

# How we support the rights of people on Community Treatment Orders



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How we protect the rights and interests of  
people on community treatment orders

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EasyRead



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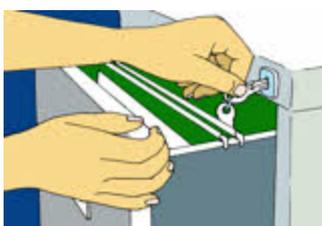
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# About the Care Quality Commission



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.

## Who this guide is for



This guide is for anyone being made to have care and treatment in the community under the Mental Health Act 1983.

This is called a Community Treatment Order.



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.



We make sure everyone uses this law properly for people who need:

- to be kept in hospital



- treatment in the community



- someone to make decisions for them and make sure they get treatment.

# Mental Health Act Commissioners



We have Mental Health Act Commissioners who make sure people are getting their 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 needs to be made through your hospital or Community Mental Health Centre. They do not visit people at home.



It 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 your care and treatment and any problems you have.



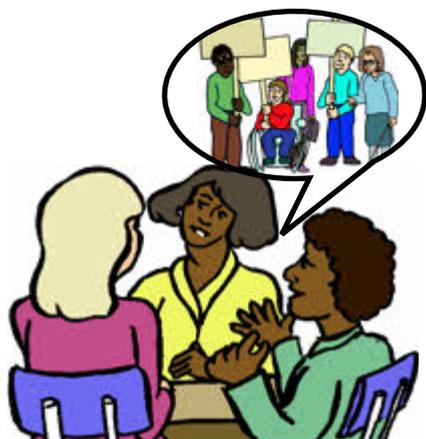
Your hospital will let you know when they are visiting your area.

## What a commissioner checks



Commissioners check that:

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





- staff respect your privacy and dignity



- staff respect you as an individual and think about your culture, sex, age, if your gay or lesbian, religion or belief, or any disability you have



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

## Independent Mental Health Advocates



When you are being made to have treatment in the community you can have an advocate. These are called Independent Mental Health Advocates.

These are special mental health advocates. They can help you find out more about your rights.



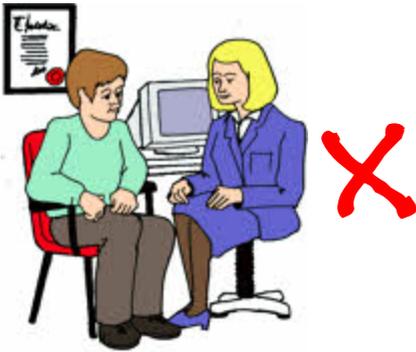
If you would like to talk to an advocate please ask a member of staff.

# What a commissioner cannot do

Commissioners cannot:



- take you off your Community Treatment Order



- give you medical advice



- give you legal advice.

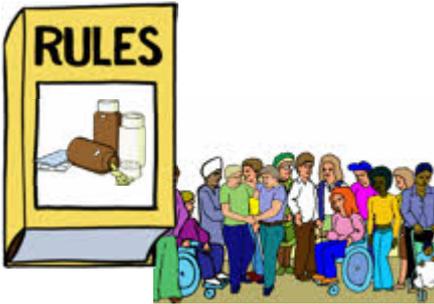


But they can tell you who to go to for advice about these things.

# Your rights about taking medicine



When you were in hospital your doctor could make you have medicine even if you did not want it.



In the community the rules are a bit different.



Your doctor will give you medicine if you want it or if you are not able to decide if you want it or not.

If you say no then no one can make you take it unless they take you back into hospital.



If you say yes to taking medicine you can change your mind at any time, but if you say no they might take you back into hospital.



No one must put any pressure on you to say yes to taking any medicines.

There is more information about who is able to say yes or no in a guide called the Mental Health Act Code of Practice.

Ask a member of staff for a copy or find it on the web site:

[www.dh.gov.uk](http://www.dh.gov.uk)



## After the first month

After one month you might be able to say yes or no to taking your medicine. If you are able to say yes your doctor will write it down. You can still say no at any time if you want to.



If you are not able to say yes or no to taking medicine another doctor will have to agree that you should carry on taking your medicine.



You should carry on taking it until you have seen the second doctor, sometimes called a SOAD.

## What does the second doctor do?

The second doctor will:



- 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



- your own doctor will tell you what the second doctor has said.



Staff can give you 2 of our leaflets that tell you how to complain about your care or treatment.



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 saying yes.

