

## Beat Services in Scotland

### Dedicated telephone helpline 0808 801 0432

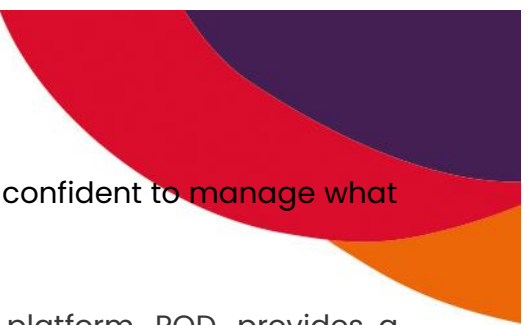
Beat's FREE helpline is open 365 days a year 9am - midnight Monday - Friday and 4pm - midnight at weekends and on public holidays.

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.

### Support for families, loved ones and carers

- 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, 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. **Compass** - a new service to support families of young people aged 14 - 17 with an emerging eating disorder. It replaces our previous Synergy programme. Compass is currently being piloted and is expected to be available from December 2022. Referrals can be made now.
- d. **Endeavour** - weekly video call support groups for carers of a child aged 5-15 with a diagnosis of ARFID or with ARFID type behaviour or presentation. Each session has a set theme and is facilitated by a Beat support officer.
- e. **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.
- f. **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 an incredibly stressful time.

- g. **Peer Support and Online Development** - Our e-learning platform, POD, provides a space to learn and find community through workshops, courses and forums. [Sign up here!](#)
- h. **Carers' Packs** – a free resource for carers with lots of helpful information about eating disorders covering what eating disorders are to treatment, myth busting and glossary of useful terms. To order a pack please complete the form [here](#).

### **Support for adults with an eating disorder**

- 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.
- c. **Momentum** – Support for people with Binge Eating Disorder through guided self-help. This is for adults (18+) with binge eating disorder. They will receive a 12 week programme of guided self-help and be offered eight telephone support sessions during this time. The self-help programme used will be the evidence-based and clinically recommended book “Overcoming Binge Eating.”

### **More information**

More information about all Beat’s services in Scotland is available [here](#).

### **How to be referred**

Clinicians can make a referral to any of Beat’s services [here](#). Individuals can make a self-referral [here](#).

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. No referral is needed.

Helpline	Helpline	Talk to our advisors 365 days a year 9am -midnight Monday - Friday and 4pm - midnight at weekends and on public holidays.	0808 801 0432
	121 webchat	Talk to one of our advisors using our secure instant messaging services, email, social media etc.	<a href="https://www.beateatingdisorders.org.uk/support-services/helplines/one-to-one">https://www.beateatingdisorders.org.uk/support-services/helplines/one-to-one</a>
	Social media	Ask a question through FB/ Instagram/Twitter direct messaging and receive 121 chat support	<a href="https://www.facebook.com/beat.eatingdisorders">https://www.facebook.com/beat.eatingdisorders</a> <a href="https://www.instagram.com/beatedsupport/">https://www.instagram.com/beatedsupport/</a> @BeatED_Scotland @beatED
	Email	Speak directly through messaging to one of Beat's trained advisors.	<a href="https://www.beateatingdisorders.org.uk/support-services/helplines">https://www.beateatingdisorders.org.uk/support-services/helplines</a> <a href="mailto:help@beateatingdisorders.org.uk">help@beateatingdisorders.org.uk</a> <a href="mailto:studentline@beateatingdisorders.org.uk">studentline@beateatingdisorders.org.uk</a>
	Chat rooms	There is a range of peer support moderated chat rooms including <b>Aviary</b> – Sunday & Tuesday 6.45-8pm. For anyone supporting someone else with an eating disorder. <b>Swan</b> – Monday & Thursday 6.45-8pm. For anyone who has or thinks they may have anorexia. <b>Kingfisher</b> – Wednesday & Saturday 6.45 – 8pm. For anyone who has or thinks they may have bulimia. <b>Nightingale</b> – Tuesday & Friday 6.45-8pm. For	<a href="https://www.beateatingdisorders.org.uk/support-services/online-groups">https://www.beateatingdisorders.org.uk/support-services/online-groups</a>

		<p>anyone who has or thinks they may have binge eating disorder.</p> <p>All are easy to access from any device and all are fully moderated</p>	
SharED	Peer Support	<p>Email peer support for people aged 12-25 who have an eating disorder. You can register and be paired up with someone who has been there. Volunteer led.</p>	
POD	Peer Online Development	<p>Learning platform for carers – all Beat carer services are available here</p>	<a href="https://www.beateatingdisorders.org.uk/get-information-and-support/support-someone-else/pod-e-learning-platform/">https://www.beateatingdisorders.org.uk/get-information-and-support/support-someone-else/pod-e-learning-platform/</a>
SPOT	Schools peer online training	<p>FREE training for primary and secondary schools professionals.</p>	<a href="https://www.beateatingdisorders.org.uk/training-events/find-training/spot-online-training-for-schools/">https://www.beateatingdisorders.org.uk/training-events/find-training/spot-online-training-for-schools/</a>

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

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