

Annual report
2013-14
Easy Read

About the Mental Welfare Commission



We aim to make sure that:

- everyone's care, treatment and support is within the law
- the care and treatment you get respects your rights
- care and treatment supports the welfare of people with mental illness and/or a learning disability.



We do this by:

- supporting people and their carers
- giving advice and information to people who offer services
- giving advice and information to the people who make the rules.



Why do we do this?

People might be at risk because they are not able to look out for their own interests.

Someone else might have to decide they need care and treatment.

We make sure this is allowed by law. We make sure this is the right thing to do when this happens.



Who are we?

We are an independent organisation set up by the Government.

Our organisation is made up of:

- experienced health and social care staff
- service users
- carers



What do we stand for?

We think that people with mental illness and/or a learning disability should have the same rights and respect as anyone else.

They have the right:

- to be treated with dignity and respect
- to have treatment that is allowed by law and is the right thing for them
- not to be abused
- to receive the same attention as anyone else
- to be treated the same as anyone else
- to have care and treatment that is best for their needs
- to get well and have as full a life as possible.

What do we do?

We work to get a good balance between a person's rights, the law and the care they get.

We work across all areas of health and social care.

We find out if a person's care and treatment is allowed by the law.

We ask service providers to give the very best mental health and learning disability care they can.

We follow up on some individual cases where we think something is wrong. We would look into the case and may look into it further if we think we need to.

We give information and advice to people, carers and service providers.

We help to develop services and we help to make new laws about them.

We help service providers to understand what the mental health and incapacity law says about people's care and treatment.





Visiting people

One of the best ways to check that people are getting the care and treatment they need is to meet them and ask them what they think.

Who we visit

- people with a mental illness
- people with learning disabilities
- people with dementia



We visit people in

- hospitals
- care homes
- prisons
- community centres
- their own homes

We let staff know about better ways of doing things if people tell us they are not getting the care and treatment they need.

This year we looked at the care and treatment of 2,537 people all over Scotland.



Themed visits

A themed visit is when we visit places that all look after people who need the same sort of care and treatment.

This year we did three themed visits.

These were visits

- to people with dementia who are looked after by the NHS
- to women who have committed a crime and are in hospital or prison under the Mental Health Act
- to people who are aged under 18 who live in secure settings. A secure setting is a place where there are more rules about what people can do. The doors are usually locked and people might not be allowed to leave even if they want to.



Welfare Guardianship

There is a law to help people who are not able to make important decisions about their lives.

Another person can apply to the government to make these decisions for them.

This person is called their welfare guardian.

The welfare guardian could be a family member, friend or carer.

We have been looking at welfare guardians and the rights of the people they make decisions for.

We visited 593 people who have a welfare guardian this year.



Investigations

Every year we look into cases where there have been problems with the care and treatment of a person.

This year we investigated 5 cases. They are on our website.

We will tell you about 2 of the cases we looked into.

Mr EF

Mr EF had learning disabilities. He also had heart disease that could make him quite ill. He had been in trouble with the law and was in a community unit under a criminal order.



Mr EF needed to go to the dentist because his teeth had become infected. He needed to have all his top teeth taken out.

There was a small chance the infection would get into his blood and damage his heart.



Mr EF was taken to the doctor two times because he was not well. The doctor did not know about the dental operation. The doctor took some blood and sent Mr EF home.

Mr EF was very ill and staff were worried about him.

He was taken to hospital. He was checked by a hospital consultant. The consultant decided he could go back home.

Sadly Mr EF died 4 days later. He was found by his nurse on his bedroom floor.



We wanted to know why it took so long to find out what was wrong with Mr EF. We wanted to know why he was sent home from hospital without more tests.

The health board that cared for him have changed things to make sure that everyone talks to each other better in the future.



Mr S

Mr S was told he had a mild learning disability.

Mr S had a friend who he went to the supermarket with.

The friend died and Mr S started to get into trouble when he went to the supermarket.

Mr S would shout and swear at staff and customers in the supermarket. He was also said to have touched a woman in a way he should not have.

Because of how Mr S acted he was reported to the police 130 times in 1 year.

Mr S was taken to prison in June 2011.



The judge in charge of Mr S's case phoned the Commission for advice.

He had to send Mr S to prison to keep him and other people safe.

The judge was not happy that Mr S was in prison.

He thought that he needed care by health or social work services.





After the judge phoned us we took action straight away.

After we got involved Mr S was taken to hospital as quickly as possible.

This meant he got the care and treatment he needed. This resulted in good care.

They found that Mr S did not understand that what he had been doing was wrong. He got better help and support after this.

Mr S has not been in trouble with the police again.

We asked the health board and the local authority to look at what went wrong and make sure it did not happen again.

They made sure that staff would work better together in future.

Information and Advice

Information

We give information about your rights. Our information is

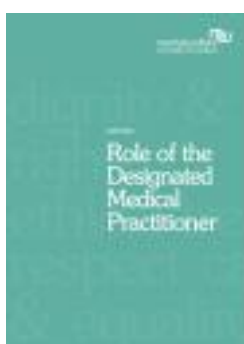
- Independent – we are not part of any other organisation
- Confidential – what you tell us will stay private
- Free – you do not have to pay for any of our services

Advice

We want to make sure that everyone understands how the law protects people with learning disabilities and people with mental health problems.

We make guidance on how to use the law. This can make care and treatment better.

This year we also gave advice over the telephone, on our website and through our information leaflets.



Get In Touch

You can



call free phone **0800 389 6809**



email enquiries@mwscot.org.uk



Look at our website
www.mwscot.org.uk



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