% of those who responded had been hospitalised due to their eating disorder, with a third of that 43% staying in hospital for 12 weeks.

v. *Dietician Service Offered as Part of the EDCC:*

Of those who responded:

- 76% stated that attending the dietician had helped them with their eating disorder behaviours.
- 9% were unsure if it had helped.
- 9% had not yet attended.
- 6% did not provide a comment.
- *"I have used the service. The dietician is excellent and is very patient and reassuring which is a huge help."*

vi. *Other Services Utilised Outside of the EDCC:*

- Other services utilised by clients as of November 2017 included:
  - Psychiatrist
  - Mental Health Nurse
  - Bowel Treatment
  - Dental Treatment.
  - Overeaters Anonymous Meetings.
- 14% of clients were on a waiting list for other services.



### **Public Knowledge of the EDCC Service:**

Current clients heard about the EDCC from a variety of sources:

- 40% found the service through an online search.
- GPs accounted for 20% of clients hearing about the service.
- 29% heard from family and friends.
- 11% read about the EDCC in a newspaper.

As a website is part of the EDCC service, clients were asked to rate the EDCC website:

- 57% of clients were not using the EDCC website.
- 9% did not know that there was a website for the service.
- 34% had used the website, of which:
  - 36% used the website to find out contact details for the service – but did not revisit the site.
  - 64% visited the website on a regular basis.
- Nineteen websites, other than the EDCC website, were listed as sites that clients visited regularly.
  - “Bodywhys” was the most endorsed site.
- When asked to suggest improvements that could be made to the website, recommendations were as follows:
  - Articles
  - Quotes
  - Links to Blog Posts
  - Access to Books
  - Other Website Links
  - Recovery Stories
  - Consistent Updating
  - Dietary Struggle Guidance
  - *“Emphasise the welcoming, non-judgemental environment of the EDCC”*

### **Potential Changes at the EDCC:**

- **Clients were asked to agree or disagree with the following statements:**

1. *“I am happy with the range of services offered.”*

- 77% agreed with the statement.
- 14% neither agreed nor disagreed.
- 9% disagreed with the statement.

- *“Help, support – and someone’s there who will listen to, and understand, what my child is going through. Yes, I am happy.”*
2. *“The service is flexible when I need to change appointment.”*
- 88% agreed with the statement.
  - 6% neither agreed nor disagreed.
  - 6% disagreed with the statement.
  - *“Make it easier to schedule an appointment and make it online.”*
3. *“I can contact my therapist when I need to.”*
- 85% agreed with the statement.
  - 6% neither agreed nor disagreed.
  - 9% disagreed with the statement.
  - *“Thank you EDCC for being there for me at all times.”*
4. *“The EDCC building and environment are welcoming.”*
- 94% agreed with the statement.
  - 6% disagreed with the statement.
  - *“The Centre is full of encouraging messages on the walls.”*
- For clients who disagreed with the above statements, suggestions they made included:
    - Cost of the Service
    - Running More Groups
    - Emphasis on Self-Care
    - Group Therapy
    - More Flexibility Around Therapy Times
    - Support for Carers
    - Training for Parents.
    - Different Therapeutic Approaches
    - Additional Services
    - A Book-Borrowing Service.
  - To assess clients’ opinions of potential therapeutic interventions through technology, they were asked if Skype intervention were available would they avail of it.
    - 29% stated that they would avail of Skype intervention.
    - 31% said they would not avail of such intervention.
    - 40% were uncertain of online intervention.

### Qualitative Feedback:

The additional comments in the questionnaires yielded interesting insight into the care and overall experience of the clients. Thematic analysis (Boyatzis, 1998; Braun and Clarke, 2006) of these comments developed four overarching themes, which are briefly outlined below:

- a. Service-users noted the *support* provided by the EDCC. They highlighted the service as being unparalleled and as having a focus on person-centred care:  
*"I have huge appreciation for the support they give me."*
- b. Service-users also noted the *lack of services* external to the EDCC. These comments were based on past experiences and interactions that centred on the lack of care and the lack of access to care:  
*"Early intervention is neglected and ignored in our country, and EDs are still stigmatised. I would like ED specialists to teach/train GPs, go out to schools and raise more awareness."*
- c. Clients noted that the *cost* of the EDCC was a barrier to attendance and could be reduced. They stated that the need to attend weekly was at odds with the cost of attending:  
*"Cost could be less, too. Being able to receive treatment for mental health is a class privilege. It shouldn't be so expensive to receive the necessary treatment."*
- d. The service-users regarded having an eating disorder as going hand in hand with *long-term recovery*: They stated that there wasn't a quick fix, based on individual experiences of recovery:  
*"Recovery is a slow difficult process, but I look forward to being happy in my own skin."*

## Therapist and Board of Management Responses

In order to best understand services at the EDCC and how they may impact the self-reported client levels of satisfaction, the authors requested the following information and input from the therapists and the Board of Management at the Centre.

### Therapist Responses:

There are five therapists working in partnership with the EDCC. The therapists have been working in this partnership for an average of four years.

The five therapists all reported as being current members of professional bodies – namely, either the *Irish Association for Counselling and Psychotherapy* ([www.iacp.ie](http://www.iacp.ie)) or the *Irish Association for Humanistic and Integrative Psychotherapy* ([www.iahip.org](http://www.iahip.org)).

