

There is a very active Service User Network Group — S.U.N.

They visit the ward monthly to attend a meeting with the Unit Manager. Following the meeting they open the patients' suggestion box (situated next to the exit door). Any suggestions/concerns are discussed at the next meeting.

If you would like to talk to a member of the Service User Network Group, please contact them on 473994 or e-mail them on -

[serviceusersnetwork@manx.net](mailto:serviceusersnetwork@manx.net)



Social Services Division  
Mental Health Service  
The Lodge, Douglas, Isle of Man, IM4 4RF  
[www.gov.im/social care](http://www.gov.im/social care)

## Mental Health Service



### Grianagh Court Admission Unit

#### Legal Rights for Informal Patients

"Everyone has the right to liberty and security of person. No one shall be deprived of his liberty save in the following cases and in accordance with a procedure prescribed by law, the lawful detention ...of persons of unsound mind."

(Article 5(1) of the  
European Convention on Human Rights)

Department of Social Care  
*Rheynn Kiarail y Theay*

October 2010

## **What is an Informal Patient?**

An informal patient is someone who is in hospital to receive treatment for a mental health problem. You have the same rights as someone who goes into hospital for a physical reason. This leaflet will hopefully explain what they are.

Some patients are detained under the Mental Health Act 1998 and are known as "formal" patients, there are separate leaflets describing their rights.

On the day of admission you will receive a welcome pack that will contain information about the ward and the staff. Please ask the staff if you require any further explanation or information.

## **Your Rights Regarding Treatment**

You are in hospital voluntarily to receive care, treatment and (or) therapy and we will involve you at all stages of that care.

The Doctors responsible for your care may feel a particular medication or therapy can help you, they will explain any medication they have recommended and assist you understand why the choice was made. (You may also look it up on accredited internet sites on the ward computer.)

If you are unhappy with any treatment recommended, the care team responsible for your care will happily discuss options with you and your carer (when appropriate).

## **Your Rights to leave the Hospital**

As an informal patient, you are not held against your will, you have the right to leave the ward/hospital at any time (day or night). However, as we are responsible for the safety and care of all patients in our unit, it is important that you always tell a member of staff before leaving.

If you do decide to leave please discuss your decision with the staff and together we can arrange your out patient care and follow up.

If you wish to leave the unit we will not stop you unless we have concerns about your health and safety. If we do have concerns we will discuss them with you and if you still wish to leave and we still have concerns we may consider using the Mental Health Act to detain you.

## **Observation**

When in hospital you will be on an observation level (detailed in your Patients' Information Booklet).

If you have concerns regarding the observation levels please do not hesitate to discuss them with your Named Nurse.

## **Access to Health Records**

You have a right to see or be given a copy of your Mental Health Record. Whether it is held in paper or electronically. In the first instance discuss this with your Named Nurse who will advise you of the procedure you have to follow.

## **Compliments/Suggestions/Complaints**

We are always looking for ways to improve your experience when you are in hospital, please put your suggestions into the locked suggestion box (located at the ward entrance). The Service User Network Group then bring them to our monthly meeting for discussion and action.

If you have a complaint -

In the first instance please discuss issue with your Named Nurse or the Senior Practitioner on the Unit.

If you wish, you may submit your complaint in writing to:

The Complaints Manager  
Noble's Hospital  
Strang  
Douglas  
Isle of Man  
IM4 4RJ

(Please ask for Information Leaflet)