

Your rights on the ward

A guide for informal patients

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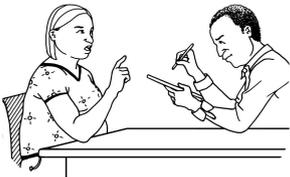
Updated November 2015

The doctor will discharge you when you are better or you can discharge yourself. Discharge is when you leave the hospital ward.



After you have left the hospital ward you may be seen by the community team. Staff will check if you are taking your medicines and if you have the right care and help.

If you are not happy you can speak to staff and your doctor who will help you to make a complaint.



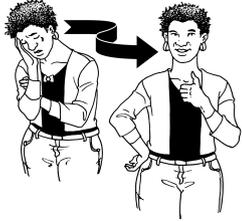
You can also ask staff to help you to contact **PALS** (Oxleas' complaints helpline). You can call PALS on **0800 917 7159 (freephone number)** or by email: pals@oxleas.nhs.uk

You can also contact the Care Quality Commission if you are still not happy. The address is:

Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA
Telephone. 03000 616161



This leaflet will explain what it means to be an informal patient in the hospital ward.



You are an informal patient. This means that **you** have decided to come to the hospital ward because you are not well. You want to get better. The doctor feels that he or she can help you.



By agreeing to be here you will:

- need to be involved in your care plan.
- take part in activities on or off the hospital ward.



You are not under the Mental Health Act. This means that while you are in the hospital ward you have the right to:

- leave the hospital ward
- stop your treatment like taking your medicines.



If staff are worried about you they may spend more time with you. This is called observation. There are different types of observation. Please talk to staff if you need more information.



If you decide you want to leave the hospital ward please tell staff. If staff are worried about you leaving they will explain these worries to you.

Staff may speak to the doctors. The doctor may think it is safer for you to stay in the ward till you feel better.



If the doctor feels you are at risk of harming yourself or others, he or she may decide to carry out a Mental Health Act assessment.

To have mental capacity means being able to make your own decisions.



If staff feel that you are having difficulties making your own decisions you may have a Mental Capacity Assessment.



If staff feel that a decision you make may cause you harm, the Mental Capacity Act allows them to act in your best interest.