Therapists receive payment from clients on an agreed sliding scale and are actively supported by the EDCC; in return, the therapists pay rent for the use of the therapy rooms and additional administrative support.

Therapists at the EDCC are in a contract position, are self-employed and are not members of staff of the EDCC. However, the therapists have to work to the standards set forth by the EDCC and are supported by the Clinical Manager, staff and Board of Management.

### Education:

- Therapists had various primary degrees, including:
  - psychology, psychotherapy, politics, science and social work.
- All continued education to various levels in:
  - integrative psychotherapy, counselling, psychotherapy and psychodynamic therapy.
- Some therapists had further training in EMDR, Addiction and Family Systems Therapy.

### Supervision Structure:

All therapists:

- Access, source and pay for supervision privately.
- Have monthly monitoring meetings with the Clinical Manager to discuss treatment plans.
- Have supervisors who have some experience in ED; however, it is not extensive:
- “Supervisors with specific expertise and training in ED are difficult to find in the Cork area.”

### Training Offered by the EDCC:

- In-house training at the EDCC is provided by the Clinical Manager.
- All other trainings and continuing professional development (CPD) are accessed and paid for privately.
- From the questionnaires, therapists suggested ongoing training in trauma, eating disorder treatment modules (e.g., Maudsley approach), nutrition and healthy lifestyle promotion.

- *“I believe we need to be continuously up-skilled and professionally supported to help the clients who suffer from this chronically debilitating condition.”*

### **Additional Services for Clients:**

To gain insight into additional services required for clients from a therapeutic perspective, the therapists were asked for their input. Their responses were as follows:

- More sessions per week for clients, though finances can be a major obstacle to clients
- Having access to a dietician free of charge
- More family support, specifically for younger clients and their families
- Psychoeducation
- Group counselling
- Sessions held with the dietician – client and therapist to focus on a food plan
- Personal development and support groups for clients.

### **Additional Services in Therapeutic Work:**

To gain insight into additional services required from a therapeutic perspective, the therapists were asked for their input. Their responses were as follows:

- More access to regular nutritional information
- Information and new developments in eating disorder treatment models
- Regular attention to self-care of therapist
- Ongoing trainings.

### **Challenges Working with the EDCC:**

- Client cancellations
- Client drop-out or relapse
- Clients often report lack of funds which can lead to drop-out or reduced amount of sessions:
- *“One hour a week is often not enough for many clients who are living with this condition 24/7.”*
- The limited resources available – impacting ability to provide support
- Income while building up experience

### **Difference from Other Therapeutic Work:**

- Physical health issues: cardiac problems, heart failure, suicidal risk and ED morbidity
- Hard to engage in doing the work with eating disorders, especially the behaviours – and it can be more long term
- Intractability of the eating disorder mentality and the impact this has on sense of professional competency

### **Improvements:**

- Funding:
- *“It would help our work greatly to be able to offer more to our clients and support their recovery.”*
- Administrative support, e.g., preparing handouts for clients and carers
- Positive encouragement and support from the Centre

- Increased number of staff
- Improved scheduling of appointments
- Consistency with room access

**All therapists were asked to rate their level of satisfaction on the following statements. Their responses were as follows:**

**Statement:**

- (a) I enjoy working at the EDCC.
- (b) I have adequate level of support from the EDCC.
- (c) The working environment is positive.
- (d) I have good job satisfaction.

**Responses:**

Almost all therapists *Strongly Agreed* or *Agreed* with these statements entirely. One therapist *neither agreed nor disagreed* with statement (b).  
*"I believe the service we offer to clients is really important and, with limited resources, we provide a safe, empathic, compassionate and nurturing environment for clients."*

**Board of Management Responses:**

Four members have spent an average time on the board of four years (excluding the fifth board member who is the Clinical Manager); one board member is currently serving on one additional board outside of the EDCC. All board members stated that they are open to further training to boost their capacity on the board of the EDCC.

**The board members have a variety of professional backgrounds, including:**

- Retired consultant psychiatrist (public and private practice)
- Social worker with the HSE
- Retail business
- Public representative.

**The board members were asked what areas of the EDCC were working well. Their responses were as follows:**

- Therapy sessions
- Premises well maintained, warm, comfortable
- Central location with access to public transport
- Anonymity in its location offers privacy to clients
- Clinical Manager with understanding of ED
- No waiting list
- Operating a sliding scale with regard to fees paid by clients
- Intra-board relationships work well
- Everyone involved working to promote the service.

**The board were asked what areas of the EDCC need to be improved at the time. Their responses were as follows:**

- Ability to offer free counselling services
- Ability to extend sliding scale to clients
- Upgrade website as this is where younger clients and their families go to as a first point of contact for service
- Meeting the challenges that still exist about the stigma of eating disorders
- Relationship-building within the staff, management and Board of service
- Youth Outreach Programme
- Additional members of the board would enhance the service being provided in the areas of PR, fundraising and just raising the Centre's profile in general.

**The Board were asked what were the main challenges faced by the EDCC. Their responses were as follows:**

- Insufficient funding, resulting in an inability to get a permanent location for service
- Inability to offer a free dietician service
- Costs:

- of premises
- of delivering services
- of maintaining the building
- Security of tenure
- Inability to fill position of Clinical Manager.

