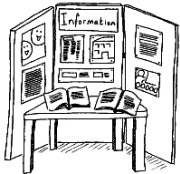




The Care Quality Commission can give family members advice if they want to complain about your treatment.



A poster will be put on the wall to tell you when the Care Quality Commission will visit.



You can tell a member of staff that you want to speak to the Care Quality Commission.



You can write a letter to the Care Quality Commission asking them to come and see you.



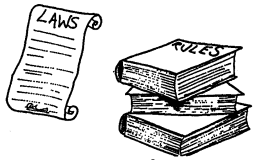
Care Quality Commission Maid
Address 1
Address 2
Address 3
Address 4



Tel: 01159 437149



The Care Quality Commission (CQC)



You are being kept in hospital because you need help. The law says we can do this. The law is called the Mental Health Act 1983. A law is like a rule.



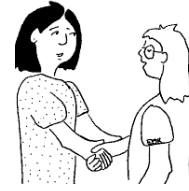
The law says that you have rights while you are in hospital.

The Government set up the Care Quality Commission. This is a group of people who make sure the law works well.



The Care Quality Commission makes sure you are told your rights.

People who work for the Care Quality Commission know about mental health. They do not work for the hospital.



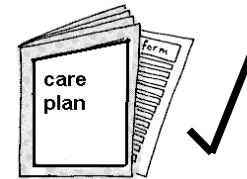
When you are a patient the Care Quality Commission will help you:



- They will make sure you are told your rights
- They will make sure you are well cared for



- They may set up a panel of doctors to make sure your medical treatment is right. These are called second opinion doctors



- They will talk to staff to make sure they are looking after you properly



- They will check your care plans are right for you
- They will help you make a complaint