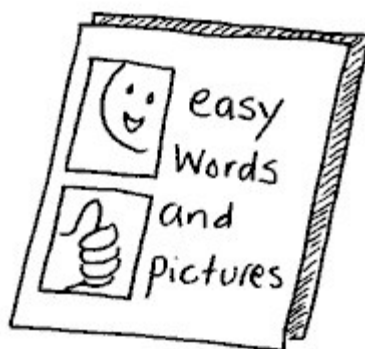
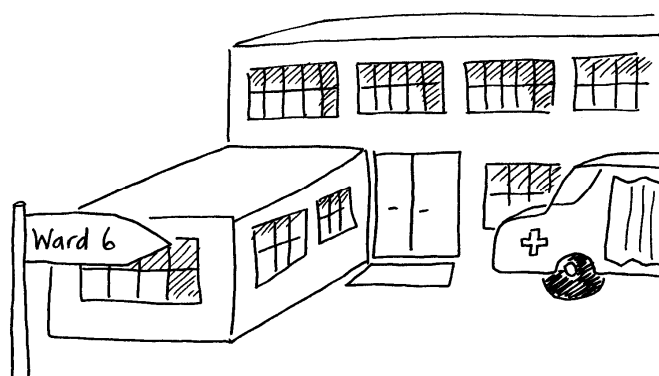
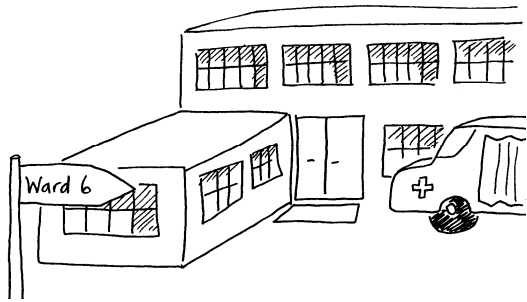


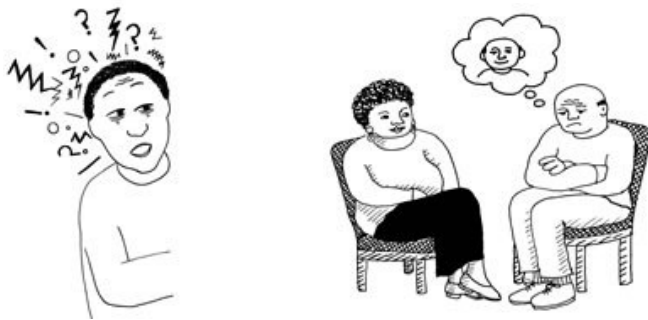
# Your rights and responsibilities as an informal patient



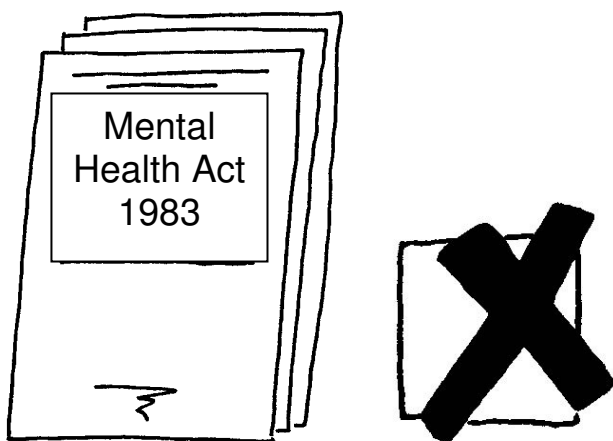
Easy read guide



- You are in hospital because you are unwell



- When you are unwell you need help to get better

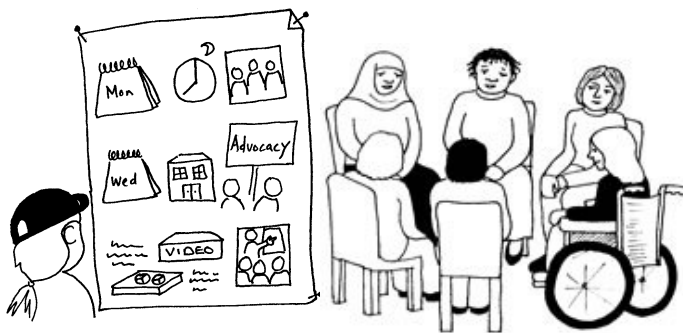


- You are an informal or voluntary patient, you are not detained under the Mental Health Act.

