



mental welfare
commission for scotland

Easy read

The care and treatment of Mr E (2024)



Mr E lived at home with his mother and brother.

Mr E's father had died some years before.

The family were not happy with the care and treatment that Mr E's father had received so they did not have a lot of trust in the NHS or social work services.

Mr E has a mental illness called schizophrenia and a physical health condition known as diabetes.

Both of these health conditions can be very serious if people do not receive the right care and treatment at the right time.

Mr E became very unwell and was taken to hospital against his wishes in 2020.

An organisation called the Mental Health Tribunal for Scotland has the authority to agree to have people stay in hospital against their wishes to receive treatment if their mental health is poor, and they decided this would be best for Mr E.

The Mental Health Tribunal for Scotland also contacted us at the Mental Welfare Commission because they were concerned that Mr E had not received the right treatment and support for many years before his hospital admission.

They wanted us to look into whether something might have gone wrong in Mr E's care, treatment and support for his two health conditions.

We met with Mr E and spoke to many staff who had worked with him from 2015-2022.

We found that social workers and doctors did not work well together to support Mr E.

They did not work together to use the laws we have in Scotland to protect adults who are vulnerable.

They did not make the efforts we would expect them to make to speak with Mr E and find out from him about his health and well-being.

They did not include other key professionals who could have supported Mr E better, for example, occupational therapists or doctors who are experts in diabetes.

When he did not receive his benefit monies, or did not receive his medicine or did not attend important health care appointments, there was little or no response from health and social work services.

This meant that Mr E did not get the right care and treatment.

Mr E is now blind, cannot walk without a zimmer frame and his mental illness does not respond as well to medicine. He lives in a care home.

We believe that Mr E's poor physical and mental health now is as a result of services failing to protect and promote his health and well-being.

The Mental Welfare Commission and Mr E have asked health and social work services to learn from Mr E's experience to avoid anything like this happening again.

We, at the Mental Welfare Commission, have also asked that Mr E's current circumstances be reviewed to make sure he receives the best health and social work service now and we will remain in touch to make sure he does.

This is his right.

The full report is available on the Commission website.



What does the Mental Welfare Commission do?

It is the Mental Welfare Commission's job to make sure that the law is used properly to look after people.

We make sure people's rights are protected.

The Commission is independent.

This means it does not work for another organisation.



We give advice to the Scottish Parliament about making things better for people with mental health problems, learning disabilities, dementia and other related conditions.



We visit people in hospitals, care homes and at home to make sure their rights are being respected and they are getting proper care and treatment.



If we think someone is not getting the right care and treatment we can look into it. Most of the time we do this by talking or writing to people.



Sometimes if things have gone badly wrong we look into it to make sure things change and to stop it happening again.



We use what we learn to help services and government policies to change and be better.



We give advice on the laws that affect people with mental health problems, learning disabilities, dementia and other related conditions.



We check how services use the laws.

We tell people what is working well.

We have guidance to help professionals, people who use services, families and carers.



Get in touch with us

You can talk to us confidentially.

This means we will not tell anyone what you have said:

- unless we are worried about your safety or the safety of other people.
- unless we have asked you.



Call Freephone:

0800 389 6809

email:

mwc.enquiries@nhs.scot



Write to:

Mental Welfare Commission
for Scotland,
Thistle House,
91 Haymarket Terrace,
Edinburgh EH12 5HE



Do you use British Sign
Language?

You can use the
ContactScotland online
interpreting service.



You can find out more
about the Mental Welfare
Commission and our work at:
www.mwcscot.org.uk