



mentalwelfare   
commission for scotland

**We'd like to  
visit you**

# Quick read

## Who we are

We look after the rights of anyone who has a mental health problem, learning disability, dementia or related conditions.

## What we do

We visit people and find out whether their care and treatment is as good as it should be.

We look into people's care if things aren't good.

We help to improve services.

We provide information and advice.

We monitor how the law is used across Scotland.

## Why we want to meet you

We want to know what you think about your care and treatment. If it's not ok, we try to get it put right.

The things you tell us can help other people too.

## What happens when we visit you at home

If you agree, one of our staff will come and meet you.

You can have your guardian, advocate or someone else with you, if you like.

## What happens when we visit you in a hospital, care home or other residential service

You can make an appointment, or just meet us on the day. You'll meet privately with one or two of our staff.

Your carer or family can meet us too.

You can have your guardian, advocate or someone else with you if you like.

## What we'll ask you about

We'll ask about your care and treatment.

We'll make sure you know your rights.

You can talk to us in confidence. We'll ask you before we tell anyone else (unless we're worried about your safety or someone else's).

## Why meeting you is important

You may be able to help yourself and other people get better care.

## What happens afterwards

If we think you're not getting the right care and treatment we'll try to get it put right.

If we visit you as part of a visit to a service, we write a report, that you can read later. We never put names or personal information in these reports.

We publish most reports on our website ([www.mwscot.org.uk](http://www.mwscot.org.uk)) or you can ask us for a copy.

## Your views

We want to know what you think about us, good or bad.

To tell us, call **0800 389 6809**.

## Who we are

**We are an independent organisation set up by Parliament. We have duties under mental health and incapacity law. We protect and promote the human rights of people with mental health problems, learning disabilities, dementia and related conditions (such as autism, personality disorder or brain injury).**

We aim to ensure that care, treatment and support are lawful and respect people's rights and promote their welfare. One way we do this is by visiting and talking to people who use mental health, learning disability or dementia services. We visit people of all ages, including children and young people.

We believe people with mental illness, learning disability, dementia and related conditions should be treated with the same respect for their equality and human rights as all other citizens.

### **You have the right:**

- to be treated with dignity and respect
- to have ethical and lawful treatment
- not to be discriminated against
- to live free from abuse or neglect
- to have care and treatment that suits your needs
- to have help to recover from mental illness
- to lead as full a life as possible.

## What we do

- We visit people and find out whether their care and treatment is in line with the law and good practice.
- We challenge hospitals and other service providers when we think they should be providing a better service.
- We follow up on individual cases where we have concerns, and we may look into them further.
- We provide information, advice and guidance.
- We influence service policy and development.
- We monitor the way the law is used across Scotland.
- We help services and health and care professionals by providing guidance on best practice in how the law works in relation to care and treatment.

**We aim to ensure that care,  
treatment and support are  
lawful and respect people's  
rights and promote their welfare.**

## Why we want to meet you

**Every year we visit hundreds of people in hospital, care services or at home as part of a planned series of visits. We want to meet you because we want to know what you think about your care and treatment.**

If we think your care or treatment is not in line with the law or your rights, it's our job to tell the people responsible to put things right. We also want to know about when things go well, so we can share good practice.

**There are lots of reasons we might want to meet you, such as:**

- You've raised concerns about your care and treatment
- Your carer or family have concerns about your care and treatment
- You're being treated under the Mental Health Act
- You have a welfare guardian or are on an intervention order
- You are receiving long-term care where you live
- You are receiving treatment or care in a care home or hospital
- You have a mental illness, learning disability, dementia or related condition and are in prison
- You want to meet us.

## What happens when we visit you at home

If we're going to visit you at home we'll make arrangements with you or the people who support you for a time that suits you. One of our staff will come and meet you. You can have your guardian, advocate or someone else with you if you like. It'll be a friendly and informal chat to find out your views.



## **What happens when we visit you in a hospital, care home or other residential service**

**Usually we'll ask the service to let you know we're coming. Sometimes we just turn up to see how the service is working for you.**

If you hear we're coming, you can ask the staff to make an appointment for you to talk to us. Your carer or family can make an appointment for themselves too. Or if you haven't made an appointment, it's ok to ask to see us on the day.

You have a right to have independent advocacy to help you express your views. You can ask your advocate to be with you when you see us. If you haven't got an advocate, ask the staff how to get one, or contact us to find your local advocacy service.

Only people you want will be at the meeting. If you like, you can have someone else with you, for example a friend, or your carer, guardian or advocate. You'll meet privately with one or two of our staff.

## What we'll ask you about

**We'll ask you for your views about your care and treatment. We'll check that your rights have been explained to you. We'll give you information about your rights if you need it. We tend to ask things such as are there things to do, or if your physical health is being paid attention to. If you are detained in hospital, we'll ask how you are finding this.**

You can talk to us in confidence. If we think we need to do something about your situation we'll ask your permission first. We will ask you before we tell anyone else in a way that identifies you (unless we're concerned about your safety or someone else's).

We'll listen to what you have to say, and discuss any concerns you might have. If you have a welfare guardian, we'll check that they are working in your best interests. We'll also look at your records.

