

How we protect the rights of people on Community Treatment Orders



Original document title:
How we protect the rights and interests of
people on community treatment orders

September 2010

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About the Care Quality Commission

The Care Quality Commission is independent – this means we are not part of the Government.



We make sure people in England get better health and social care services.



We also check services for people who are being treated under a law called the Mental Health Act.



This includes anyone who is on a **Community Treatment Order** or **Guardianship**.



A Community Treatment Order is a way to get you to carry on with your treatment after you have left hospital.



It will tell you the things you have to do like seeing a doctor.



Protecting your rights

We have Mental Health Act Commissioners who visit people to check you are getting your rights.



Our commissioners know a lot about the law and mental health services.

If you are on a Community Treatment Order you can talk to one of our commissioners when they are next visiting your area.



Your meeting will be in private and they will not tell other people about what you say unless you want them to.



Commissioners also meet with the managers and staff to talk about patient's care and treatment and any problems people have.



Your hospital will let you know when they are visiting your area.

What a commissioner does when they visit an area



Commissioners check that:

- your Community Treatment Order was done properly
- you have had your rights explained to you in a way you understand





- you are being respected as an individual



- staff are thinking about your needs



- staff are properly following the rules about what to do.

What a commissioner cannot do



Commissioners cannot:

- take you off your Community Treatment Order



- give you medical advice



- give you legal advice.



But they can tell you who to go to for advice about these things.

Your rights about taking medicine

Month						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

In the first month

At the beginning of the first month of your Community Treatment Order your doctor should:



- explain what your medicine should do



- tell you about any other problems you might have when you take the medicine.



These are called side effects.
They do not happen to everyone



- ask if you agree to have the medicine.



Agreeing to take the medicine

You can change your mind about taking the medicine at any time, but it is best to talk to your doctor first.



Your doctor cannot force you to take it. If you want to know more about your rights ask to look at the code of practice.



Or download it from the Department of Health website

www.tinyurl.com/mentalhealthcode

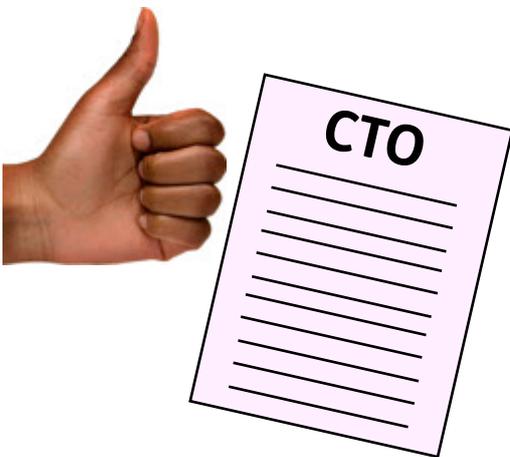


After the first month

After one month your doctor has to get another doctor to agree that you should carry on taking the medicine.



You should carry on taking it until you have seen the second doctor.



What does the second doctor do?

The second doctor will:

- check your Community Treatment Order was done properly
- talk about your medicines with you, in private unless you want someone with you





- talk to your doctor and 2 other people who know about your care, like your nurse



- think about whether you are on the right medicine



- send us a form telling us about your medicines



- tell your doctor to tell you what they have decided.



Your hospital should arrange for a signer or interpreter if you need one.



Urgent treatment

Sometimes, when it is urgent, you can be given medicine without you agreeing.

This is when:



- it will save your life



- stop bad pain



- stop a problem getting much worse



- stop you being violent to yourself or others.



Complaining about your care or treatment

If you are still on a Community Treatment Order you need to do this at your hospital.



You can send your complaint or speak to the complaints officer at your hospital.



Support with your complaint

If you need support:

- ask your hospital for details of the local advocacy service



- ask one of our visiting commissioners to help you



- write to us at the address at the end of this leaflet.



What happens next?

The hospital managers will look at your complaint.



