

### **How can I access Caraline?**

Referrals are received via a number of channels. These are:

- Self referrals
- Doctor referrals
- Referrals from voluntary and statutory sector workers
- Referrals from other people such as friends and/or family

We accept referrals from anyone above the age of 14.

### **What happens after a referral has been made?**

Following the receipt of a referral, you will be contacted and invited to attend Caraline for an assessment. The assessment is very comprehensive and will need to take place over three sessions.

The assessment aims to identify what the needs of the person referred are with a view to ascertain the most appropriate intervention.

The outcome of the assessment will be discussed with the client, as will the potential interventions available. Should the intervention

not be available at Caraline, then the Caraline team will certainly provide information regarding other agencies and support services that may be able to help.

### **Who should I expect to speak to?**

'Caraline' recruits and trains volunteers to work in various aspects of our service. All staff at the centre are trained and are offered the highest level of supervision to ensure we provide a high standard of support to those people engaging with us.

In addition to working directly with the clients that contact us, we also work within the voluntary sector to support other professionals needing information and training within the field of eating disorders.

The 'Caraline' team are a team of people who operate in a non judgemental and confidential manner, where being approachable and welcoming is essential.

Should you require any information, advice, support or guidance then please do contact us.

# Caraline

“A journey of a thousand miles begins with one small step”

*Confucius*



Kline House  
13 George Street West  
Luton  
Beds  
LU1 2BJ

01582 457 474  
[caralined@aol.com](mailto:caralined@aol.com)  
[www.caraline.com](http://www.caraline.com)

## **What is Caraline?**

Caraline is an independent Luton based charity dedicated to helping and supporting people whose lives are affected by anorexia, bulimia and compulsive over eating.

We are partially funded by the Primary Care Trust (PCT) Bedfordshire and Luton.

Our aim is to ensure that anyone affected by an eating disorder within Bedfordshire and the surrounding areas can easily access advice, support and treatment. However, we never turn anyone away who needs our help, no matter where they live, and will help them find the treatment they need either through Caraline or providing information about other services.

## **About Eating Disorders**

Many people use diets as a way to control their weight without developing an eating disorder. An eating disorder is a serious psychological problem that may arise because of unresolved issues.

Eating disorders are not about food, nor the media or image, they are about feelings. Eating disorders can develop when people are unhappy or depressed.

Issues of control may sometimes lead to an eating disorder. For a person with an eating disorder who may feel that every aspect of their life is out of control, an eating disorder can sometimes be an attempt to gain control.

Self esteem is an unconditional appreciation of a person or oneself. It matters because people who do not value themselves feel unworthy.

The model we use at 'Caraline' is to promote a feeling of well being in our clients and staff by consistently showing each other unconditional positive regard.

## **Why would someone want to access support from Caraline?**

It can be hard to make that first step towards making a change, and sometimes it can be even harder deciding when to do it. If you are concerned about your own or are concerned about someone else's eating behaviour, then contacting 'Caraline' could help. Whether that is simply to seek advice or whether it is to discuss the possibility of accessing more structured support, contacting 'Caraline' may be able to help.

## **What support can be offered?**

Caraline aims to work with people affected by eating disorders in a number of ways. Support is offered in both individual and group formats where self support, peer support and group support is encouraged. The main intention is to give support to people living with eating disorders and their carers.

- Caraline provides a helpline for anyone who may be affected by an eating disorder. Here you can discuss your concerns with someone impartial in a non judgemental and confidential manner.
- Caraline facilitates a monthly self help group where you will receive support with others who are affected by eating disorders.
- Caraline offers 1:1 counselling and a ten session eating behaviours group.
- Monthly Carer's Support Group for families & friends to also receive support.