**All board members were asked to rate their level of satisfaction on the following statements. Their responses were as follows:**

**Statement:**

**Responses:**

**(a)** I enjoy working on the board.

Almost all board members *Strongly Agreed*

**(b)** I have adequate level of support from the EDCC.

or *Agreed* with the statements entirely. One board member *neither agreed nor disagreed* with statement **(b)**.

**(c)** The working/board environment is positive.

*“Overall, it is a positive experience for me to serve on the board. I would like to say that I feel I partake in a very necessary service in Cork and I get satisfaction from it.”*

**(d)** I have good board membership satisfaction.



## Summary

In this summary, the authors frame the above findings in the context of service-user experience in order to be in a position to make recommendations, as per the following section of this report.

In viewing the data in the previous section, it can be seen that the average onset age of eating disorder behaviours is 14.5 years. If we look at those clients who did receive a diagnosis of an eating disorder (n=28, 89%), the average age at which they received a diagnosis was 20 years of age. This age difference then poses the suggestion that early intervention would be beneficial, which is in line with best practice guidelines (NICE, 2017). A suggested management approach to address this would be to engage in outreach at school level which would incorporate the relevant age profile and early intervention, if not prevention, at a group level.

With the impact on school and work noted in the above findings, early intervention could also limit the negative impact on future education and employment (Mulders-Jones, B.; Mitchison, D.; Girosi, F. & Hay, P., 2017).

Clients who present with eating disorders can have both physical and mental health comorbidities. Staff working in healthcare need to be mindful of the impact of eating disorder treatment on a comorbidity and to adhere to best practice guidelines with regard to this by way of recommending treatment for the comorbidity initially or recommending treatment for eating disorder and comorbidity that is parallel or in succession (NICE, 2017).

From the data, clients and staff suggested that the EDCC offer additional services and expand therapeutic services beyond 1:1 counselling. The authors would agree with the suggestions, where appropriate, but would also recommend increased input for staff at the EDCC. It is the authors' understanding that management offers various supports and training that are within the service's budget. However, with the serious nature of eating disorders, the authors deem this as an area of urgent review. As a result of this, recommendations have been included in the next section.

With 45% of clients who responded stating that their income was in the €0-€12,000 income bracket, this corresponds to over a third of those who responded being either students or unemployed and also 22% being in receipt of some form of social welfare payment. Owing to the uncertain nature of being a student, being unemployed or being in receipt of social welfare, this report demonstrates that almost half of the clients are in precarious financial situations. What cannot be ignored also are the financial pressures of those paying the full scale amount and their ongoing ability to pay which is also subject to change.

Future research in the EDCC would benefit from an updated means of compiling client and service information, both past and present. Having easily accessible, up-to-date data on the service would make any audits of the service, such as the HSE Healthcare Audit (HCA) as outlined in the HSE's *Final Report of the Rapid Appraisal of the Healthcare Audit Function, Quality Assurance and Verification Division (2017)*, accurate, efficient and resource effective.

From discussions with management, it is the authors' understanding that there is no official information in place to inform the client on how their data is being stored. Therefore, to adhere with GDPR regulation (Data Protection Commissioner, 2018), services should have a service-

wide document that details to service-users how their data is kept, who has access to the data and how and from whom they can request their information.

The findings in this report demonstrate that the EDCC website acts as both a method of referral and also as a source of information. Owing to the persistent use of the internet and social media, specifically in the context of young people, continuous updating of the website with evidence-based information could act as a means of information that is resource friendly and as a potential advertisement for the service.

From the data in the previous section of this report, it can be seen that there were varied accounts as to the food consumption styles of the clients. This question was asked to glean any precursors for restrictive eating behaviours and whether intervention, where appropriate, would be beneficial if a restrictive diet developed. Although this is beyond the scope of the current report, there is potential for future research to tease out a client's motivations for adopting a food consumption style other than that which they were raised with (Neumark-Sztainer, Wall, Guo, Story, Haines, & Eisenberg, 2006; Vannucci, Nelson, Bongiorno, Pine, Yanovski, & Tanofsky-Kraff, 2015). *(As suggested in the **Future Research** section of this report.)*

## Recommendations

Based on the feedback provided by a representative sample of clients, therapeutic staff and the Board of Management, a number of recommendations have been formulated by the authors of the report. These recommendations are as follows:

### *Integrated Service:*

Due to the health needs of the EDCC population and in order to provide the best opportunity to intervene early and respond to comorbidities, an integrated care approach is needed. *The Eating Disorder Services, HSE Model of Care for Ireland (2018)* is a welcome framework for adhering to this integration.

### *Additional Services:*

The EDCC should consider investing in other areas of activities outside of the one-to-one counselling currently offered.

### *Upskilling and Supervision for Therapeutic Staff:*

The staff of the EDCC should adhere and upskill to qualifications and intervention standards that are evidence-based and that are in line with best practice, where this has not already been achieved.

Supervision from a stakeholder who is an expert in eating disorders needs to be acquired.

A six-monthly review is recommended between the therapists and Clinical Manager that assesses their needs and any changes they would recommend from a therapeutic perspective.

An audit of each therapist's work should be carried out every year to ensure best practice performance. This audit should be carried out by external personnel.

### *Payment Structures:*

A review of individual payment structures should take place on an ongoing basis to accommodate the potential changing payment capabilities of the clients.

