

How Do I Contact the Mental Health Act Administrators?

The Mental Health Act Team covers all hospitals within Cheshire & Wirral Partnership NHS Foundation Trust.

Contact details are as follows:

Mental Health Act Team
Redesmere
Countess of Chester Health Park
Liverpool Road
Chester
CH2 1BQ
E-mail: cwp.mhlteam@nhs.net

Who are the Mental Health Act Team?

MHA Manager
Jan Devine 01244 393167

MHA Administrators

East Cheshire –
Katrina Millen 01244 393161

West Cheshire –
Lynsey Evans 01244 393168

Wirral -
Teresa Reid 01244 393164

MHLA Admin Support
Shelly Tate 01244 393165

MHLA Admin Support
Syreeta Evans 01244 393162
Louise Nicholls

If you require translation services or a copy of this document in other languages, audio tape, Braille or larger print, please speak to a member of CWP staff or e-mail cwp.info@nhs.net

আপনার অনুবাদ পরিষেবা বা অন্য ভাষায় এই ডকুমেন্টের একটি কপি, অডিও টেপ, ব্রাইল বা বড় আকারের মুদ্রণ প্রয়োজন হলে, অনুগ্রহ করে CWP কর্মীর একজন সদস্যের সাথে কথা বলুন বা cwp.info@nhs.net এ ইমেল করুন

Os oes angen gwasanaethau cyfieithu neu gopi o'r ddogfen hon amoch mewn ieithoedd eraill, tâp awdio, Braille, neu brint brasach, siaradwch ag aelod o staff CWP neu e-bostiwch cwp.info@nhs.net

જો તમને ભાષાંતર સેવાઓની જરૂર હોય અથવા અન્ય ભાષાઓ, ઑડિયો ટેપ, બ્રેઇલ અથવા મોટા અક્ષરોમાં આ દસ્તાવેજની નકલ જોઈતી હોય તો કૃપા કરીને CWP સ્ટાફના સભ્ય સાથે વાત કરો અથવા cwp.info@nhs.net પર ઇ-મેલ કરો

Jeśli wymagane jest tłumaczenie, lub kopia niniejszego dokumentu w innym języku, na kasecie audio, alfabetem Braille'a lub druk większą czcionką, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: cwp.info@nhs.net

如果您需要翻译服务或者需要该文件的其它版本, 录音磁带, 盲文或大字体, 请和CWP的一位员工提出, 或者发电邮至 cwp.info@nhs.net

यदि आपको अनुवाद सेवाएँ, या इस दस्तावेज़ की प्रति किसी अन्य भाषा, ऑडियो टेप, ब्रैल या बड़े अक्षरों में चाहिए, तो कृपया CPW स्टाफ के सदस्य से बात करें या cwp.info@nhs.net पर ईमेल करें

Feedback

We welcome any suggestions you have, please send your **comments, concerns, complaints and compliments** to: **The Patient Experience Team**, Trust Board Offices, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

For more information see www.cwp.nhs.uk

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Cheshire and Wirral Partnership **NHS**
NHS Foundation Trust

The Role of the Hospital Managers

Supporting people affected by the Mental Health Act

Care • Well-being • Partnership

Introduction

The Associate Hospital Managers are a group of independent volunteers who are appointed and trained by the Trust. Together with the Non-executive Directors of the Trust they are often referred to as the 'Hospital Managers'.

The 'Hospital Managers' are independent of the Trust management and of the clinical teams assessing and treating detained patients. Their role is delegated from the Trust Board.

What is the Role of the Hospital Manager?

The role of the Hospital Manager is to ensure that Cheshire & Wirral Partnership NHS Foundation Trust follows legal guidance.

The Hospital Managers' Panel carries out the following duties:

- Review of a patient's detention following an appeal against their Section
- Review of a patient's detention at certain times – for example when a Section is renewed.

How do I Appeal to the Hospital Managers?

You can write to the Hospital Managers or complete a form which is available on the ward. Your appeal is dealt with by the Mental Health Act Administrators who will arrange a hearing. This hearing, known as a 'Managers' Hearing', has a panel of three who will review your detention under the Mental Health Act.

What Happens at the Hearing?

The Mental Health Act Administrators request reports from your clinical team. These reports will be shared with you and the Hospital Managers before the hearing. A hearing is then held to which both you and your clinical team will be invited.

To help you through the process of a Managers' Hearing you may –

- a) be legally represented
- b) have an Independent Mental Health Advocate or
- c) have a friend/relative to support you.

During the hearing the clinical team will be asked to discuss your care and treatment plan. You will then be given the opportunity to have your say. This is your opportunity to express your views on your detention under the Mental Health Act. If you do not feel comfortable speaking in front of the Hospital Managers, your representative may speak on your behalf.

Once everybody has had their say the Hospital Managers will discuss your case and make a decision. If they feel that you require further assessment and treatment in hospital, they will recommend that you remain on the section. However, if they feel that you no longer require a stay in hospital the Hospital Managers have the power to discharge your section.

The Hospital Managers will let you know what they have decided at the end of the hearing. The Mental Health Act Administrator will then send you a copy of the written decision a few days later.

If you need help and advice about this process please talk to your primary nurse on the ward.

How Do I Get Information About My Rights?

If you are detained in hospital under a Section of the Mental Health Act, a nurse on the ward will explain your rights to you. You will also be given a leaflet which explains how you can appeal. If you are too ill to remember the nurse will explain as often as you need.

Complaints and Compliments

If you are pleased with our service, or unhappy, please talk to our staff as we welcome your feedback. To do this you need to contact our Patient Advice and Liaison Service (PALS).

PALS is a confidential service that listens to your views and concerns. PALS is an information point for service users, carers and families. As a service it aims to resolve any problems quickly; and is a gateway to the complaints procedure and specialist independent advocacy services.

You can contact our PALS, Complaints and Incidents Team in two ways

Freephone number -0800 195 4462

Cwp.pals@nhs.net

cwp.complaints@nhs.net

People who access our services are welcome to talk to the Team Manager if they are experiencing any problems with their care.