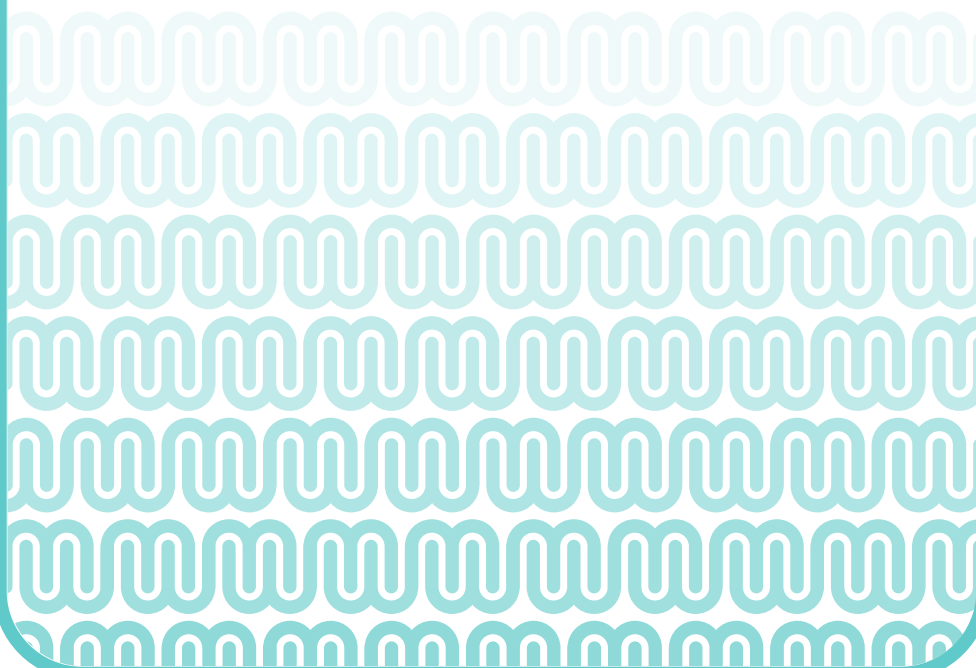




mental welfare
commission for scotland

Easy read

What we do





It is our job to make sure that the people who look after you:

- **use the law properly, and**
- **treat you well**



Our visits

We visit people all over Scotland to find out about how they are being cared for.

We visit people in hospitals, care homes, prisons, and in the community.

When we visit, we talk to people about the way they are being cared for and treated.



We are visiting

We would like to talk with you when we visit.

The people visiting will be doctors, nurses or social workers.



You can choose if you would like to see us or not.

You can choose if you want someone with you when we talk.

If you do, you can ask a relative, carer, guardian or advocate to be with you.



What we'd like to talk about

If you are happy to meet with us, we'll talk about:

- how you feel about your time in hospital
- if there are enough things for you to do
- if your physical health is being paid attention to
- if you are detained in hospital, how you are finding this.

'Detained' means when you are made to stay in hospital.



You can talk to us in confidence.



After our visit we will publish a report.

In the report, we will not write your name or any other details about you.

If we need to do something about your situation, we'll ask you first if that's ok.



Why meeting you is important

It is important for us to hear from you about the care and treatment you are receiving.

If something is not as it should be, we try to make it better.

Telling us what you think might help other people get better care.



Arranging to talk

If you are happy to speak to us, you can:

- Make an appointment before we come
- Choose on the day if you want to meet us

If you want to make an appointment you can let a staff member know.



If you prefer you can phone us. Our phone number is: 0800 389 6809.

If you want to you can ask to speak to us before we visit, on the phone or by video link.

It's ok if you change your mind.

We look forward to meeting you.



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

You can phone us

Monday to Friday

9am-12pm and 1pm-4pm

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
ConstantScotland online
interpreting service:
contactscotland-bsl.org



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