### *Day-to-Day Service Operations:*

Development of a computerised database is recommended that keeps a record of new and existing clients in accordance with GDPR regulations, as well as keeping a document outlining the storage of client information at the Centre.

### *Visibility:*

The 'visibility' of the EDCC should be considered, specifically the service's online presence.

### *Ongoing Evaluation:*

It is recommended that the EDCC adopt a method of ongoing evaluation and audit in line with best practice guidelines.

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## Appendix A: (page 1 of 3) Client Questionnaire aged 18+

### **EDCC - Eating Disorder Centre Cork**

Treatment Centre for individuals, families & carers

Tel : 021 4539900 Email : [info@edcc.ie](mailto:info@edcc.ie)

[www.eatingdisordercentrecork.ie](http://www.eatingdisordercentrecork.ie)



*We appreciate your time in completing this questionnaire, all information gathered is to aid in improving the service, and all responses are anonymous. We ask that you answer all questions, if you do not want to answer a particular question, please complete the remainder of the questionnaire. All questions are strictly for the purpose of improving service provision.*

1. Please state: month and year you were born, your Nationality, age when you began attending the EDCC, the month and year you started attending the EDCC.
2. Please state: the gender on your birth certificate, what gender you identify with, your sexual orientation.
3. Please circle the highest education level you have obtained:  
Primary School, Junior Certificate, Leaving Certificate, Diploma, etc.
4. Please state your relationship status (married, single, divorced etc.):
5. (a) Do you have any children? Circle **Yes** or **No**  
If yes please state how many and their ages
6. (b) Do you have any other dependents living with you? Please circle **Yes** or **No**
6. Please state your current job situation (job title, unemployed, student):
7. (a) What income bracket do you fit into- please circle:  
€0- €12,000, €12,000- €20,000, €20,000- €30,000, €30,000- €40,000, €40,000- €50,000, €50,000+

**All information is anonymous, answering 7(a) will not impact on your service at the EDCC**

- (b) Please indicate whom you live with and your relationship with those you live with, for example, I live with three flatmates, or I live with my mother and two sisters.
- (c) If you are receiving a basic social welfare payment, please state any other social welfare you are in receipt of (e.g. rental allowance):
- (d) Please tick to indicate which of the following describes your current living situation: Mortgage, renting, social housing, ownership of home, living with family without renting, other (please describe)
8. (a) Please indicate how much you pay for the service offered at the EDCC per session: €
- (b) What estimate the costs do you have, to use this service per session? (these could be fuel, parking, babysitting, time off work etc.):
9. (a) Where do you travel from to avail of the service?
- (b) How do you travel to the service? For example, by bus, car, train etc.
10. (a) How often do you attend the service, please circle (daily, weekly, monthly, every three months, every six months, once a year)?
- (b) Does this suit your needs or would you benefit from attending more often? Please circle: **Yes**, **No**, or **Maybe**  
If yes or Maybe what are the barriers to you accessing the service more often?



11. How did you hear about the EDCC?
12. (a) Please indicate your referral pathway to service: Please circle, which best applies to you: Self-referral, Parent Referral, GP Referral, Other Referral (please describe)  
 (b) How regularly do you attend your G.P. (family doctor)? Please circle which best applies to you: Weekly, Monthly, Every two to five months, Every Six Months, Every Year, Every 2 years  
 (c) Please state any medication you are currently taking: (Prescribed, over the counter, supplements)
13. (a) What is your food consumption style (for example: vegan, vegetarian, paleo):  
 (b) Please state what age you adopted this food consumption style (if this food style was initiated by a parent in childhood please state so):  
 (c) Do you currently smoke? Yes or No  
 If so, please indicate how many packets per day:
14. (a) Have you received a diagnosis of an Eating Disorder from a medical professional? Please circle which best applies to you  
**Yes, or No or Uncertain**  
 If yes or Uncertain please state the diagnosis and what professional made the diagnosis:  
 (b) Please state any other diagnoses made by a professional (please include any physical and/or mental health diagnoses, and/or intellectual, for example dyslexia):  
 (c) If you have a diagnosis of an Eating Disorder at what age did you receive it?  
 (d) If you have **not** received a diagnosis from a professional, how would you describe your eating disorder? (e.g. Anorexia Nervosa, Bulimia, Binge Eating)  
 (e) What age were you when your Eating Disorder began?
15. Have you received therapy or any other form of professional help in the past for an eating disorder **before** you began attending the EDCC?
16. (a) Have you ever been in a hospital/residential facility due to an eating disorder (If yes, please indicate how many times, the duration spent and the name of the hospital or residential facility):  
 (b) Have you missed work/study due to an eating disorder? (If so, how long at one time, if more than once please detail)
17. Are you currently on a waiting list with any services for an eating disorder? (If so please indicate which service and how long you are on the waiting list)
18. Are there any additional services you are receiving outside of the EDCC that are linked with an eating disorder?
19. On a scale from 1 to 5, please indicate how much you agree or disagree with the following statements (1= Strongly Disagree, 2= Disagree, 3= Neither Agree nor Disagree, 4= Agree, 5= Strongly Agree). Enter a number that represents how you feel about the service.