# Your responsibilities



- Being involved in your treatment plan



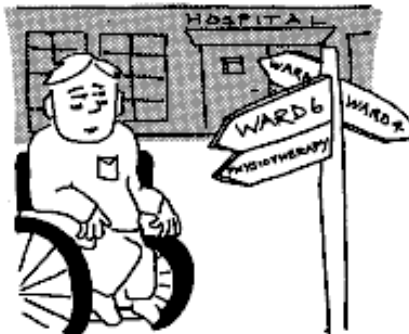
- Being involved in activities on the ward



- Telling ward staff if you have any concerns



## Your rights



- You have the right to leave the ward.



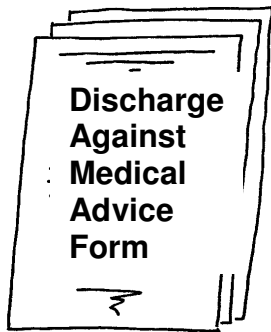
- You have the right to refuse your treatment, including medication.



- If you do plan to leave the ward or refuse your treatment, staff would like it if you would talk with them about your decision.



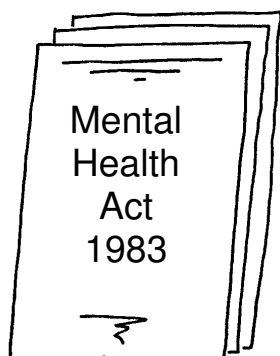
## Discharge



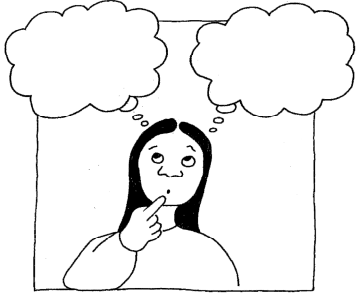
Discharge is when you leave hospital

- The doctor will discharge you when you are better or you can discharge yourself at any time.
- If you decide to leave before your doctor thinks you are well enough you will be asked to sign a 'Discharge Against Medical Advice Form', you do not have to sign it.
- After you have left the ward you may be seen by a community team.
- Your family and carers may need to be told so they can support you.
- You may need to take medication home with you and staff will check if you have food and money.

## Worries about leaving the ward

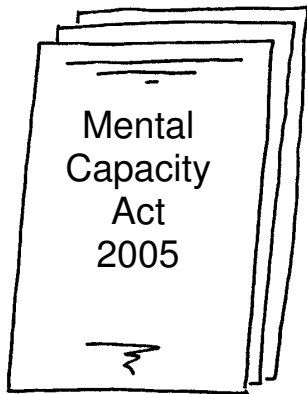


- If staff are worried about you leaving they will explain these concerns to you.
- You have a right to leave the ward unless the staff have serious concerns about you.
- Doctors and nurses can stop you leaving if they are concerned about harm that may happen to you or others.
- If staff do stop you leaving the ward they will carry out a Mental Health Act Assessment.



## Mental Capacity

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



- If staff think you are having difficulties making your own decisions or if making decisions might cause you harm the Mental Capacity Act allows them to act in your best interest.



- If the Mental Capacity Act applies to you then staff may stop you from doing some things, such as leaving the ward or refusing medication.



- You and/or your family can talk to staff if you have questions about mental capacity.

## Your comments



We would like to get your comments about the service you receive, both good and bad. This helps us to make the service better.



If you are unhappy and wish to complain about the service you can:



- talk to staff,
- talk to your doctor,
- talk to your advocate,
- write a letter, email or make a telephone call.



You can also write to:

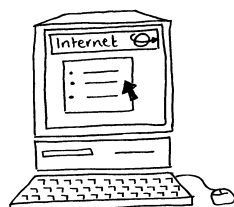


**Care Quality Commission**  
**(CQC)**

Care Quality Commission  
National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA



**Telephone: 03000 616161**



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

You have a right to meet  
with a commissioner.

This document was produced by Jessica Walsh and edited by Denise Gentry with support from the accessible information working party.

**South West London & St George's Mental Health NHS Trust**  
**Mental Health Trust**  
**Springfield Hospital**  
**61 Glenburnie Road**  
**Tooting, London**  
**SW17 7DJ**  
[www.swlstg-tr.nhs.uk](http://www.swlstg-tr.nhs.uk)

Images courtesy of Change Picture Bank  
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