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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-bostiwrch 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

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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

How Do I contact the Mental Health Law Administrators?

The Mental Health Law Team covers all hospitals within Cheshire & Wirral Partnership NHS Foundation Trust.

Contact details are as follows:

Mental Health Law Team
Redesmere
Countess of Chester Health Park
Liverpool Road
Chester
CH2 1BQ
E-mail: cwp.mhlteam@nhs.net

Who are the Mental Health Law Team?

MHL Manager
Jan Devine: **01244 393167**

MHL Administrators

Katrina Millen: **01244 393161**
Lynsey Evans: **01244 393166**
Teresa Reid: **01244 393164**

MHL Administration Assistant
Shelly Tate: **01244 393165**

MHL Admin Support
Louise Nicholls/Syreeta Evans:
01244 393162

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Role of the Hospital Managers

Supporting people affected by Mental Health in the community

Helping people to be
the best they can be

Introduction

The Associate Hospital Managers are a group of independent volunteers who are appointed and trained by the Trust. Together with the Non-executive Directors of the Trust they are often referred to as the 'Hospital Managers'.

The 'Hospital Managers' are independent of the Trust management and of the clinical teams assessing and treating detained patients. Their role is delegated from the Trust Board.

What is the role of the Hospital Manager?

The role of the Hospital Manager is to ensure that Cheshire & Wirral Partnership NHS Foundation Trust follows legal guidance.

The Hospital Managers' Panel carries out the following duties:

- Review of a patient's detention following an appeal against their Section
- Review of a patient's detention at certain times – for example when a Section is renewed.

How do I Appeal to the Hospital Managers?

You can write to the Hospital Managers or complete a form which is available from your care co-ordinator. Your appeal is dealt with by the Mental Health Act Administrators who will arrange a hearing. This hearing, known as a 'Managers' Hearing', has a panel of three who will review your detention under the Mental Health Act.

What happens at the hearing?

The Mental Health Act Administrators request reports from your clinical team. These reports will be shared with you and the Hospital Managers before the hearing. A hearing is then held to which both you and your clinical team will be invited.

To help you through the process of a Managers' Hearing you may –

- a) be legally represented
- b) have an Independent Mental Health Advocate or
- c) have a friend/relative to support you.

During the hearing the clinical team will be asked to discuss your care and treatment plan. You will then be given the opportunity to have your say. This is your opportunity to express your views on your CTO. If you do not feel comfortable speaking in front of the Hospital Managers, your representative may speak on your behalf.

Once everybody has had their say the Hospital Managers will discuss your case and make a decision. If they feel that the CTO needs to continue to ensure you remain well at home, they will recommend that this remains in place. However, if they feel that you are doing really well, the Hospital Managers have the power to discharge your CTO.

The Hospital Managers will let you know what they have decided at the end of the hearing. The Mental Health Act Administrator will then send you a copy of the written decision a few days later.

If you need help and advice about this process please talk to your care co-ordinator.

How do I get information about my rights?

If you are on a Community Treatment Order, your care co-ordinator will explain your rights to you. You will also be given a leaflet which explains how you can appeal.

Hearing arrangements during the COVID-19 pandemic

As face-to-face hearings are not possible due to the pandemic, hearings are currently being held by videoconference. If you want to take part in the hearing, your care co-ordinator will support you with this process.

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;

Free phone number - 0800 195 4462

cwp.pals@nhs.net

cwp.Complaints@nhs.net

People who access our services are welcome to talk to the Team Manager if they are experiencing any problems with their care.