(a) The service I receive at the EDCC is meeting my needs
(b) The service is helping me recover from my eating disorder behaviours
(c) I can contact my therapist when I need to
(d) I am happy with the cost of the service
(e) The service is flexible when I need to change appointment
(f) The EDCC building and environment is welcoming
(g) I am happy with the range of services offered

If you disagree/strongly disagree with these statements, please include what changes the service could make?

20. (a) Do you use the EDCC website? (If so, how often?)  
(b) Do you think the EDCC website is a good source for information?  
(c) What other websites would you visit for ED information?  
(d) What information do you think would be beneficial to include on the website?
21. Is there anything you would change in how the service operates to help it work better for you? (This may be scheduling of appointments, correspondence with staff, therapeutic approach, additional services etc.)
22. The EDCC offers a free Dietetic service, if you have used the service, has it helped with your recovery?
23. Would you be interested in receiving interventions by Skype or other online technology in the future? Please circle to indicate preference.  
Yes, No, Uncertain
24. As part of the service evaluation, the EDCC would appreciate your participation if individual interviews are carried out, as your feedback will give the information needed to help improve services now and in the future. If you would be interested please contact: [grace.kelly8@hse.ie](mailto:grace.kelly8@hse.ie)
25. Any additional comments?

## ***Appendix B: (page 1 of 2) Client Questionnaire (aged 16+, under 18)***

### ***EDCC - Eating Disorder Centre Cork***

*Treatment Centre for individuals, families & carers*

***Tel : 021 4539900    Email : [info@edcc.ie](mailto:info@edcc.ie)***

***[www.eatingdisordercentrecork.ie](http://www.eatingdisordercentrecork.ie)***



**We appreciate your time in completing this questionnaire; all information gathered is to aid in improving the service, as such all responses are anonymous. We ask that you answer all questions, if you do not want to answer a particular question, please complete the remainder of the questionnaire. All questions are strictly for the purpose of improving service provision.**

1. Please state: the month and year you were born, your Nationality, age when you began attending the EDCC, the month and year you started attending the EDCC:
2. Please state: the gender on your birth certificate
3. Please circle to indicate the highest education level you have obtained:  
Primary School, Junior Certificate, Leaving Certificate, Leaving Cert Applied
4. Please state your current job situation (job title, unemployed, student):
5. (a) Where do you travel from to avail of the service?  
(b) How do you travel to the service (car, bus etc.)
- 6 (a) How often do you attend the service (weekly, monthly)?  
(b) Does this suit your needs or would you benefit from attending more often? (If so, what are the barriers to you accessing the service more often?)
7. How did you hear about the EDCC?
- 8 (a) Please indicate your referral pathway to service:  
Self-referral, Parent Referral, GP Referral, Other Referral (please describe)  
(b) How regularly do you attend your G.P. (family doctor)?  
Weekly, Monthly, Every Year, Every 2 years  
(c) Please state any medication you are currently taking: (Prescribed, over the counter, supplements)
- 9 (a) What is your food consumption style (for example: vegan, vegetarian, paleo):  
(b) Please state what age you adopted this food consumption style (if this food style was initiated by a parent in childhood please state so):
- 10(a) Have you received a diagnosis of an Eating Disorder from a medical professional (if so, please state the diagnosis and what professional made the diagnosis):  
(b) Please state any other diagnoses made by a professional (please include any physical and mental health diagnoses):  
(c) If you have a diagnosis of an Eating Disorder, what age did you receive it?  
(d) If you have **not** received a diagnosis from a professional, how would you describe your eating disorder? (e.g. Anorexia Nervosa, Bulimia, Binge Eating)  
(e) What age were you when your Eating Disorder began?
11. Have you received therapy or any other form of professional help in the past for an eating disorder **before** you began attending the EDCC?



12. (a) Have you ever been in hospital/residential facility due to an eating disorder (If yes, please indicate how many times and the duration spent in hospital or residential facility):
- (b) Have you missed work/school due to an eating disorder? (If so, how long at one time)
13. On a scale from 1 to 5, please indicate how much you agree or disagree with the following statements (1= Strongly Disagree, 2= Disagree, 3= Neither Agree nor Disagree, 4= Agree, 5= Strongly Agree). Enter a number that represents how you feel about the service.

(f) The service I receive at the EDCC is meeting my needs
(g) The service is helping me recover from my eating disorder behaviours
(h) I can contact my therapist when I need to
(d) I am happy with the cost of the service
(e) The service is flexible when I need to change appointment
(f) The EDCC building and environment is welcoming
(g) I am happy with the range of services offered

- 14 (a) Do you use the EDCC website? (If so, how often?)
- (b) Do you think the EDCC website is a good source for information?
- (c) What other websites would you visit for ED information?
- (d) What information do you think would be beneficial to include on the website?
15. Is there anything you would change in how the service operates to help it work better for you? (This may be scheduling of appointments, correspondence with staff, therapeutic approach, additional services etc.)
16. The EDCC offers a free Dietetic service, if you have used the service, has it helped with your recovery?
17. Would you be interested in receiving interventions by Skype or other online technology in the future? Please circle to indicate preference.  
Yes, No, Uncertain

## Appendix C: (page 1 of 2)-Client Questionnaire age 16+, 18- (parent)

**EDCC - Eating Disorder Centre Cork**  
Treatment Centre for individuals, families & carers  
Tel : 021 4539900 Email : [info@edcc.ie](mailto:info@edcc.ie)  
[www.eatingdisordercentrecork.ie](http://www.eatingdisordercentrecork.ie)