They should tell you what they have found and what they plan to do to stop it happening again.



They will also tell you what you should do if you are not happy with what they have said.

If you are still not happy



If you are still not happy with what the hospital has said you can ask the **Parliamentary and Health Service Ombudsman** to look at it again.

An **ombudsman** is someone who looks into complaints.



To get in touch:

Call:

0345 015 4033



Or write to:

**The Parliamentary and
Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP**

What CQC can do about your complaint

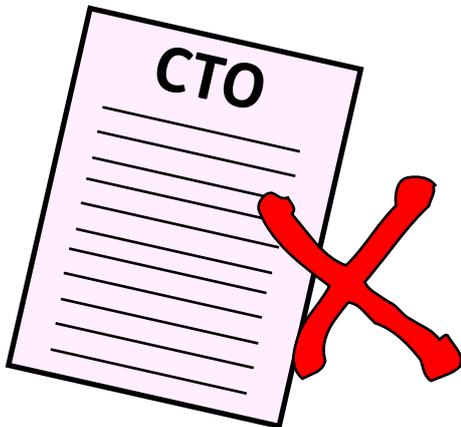
CQC cannot look at complaints that are:



- about your care



- about your doctor's decisions



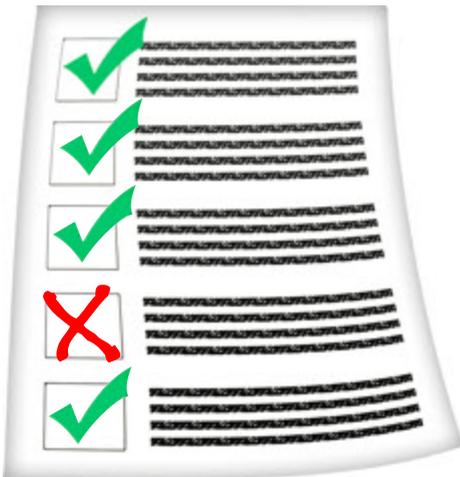
- about you being on a Community Treatment Order



- going to court.



We can look at a complaint about the way staff have done things under the Mental Health Act.



First we need to look at:

- has the hospital done everything they can to sort your complaint out?



- have the hospital managers looked at it properly?



- whether CQC looking at it is likely to change anything?



If we decide to look at your complaint a commissioner will look into it.



We will then tell you what we have found and what will change to make sure it does not happen again.

Your information



If you have been in touch with a commissioner we might have some information about you.



The law says you can ask us:

- what information we have



- who can see that information



- why we have your information and how it is used



- to change anything that is wrong.



To ask us about your information please write to us at the address at the end of this leaflet.



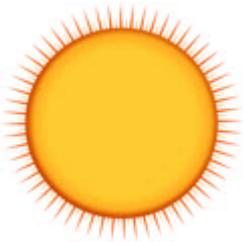
How to contact a Mental Health Act Commissioner

Ask a member of staff at your hospital to let you know when a commissioner is next visiting your area.



If this is not for some time you can:

- write to us at the address at the end of this leaflet
- call us on **03000 61 61 61** in office hours and choose option 1 when asked to
- at other times, leave your name, address and phone number on the answer phone and we will call you back



- if you do not like answer phones call during the day or get someone else to call for you.



For more information or to tell us what you think

Please get in touch with us to:

- tell us what you think about this leaflet



- tell us what you think about the work of our commissioners



- find out more about our work



- make a complaint about your care when on a Community Treatment Order.

How to contact us

To get in touch please

Write to:



**CQC Mental Health Act
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA**



Telephone:

03000 61 61 61

Choose option 1 when you are asked.



Email:

mhaenquiries@cqc.org.uk



Website:

www.cqc.org.uk



If you would like this leaflet in any other format or language please call:

03000 616161



Credits

This paper has been designed and produced for the Care Quality Commission by the EasyRead service at Inspired Services Publishing Ltd. Ref ISL213/10. September 2010.



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