If your treatment is compulsory, we'll normally check that you're getting the treatment that your care plan sets out.

We'll ask if you have an advance statement (an advance statement is a way for you to put on record how you would and would not like to be treated). We'll check whether your wishes have been taken into account.

## **Why meeting you is important**

**Your views are important. By sharing your experience with us, you may be able to help yourself and other people get better care. Meeting with you also helps us to understand more about how people are being treated and supported. This helps us find ways of improving services for everyone.**

Talking to you helps give us a clear picture of what is good about services, and what needs to change. We can then discuss this with managers and other people who decide how care and treatment is provided.

**By sharing your experience with us,  
you may be able to help yourself and  
other people get better care.**

## What happens afterwards

**If we think you're not getting the right care and treatment, we'll ask the people responsible to put things right. Sometimes we will do this on the day we visit, and sometimes we will follow up afterwards. We'll keep a note of our visit to you in case we need to follow something up.**

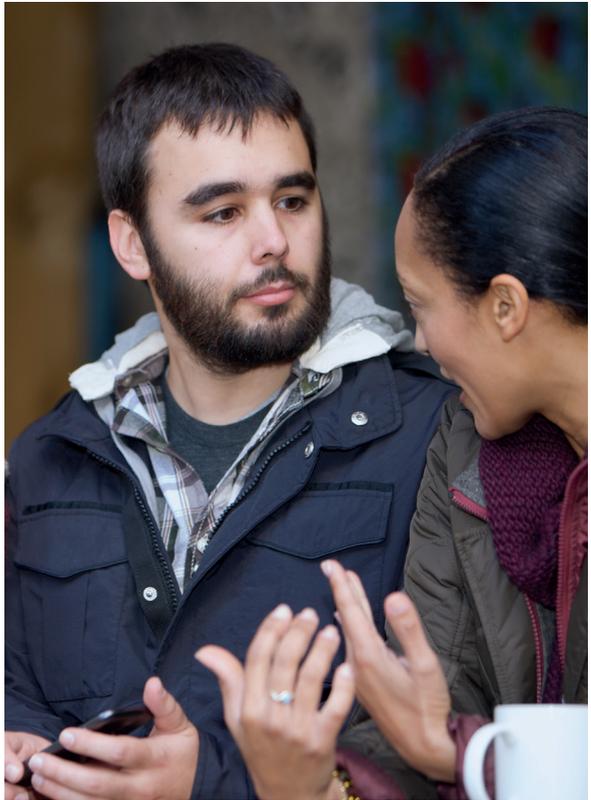
If we visit you as part of a visit to a service, we write a report. We always keep your personal information private, and we make sure you cannot be identified in the report. We write about what people told us, what we saw while we were there, and what we read in the records we looked at. We do this so that so that people can learn from the report and improve the care and treatment that they provide.

We publish most of our reports on our website ([www.mwcscot.org.uk](http://www.mwcscot.org.uk)). We usually publish the report a few months after the visit. We also send them to the service. If you want a copy, you can ask the service or contact us.

**We always keep your personal information private, and we make sure you cannot be identified in the report.**

## Your views

We want to know what you think about the Mental Welfare Commission. If we've done something wrong, we'd like to have the chance to put it right. We'd also like to hear if you think we've helped you. If you have a complaint, a comment or a compliment, please email us at [enquiries@mwscot.org.uk](mailto:enquiries@mwscot.org.uk) or ring us on 0800 389 6809. We will listen to what you have to say and use it to help us improve in future.



# If you would like to receive updates from us, please join our mailing list

Name \_\_\_\_\_

Address \_\_\_\_\_

E-mail \_\_\_\_\_

I am mostly interested in information for:

People with learning disability or carers

People who use mental health services or carers

Mental health professionals

Job title \_\_\_\_\_

Learning disability professionals

Job title \_\_\_\_\_

Dementia professionals

Job title \_\_\_\_\_

Other - please specify \_\_\_\_\_

I would like my information in another format  
(for example, easy-read, tape, another language)

Please specify \_\_\_\_\_

I agree to join the Mental Welfare Commission mailing list.

Please sign \_\_\_\_\_





## Advice line 0800 389 6809

### We can advise on your rights to do with:

- Mental health and incapacity law
- Care and treatment

### What we can't do:

- Give specific legal advice
- Comment on whether your diagnosis or medication is right
- Take complaints about services (you need to complain locally; your advocate can help you)

You can talk to us in confidence. We will ask you before we tell anyone else, unless we're concerned about your safety or someone else's.

BSL users can use the ContactScotland online interpreting service

**Email: [enquiries@mwscot.org.uk](mailto:enquiries@mwscot.org.uk)**

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### If you are in crisis, or you want to talk about how you feel, call:

**NHS 24** free on **111** (24 hours)  
- if you are ill and can't wait until your regular NHS service reopens

**Breathing Space** free on **0800 83 85 87** - confidential service for people experiencing low mood, depression or anxiety

Thistle House  
91 Haymarket Terrace  
Edinburgh  
EH12 5HE

Tel: 0131 313 8777  
[enquiries@mwscot.org.uk](mailto:enquiries@mwscot.org.uk)  
[www.mwscot.org.uk](http://www.mwscot.org.uk)

March 2016

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