**We appreciate your time in completing this questionnaire; all information gathered is to aid in improving the service, as such all responses are anonymous. We ask that you answer all questions, if you do not want to answer a particular question, please complete the remainder of the questionnaire. All questions are strictly for the purpose of improving service provision.**

1. How did you hear about the EDCC?
2. If this service was unavailable to your child, do you know where else you would seek treatment with them?
3. What, for you, is important for this service to offer your child? Are these needs currently being met by the service?
4. What is important for this service to offer you as a parent/guardian? Are these needs currently being met by the service?
5. Are you aware of any supports offered within the service to family members? If so, have these supports been offered to you?
6. Is your child currently on a waiting list for other services for their eating disorder?(If so, please state the name of the service and how long they have been on the waiting list)
7. Are there any additional services your child is receiving outside of the EDCC that are linked with an eating disorder?
8. On a scale from 1 to 5, please indicate how much you agree or disagree with the following statements (1= Strongly Disagree, 2= Disagree, 3= Neither Agree nor Disagree, 4= Agree, 5= Strongly Agree):

(a) The service my child receives at the EDCC is meeting their needs
(b) The service is helping them recover from their eating disorder behaviours
(c) My child's therapist can be contacted when needed
(d) I am happy with the cost of the service
(e) The service is flexible when an appointment needs to be changed
(f) The building and environment is welcoming
(g) I am happy with the range of services offered

If you disagree/strongly disagree with these statements please include what changes the service could make:

9. (a) What income bracket do you fit into- please circle:  
€0- €12,000, €12,000- €20,000, €20,000- €30,000, €30,000- €40,000, €40,000- €50,000, €50,000+

**All information is anonymous, answering 7(a) will not impact on your service at the EDCC**

- (b) Please indicate who lives in your family home and their relationship to your child
- (c) If you are receiving a basic social welfare payment, please state any other social welfare you are in receipt of (e.g. rental allowance):
- (d) Please tick to indicate which of the following describes your current living situation:  
Mortgage, renting, social housing, ownership of home, living with family  
without renting, other (please describe):
- 10(a) Please indicate how much you pay for the service offered at the EDCC per session: €
- (b) What other costs do you have to use this service per session? (these could be fuel, parking, babysitting, time off work etc.)
- 11. Any additional comments?

As part of the service evaluation, the EDCC would appreciate your participation if individual interviews are carried out, as your feedback will give the information needed to help improve services now and in the future. If you would be interested please contact: [grace.kelly8@hse.ie](mailto:grace.kelly8@hse.ie)

## ***Appendix D: (page 1 of 3) Client Questionnaire aged under 16 (parent)***

**EDCC - Eating Disorder Centre Cork**  
*Treatment Centre for individuals, families & carers*  
**Tel : 021 4539900    Email : [info@edcc.ie](mailto:info@edcc.ie)**  
**[www.eatingdisordercentrecork.ie](http://www.eatingdisordercentrecork.ie)**



**We appreciate your time in completing this questionnaire; all information gathered is to aid in improving the service, as such all responses are anonymous. We ask that you answer all questions, if you do not want to answer a particular question, please complete the remainder of the questionnaire. All questions are strictly for the purpose of improving service provision.**

1. Please state: the month and year your child was born, their Nationality, their age when they began attending the EDCC, the month and year they started attending the EDCC, the gender on their birth certificate:
2. (a) What class/year is your child in?  
(b) Please circle to indicate the highest education level obtained by your child:  
Primary School, Junior Certificate, Leaving Certificate, Leaving Cert Applied
3. (a) What income bracket do you fit into:  
€0- €12,000, €12,000- €20,000, €20,000- €30,000, €30,000- €40,000, €40,000- €50,000, €50,000+

**All information is anonymous, answering this question will not impact on your child's service at the EDCC**

- (b) Please indicate which of the following describes your current living situation:  
Mortgage, renting, social housing, ownership of home, living with family, without Renting, other (please describe)
4. (a) Please estimate how much you pay for the service offered at the EDCC per session:  
(b) What other costs do you have, to use this service per session? (these could be fuel, parking, babysitting, time off work etc.):
5. (a) Where do you travel from to avail of the service?  
(b) How do you travel to the service (car, bus etc.)
6. (a) How often does your child attend the service (weekly, monthly)?  
(b) Do you think this suits their needs or would they benefit from attending more often? (If Yes, what are the barriers to them accessing the service more often?)
7. (a) Please indicate their referral pathway to service:  
Parent Referral, GP Referral, Other Referral (please describe)  
(b) How regularly does your child attend their G.P. (family doctor)? Please circle.  
Weekly, Monthly, Every 2 to 5 months, Every six Months, Every Year, Every 2 years  
(c) Please state any medication your child is currently taking:  
(Prescribed, over the counter, supplements)
8. (a) What is your child's food consumption style (for example: vegan, vegetarian, paleo):

