

Nexus Advice & Support Service

A free advice and support service for carers supporting their loved one with an eating disorder

What is Nexus?

Nexus is a free advice and support service for carers supporting their loved one with an eating disorder. It is a telephone service carers, partners, parents and siblings in London can access to talk through struggles they face while supporting their loved one, as well as talk through some practical tips and techniques to aid recovery. This is also a space for carers themselves to get some much-deserved support.

We recognise that not having someone to talk to regularly about the challenges and frustrations of supporting someone can be lonely and isolating, particularly if you're not able to discuss and share with family and friends. By using our Nexus service, you will have that extra avenue of support in our Nexus Advisors.

You will be paired with the same advisor each week and together you will develop a safe, confidential and supportive space where our advisors will act as a sounding board, guiding you to finding your own solutions as well as offering practical techniques to help motivate positive change in your loved one. These techniques will be in part from Skills-based Learning for Caring for a Loved One with an Eating

Disorder: The New Maudsley Method by Janet Treasure, which will be sent out to you to read in your own time.

What happens each week?

In your initial call you will talk through with your Nexus Advisor any particular struggles you have faced. The calls each week after the initial call will be led by you and whatever might be going on for you in relation to your loved one at that time. Each week our advisors will discuss any goals you'd like to set, whether that be trying a particular communication skill with your loved one or finding half an hour for some very important self-care.

What is expected of me?

- Committed to a 50-minute phone call for the initial call, then weekly 40-minute phone calls for 12 weeks
- Your call will take place at the same time and day each week unless you need to rearrange a call. You will have up to 3 rearranged calls available
- You will be asked to complete evaluation surveys throughout your relationship with your Nexus Coach to help us understand the impact of the service and where we can improve the service
- You will also be sent a survey after your 12 weeks has finished

How to access Nexus?

1. Complete the sign-up form, either with one of our advisors on the helpline, or after the sign-up form has been emailed over to you
2. Beat Helpline Manager will contact you with more information
3. Skills-based Caring book will be sent to you
4. Beat will pair you up with one of our Nexus Advisors
5. Initial 50-minute call goes ahead at agreed time – our Nexus Advisors will call you directly
6. 40-minute calls continue weekly for 12 weeks