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Os oes angen gwasanaethau cyfieithu neu gopi o'r ddogfen hon arnoch mewn ieithoedd eraill, tâp awdio, Braille, neu brint brasach, siaradwch ag aelod o staff CWP neu e-bostiwch cwp.info@nhs.net

જો તમને ભાષાંતર સેવાઓની જરૂર હોય અથવા અન્ય ભાષાઓ, ઑડિયો ટેપ, બ્રેઇલ અથવા મોટા અક્ષરોમાં આ દસ્તાવેજની નકલ જોઈતી હોય તો કૃપા કરીને CWP સ્ટાફના સભ્ય સાથે વાત કરો અથવા cwp.info@nhs.net પર ઇ-મેલ કરો

Jeśli wymagane jest tłumaczenie, lub kopia niniejszego dokumentu w innym języku, na kasecie audio, alfabetem Braille'a lub druk większą czcionką, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: cwp.info@nhs.net

如果您需要翻译服务或者需要该文件的其它版本, 录音磁带, 盲文或大字体, 请和CWP的一位员工提出, 或者发电邮至 cwp.info@nhs.net

यदि आपको अनुवाद सेवाएँ, या इस दस्तावेज़ की प्रति किसी अन्य भाषा, ऑडियो टेप, ब्रैल या बड़े अक्षरों में चाहिए, तो कृपया CPW स्टाफ के सदस्य से बात करें या cwp.info@nhs.net पर ईमेल करें

Complaints and Compliments

If you are pleased with our service, or unhappy, please talk to our staff as we welcome your feedback. To do this you need to contact our Patient Advice and Liaison Service (PALS).

PALS is a confidential service that listens to your views and concerns. PALS is an information point for service users, carers and families. As a service it aims to resolve any problems quickly; and is a gateway to the complaints procedure and specialist independent advocacy services.

You can contact our PALS, Complaints and Incidents Team in two ways:

Freephone number - 0800 195 4462

cwp.pals@nhs.net
cwp.Complaints@nhs.net

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Being an Informal Patient

What can I expect?

Helping people to be
the best they can be

What does being an informal patient mean?

An informal patient means that:

- a) You have agreed to come into hospital voluntarily
- b) You are not being kept in hospital under the Mental Health Act (MHA) or Mental Capacity Act (MCA)
or
- c) You were under a Section of the MHA or MCA, but this has now ended

You have certain rights during your stay on the ward as an informal patient, as well as some responsibilities.

This leaflet tells you about your rights and what you can expect from us.

What are my responsibilities as an informal patient?

When you are admitted you will be introduced to your named nurse and encouraged to participate fully with the clinical team looking after your care.

You will be asked to participate in the development of your treatment plan on the ward and the planning of your discharge when the time is right.

You will be asked to take part in therapeutic activities on the ward, and to share any concerns you may have about your treatment and care.

Can I leave the ward?

As an informal patient you are free to leave the ward at any time. This ward is usually kept locked to help keep patients, visitors and staff safe. However, if you wish to leave please let ward staff know. They are responsible for your care and so will need to know how long you will be away and what time you expect to return.

As an informal patient you cannot be kept on the ward against your will. If there are any concerns about you leaving, staff may explain these concerns to you. You have the right to insist on leaving the ward. However, both doctors and nurses do have the power to prevent you from leaving if there are serious concerns.

Under Section 5 of the Mental Health Act (MHA) doctors and nurses may prevent you from leaving and hold you on the ward for a set period of time so that a Mental Health Act Assessment can take place. If these powers are used there are safeguards under the MHA to protect you. The ward staff will inform you of these.

If you wish to discharge yourself from hospital, following discussion with your clinical team, you will be asked to sign a 'Discharge Against Medical Advice' form. On discharge you will be offered follow-up care in the community; your discharge plan will be given to you and sent to your GP. If you are on medication you will be given a supply to take home. Family and carers may also be informed of your intention to leave.

Do I have to accept treatment?

Treatment may be medication or participation in group work such as occupational therapy.

As an informal patient you can refuse to accept medication prescribed for you. You may also refuse to participate in therapeutic activities agreed in your care plan. However we hope that you will discuss this with the clinical team caring for you to explain the reasons.

Can I have contact with family and friends?

As an informal patient you may receive letters, phone calls and visits from your family and friends. Your named nurse will explain to you when visiting times are on the ward. If you are expecting children to visit please let ward staff know in advance so that a suitable room can be arranged for you.

Sharing information

We keep information about you so that we can provide safe and effective care. We have a legal duty to keep your information confidential.

Information about your care and treatment will not be given to anyone without permission, although we may need to provide other healthcare organisations with some details to ensure you get the best possible care. Information will not be given to other organisations without your consent unless there is a legal reason to do so. If you are worried about the information we hold please talk to ward staff.

Mental Capacity Act 2005

If you have mental capacity you are able to make a decision to be an informal patient on the ward. However, some patients are unable to make this decision.

If the Mental Health Act is not used, then ward staff may use the powers of the Mental Capacity Act in your best interests to prevent you from leaving the ward, or to ensure you receive treatment. The clinical team will be able to make decisions on your behalf to prevent harm to you or other people.

Ward staff will be happy to discuss the issues of mental capacity with you and/or your family.