- (b) Please state what age they adopted this food consumption style (if this food style was initiated by you as parent/guardian please state so):
9. (a) Has your child received a diagnosis of an Eating Disorder from a medical professional (if so, please state the diagnosis and what professional made the diagnosis)
- (b) Please state any other diagnoses made by a professional (please include any physical and mental health diagnoses):
- (c) If they have a diagnosis of an Eating Disorder, what age did they receive it?
- (d) If they have **not** received a diagnosis from a professional, how would you describe their eating disorder? (e.g. Anorexia Nervosa, Bulimia, Binge Eating)
- (e) What age would you say your child was when their Eating Disorder began?
10. as your child received therapy or any other form of professional help in the past for an eating disorder **before** they began attending the EDCC?
11. (a) Has your child ever been in hospital/residential facility due to an eating disorder (If yes, please indicate how many times and the duration spent in hospital or residential facility):
12. Have they missed school due to an eating disorder? (If so, how long at one time)
13. How did you hear about the EDCC?
14. If this service was unavailable to your child, do you know where else you would seek treatment with them?
15. What, for you, is important for this service to offer your child? Are these needs currently being met by the service?
16. What is important for this service to offer you as a parent/guardian? Are these needs currently being met by the service?
17. Are you aware of any supports offered within the service to family members? If so, have these supports been offered to you?
18. Is your child currently on a waiting list for other services for their eating disorder?(If so, please state the name of the service and how long they have been on the waiting list)
19. Are there any additional services your child is receiving outside of the EDCC that are linked with an eating disorder?
20. On a scale from 1 to 5, please indicate how much you agree or disagree with the following statements (1= Strongly Disagree, 2= Disagree, 3= Neither Agree nor Disagree, 4= Agree, 5= Strongly Agree):

(i) The service <u>my</u> child receives at the EDCC is meeting <u>their</u> needs
(j) The service is helping <u>them</u> recover from their eating <u>disorder</u> behaviours
(k) My child's therapist can be contacted when needed
(d) I am happy with the cost of the service
(e) The service is flexible when an <u>appointment</u> needs to be changed
(f) The building and environment is welcoming
(g) I am happy with the range of services offered

If you disagree/strongly disagree with these statements please include what changes the service could make:

21. (a) Do you use the EDCC website? (If so, how often?)
- (b) Do you think the EDCC website is a good source for information?

- (c) What other websites would you visit for ED information?
  - (d) What information do you think would be beneficial to include on the website?
22. Would you be interested in consenting to interventions by Skype or other online technology in the future?
23. The EDCC offers a free Dietetic service, if your child has used the service, has it helped with their recovery?
24. Is there anything you would change in how the service operates to help it work better? (This may be scheduling of appointments, correspondence with staff, therapeutic approach, additional services etc.)
25. As part of the service evaluation, the EDCC would appreciate your participation if individual interviews are carried out, as your feedback will give the information needed to help improve services now and in the future. If you would be interested please contact: [grace.kelly8@hse.ie](mailto:grace.kelly8@hse.ie)



## Appendix E: (page 1 of 1) Staff Questionnaire

We appreciate your time in completing this questionnaire, all responses are anonymous, please do not use any identifying information. We ask that you answer all questions, if you do not want to answer a particular question, please complete the remainder of the questionnaire.

### 1. Background Information:

Education: \_\_\_\_\_

Experience of working with Eating Disorders: \_\_\_\_\_

Years with EDCC: \_\_\_\_\_

Membership with Council/Society for profession: Yes:      No: \_\_\_\_\_

Name of Council/Society: \_\_\_\_\_

2. Are there any additional services you feel Service Users would benefit from being offered within the EDCC?
3. Are there any services you feel you would benefit from in your therapeutic work?
4. (a) What level of supervision do you currently have? (Is this supervision within the service or supervision you access separately?)  
(b) Does your supervisor have experience that is directly related to treating Eating Disorders?
5. (a) What, if any, training/workshops are offered to you?  
(b) What costs, if any, do you have for training/workshops?
6. What trainings/workshops do you think would be beneficial for your work?
7. (a) Please list any challenges you have experienced working at the EDCC:  
(b) What are the main differences or challenge between working with a client group who have an Eating Disorder and other therapeutic work?
8. What, for you, needs improvement to help the service run more efficiently? (More efficient use of current resources, administrative support, additional services etc.):
9. (a) Are you an employee of the EDCC or in a contract position?  
(b) Does this suit your current employment needs?
10. Do you incur any additional costs while working for the service? (Rent of room etc.)
11. Are there any barriers to you offering therapeutic intervention to the best of your ability? (Time constraints, lack of therapeutic space etc.)
12. On a scale from 1 to 5, please indicate how much you agree or disagree with the following statements (1= Strongly Disagree, 2= Disagree, 3= Neither Agree nor Disagree, 4= Agree, 5= Strongly Agree)
  - (a) I enjoy working at the EDCC
  - (b) I have adequate level of support from the EDCC
  - (c) The working environment is positive
  - (d) I have good job satisfaction

If you disagree/strongly disagree with these statements please include what changes the service could make

13. Any additional comments?

## **Appendix F: (page 1 of 1) Board of Management Questionnaire**

**We appreciate your time in completing this questionnaire, all responses are anonymous, please do not use any identifying information. We ask that you answer all questions, if you do not want to answer a particular question, please complete the remainder of the questionnaire.**

1. What level of administrative staff support does the service currently have? In your opinion, what level of administrative staffing would be efficient to facilitate the service running efficiently? (please expand on your reasoning for this)
2. Is the therapeutic staffing level ideal or is there currently a shortfall? (if so, please detail)
3. Do you think the way the service currently operates facilitates it in meeting its goals?
4. How is information/data stored about clients?
5. What information is currently in place to detail to service users how their data is being stored in the service?
6. What, for you, needs improvement to help the service run efficiently?
7. Are there any additional services you feel Service Users would benefit from being offered within the EDCC?
8. Are any means of evaluation currently in place within the service? (if so please detail)
9. What Codes of Governance are currently in place in the EDCC?
10. What procedure is in place to deal with potential complaints from i) service users  
ii) therapists iii) administrative staff?
11. Any additional comments?



