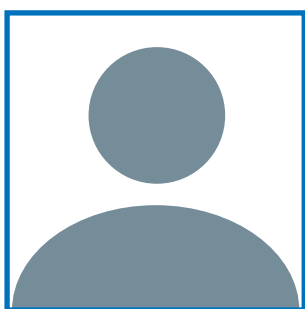


Carer feedback



“ As a mother, I was also anxious, but I felt much calmer once I had met the team. ”

We are writing this from a parent's perspective about our son's illness and his recovery.

Our son had been ill with Chronic Fatigue Syndrome/ME for 3 years when he was admitted to the National Inpatient Centre for Psychological Medicine (NICPM). He was very ill. He was unable to walk, he could not tolerate daylight, physical touch, or sound, and for some time he couldn't eat, which resulted in dangerous weight loss.

Prior to our son's admission to hospital we were invited to have a look around the ward and meet some of the staff. Due to his illness and the fact that we live 120 miles away we were unable to go so we rang the hospital and asked if a relative could visit and take some photos of the ward and meet the staff, to reassure both ourselves and our son. The NICPM team was very accommodating and agreed to this visit which was a great help. The photos and information were invaluable. It reassured us all and gave our son an insight as to what to expect. Also, prior to the admission, we were given a specific contact on the ward to telephone if we had any questions or concerns.

On the day of admission our son was very anxious and as parents we were concerned for him, but when we arrived we were met at the hospital entrance by these lovely warm people who immediately put my mind at ease. As a mother, I was also anxious, but I felt much calmer once I had met the team. They took time out to spend with us to explain what treatment our son would be having. They asked for a full account of what life had been like for our son before his illness, and how the illness had affected him.

For the first few weeks our son was given a period of settling in time so the staff could assess him and he could get used to his new environment. Also so he could begin to trust the staff and build up a relationship with them. Over the following weeks and months each time we visited we could see improvements in his health and stamina. The team were always on hand, 24 hours a day, if we needed to speak to someone.

“ Every visit we could see an improvement in him... ”

The professionalism and dedication from the team on the ward was excellent. We were kept informed of our son's progress through telephone calls, regular invitations to the MDT meetings, and weekly briefings from team members. This inclusion assured us that he was being well cared for and that steady progress was being made.

Although we live 120 miles away from the NICPM, whenever we travelled there it was well worth the effort. Every visit we could see an improvement in him, and they all added up to a huge jump forward in his physical and mental ability. He came home in June and has continued, both physically and mentally, to improve and now has a positive outlook for the future.

As parents we can never thank the NICPM enough. Through their dedication, knowledge, and patience, they have turned our son's life around and given us all hope for the future.

Thank you.