This is when it will:



- save your life



- stop really bad pain



- stop a problem getting much worse



- stop you hurting yourself or others.



## How to complain

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.

Or ask someone else to do this for you.



## 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



## What happens next?

The hospital managers will look at your complaint.



They should tell you what they have found and anything they plan to do to make things better.



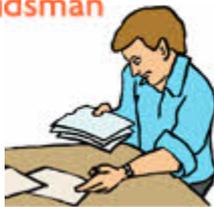
They will also tell you what you should do if you are not happy with what they have said.



## If you are still not happy

You can ask us at CQC to think about doing a check, but see the next part for more details.

See how to get in touch with us at the end of this guide.



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



The Care Quality Commission can look into complaints about your treatment under the Mental Health Act.



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



First we need to look at:

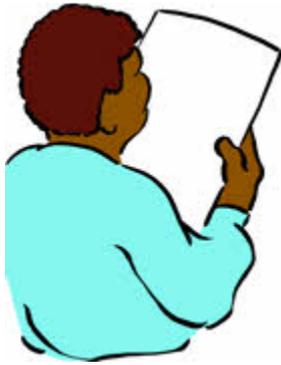
- has the hospital done everything they can to sort your complaint out?



- has the hospital looked at it properly?



- whether CQC should look into your complaint.



We will send you a letter telling you what we have found and what will change to make sure it does not happen again.



CQC cannot look at complaints that are:

- about services not meeting the rules about how good they should be



- about services that are not safe



If you have a complaint about these things we really want you or anyone speaking for you to read our guide **“How to complain about a health or social care service”**.

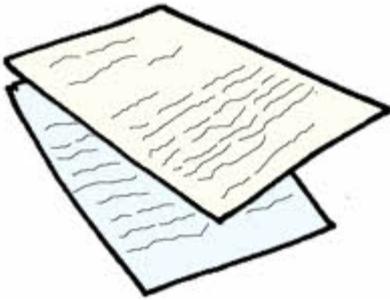


You can also tell us what you thought of the service on our website [www.cqc.org.uk](http://www.cqc.org.uk)

## Your information



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



The law says you can ask us:

- what information we have



- who can see your 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 guide.

# How to talk to a Mental Health Act Commissioner

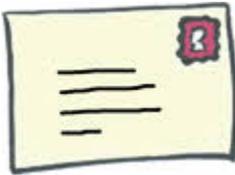


Ask a member of staff at your hospital to let you know when a commissioner is next visiting your area.

If this is not for some time you can:

Write to:

**Care Quality Commission  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA**



Call us on: **03000 61 61 61**



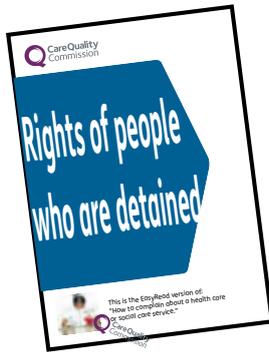
There will be a message machine on if the office is closed. Please make sure you tell us your name and number so we can call you back when the office opens.



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

# For more information

Please see these leaflets:



- How we support the rights and interests of people who are detained in hospital



- How we support the rights and interests of people who need to receive Electro Convulsive Therapy (ECT)



- How to complain about a health or social care service



- The Mental Health Act Code of Practice explains your rights about consent to treatment in more detail. If you would like to see it, ask you care coordinator for a copy or download from the Department of Health website at [www.dh.gov.uk](http://www.dh.gov.uk)

## How to contact us

If you, a friend or family member want to:



- talk to one of our **Mental Health Act Commissioners**.

These are the people who check services for people who are being treated under the Mental Health Act

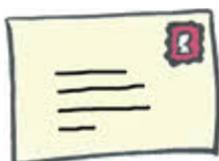


- complain about your care or treatment



- find out more about what we do.

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.

Or leave a message if we are closed and we will ring you back.



Email:

**mhaenquiries@cqc.org.uk**



Website:

**www.cqc.org.uk**



If you would like this information in a different language or format, please telephone:

**03000 61 61 61**



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### Where we are

The Care Quality Commission's head office is at  
**CQC Mental Health Act**  
**Citygate**  
**Gallowgate**  
**Newcastle upon Tyne**  
**NE1 4PA**



### How to contact us



Phone: **03000 616161 option 1**  
(calls charged at normal rates)



Email: **MHAEnquiries@cqc.org.uk**



Please contact us if you would like a summary of this publication in other formats or languages.