## ***Appendix G: Information Letter for clients aged 18 years +***

***EDCC - Eating Disorder Centre Cork***

*Treatment Centre for individuals, families & carers*

***Tel : 021 4539900    Email : [info@edcc.ie](mailto:info@edcc.ie)***

***[www.eatingdisordercentrecork.ie](http://www.eatingdisordercentrecork.ie)***



### **Information Letter**

The Eating Disorder Centre Cork (EDCC) is carrying out a service evaluation in conjunction with the HSE and UCC to improve the service for all service-users now and in the future.

Please complete the included questionnaire and post it back in the stamped, addressed envelope provided, or you may hand it back to the EDCC on or before the **22<sup>ND</sup> of NOVEMBER, 2017.**

All information gathered is anonymous. All questions are strictly for the purpose of improving service provision.

To ensure your comments remain anonymous, please do not include any identifying information on the questionnaire.

We appreciate your time to help improve the service.

Kind Regards,

The EDCC

## ***Appendix H: Information Letter and Parental Consent for 16+, under 18***

***EDCC - Eating Disorder Centre Cork***

*Treatment Centre for individuals, families & carers*



***Tel : 021 4539900    Email : [info@edcc.ie](mailto:info@edcc.ie)***

***[www.eatingdisordercentrecork.ie](http://www.eatingdisordercentrecork.ie)***

### **Information Letter & Consent**

Dear Parent,

The Eating Disorder Centre Cork (EDCC) is carrying out a service evaluation to improve the service for all service-users and their families.

As a service- user, your child is under 18, if you would like your child to contribute to the service evaluation, we would ask that you complete the attached consent form.

Please complete the included questionnaire **with** your child.

We have also attached a separate parent/guardian questionnaire for you to provide your own input to the evaluation, please complete it **without** your child.

To ensure your comments remain anonymous, once you return the information, we will separate the consent form from the questionnaires, so please do not include any identifying information on the questionnaire.

Please return the completed consent form and questionnaire(s), in the stamped, addressed envelope provided on or before the **22<sup>ND</sup> of November, 2017**.

We appreciate your time to help us improve the service.

Kind Regards,

The EDCC

### **Parental Consent**

If you consent to your child contributing to the service evaluation by completing the questionnaire **with** your child, please sign below. This questionnaire is strictly for service improvement. As a legal guardian of a service user who is under 18 years of age, I hereby give my consent for my child to complete the questionnaire with my full supervision.

Signature of legal guardian: \_\_\_\_\_

Date: \_\_\_\_\_

## ***Appendix I: Information Letter for parents of under-16 clients***

***EDCC - Eating Disorder Centre Cork***

*Treatment Centre for individuals, families & carers*



***Tel : 021 4539900    Email : [info@edcc.ie](mailto:info@edcc.ie)  
[www.eatingdisordercentrecork.ie](http://www.eatingdisordercentrecork.ie)***

***Dear Parent,***

The Eating Disorder Centre Cork (EDCC) is carrying out a service evaluation in conjunction with the HSE and UCC to improve the service for all service-users now and in the future.

Please complete the included questionnaire and post it back in the stamped, addressed envelope provided, or you may hand it back to the EDCC on or before the **22<sup>ND</sup> of NOVEMBER, 2017.**

**As your child in under 16 years of age, please complete on their behalf. To be completed by parents or guardians of those attending the EDCC.**

All information gathered is anonymous. All questions are strictly for the purpose of improving service provision.

To ensure your comments remain anonymous, please do not include any identifying information on the questionnaire.

We appreciate your time to help improve the service.

Kind Regards,

The EDCC

## Appendix J: Pathway through the EDCC

To understand the pathway through the service for new clients, the authors asked management to outline the process from initial contact to therapist meeting.

This pathway is detailed below:

- A) Client (if over 18 years of age) makes direct contact with the EDCC, and sets up an appointment for an initial assessment.  
If client is under 18 years of age, their parent/guardian makes appointment for their assessment.
- B) Following assessment (approx. 1.5 hours), the client is referred to a therapist at the centre.
- C) Therapist then contact the client and sets up an appointment for a first therapy session.
- D) Following this, each subsequent session of therapy is agreed between client/client carer, and therapist.
- E) Therapist also liaises with GP and dietitian as part of the therapy.
- F) To be accepted to the service, clients must meet 2 criteria:
  - A) Have a BMI of 14
  - B) Consent through their signature to say they will attend their GP during attendance at The EDCC.
- G) There are 2 therapists who work with clients under 18 years, so clients in this age range are referred to them.  
Otherwise the client is matched by their needs, both short and long term.  
They are paired with a therapist that will be able to hold and manage this need.  
Personality types, type of trauma service-user brings, and particular expertise of the therapist are taken into account.
- H) New clients are seen for appointment within 3-7 days of initial assessment.