



Secure hospital.

Helping someone who's in forensic
mental health services

'It was one of the worst experiences of my life. The loneliness and shame I felt was overwhelming.'
(Friend/ relative)

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Rethink Mental Illness is a charity that believes a better life is possible for millions of people affected by mental illness. For 40 years we have brought people together to support each other. We run services and support groups across England that change people's lives and we challenge attitudes about mental illness.

For more information on any
area within this document please
contact Rethink Mental Illness:

0300 5000 927

www.rethink.org.uk

You may feel you are dealing with a situation alone, but there are people and organisations that can help you.

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For useful contacts.

About this guide

This guide is for you if you have a friend/relative with mental health problems who has been sent to forensic mental health services e.g. Broadmoor.

In this guide, 'friend/relative' means the person who you are supporting, as they could be a family member, partner, friend or someone that you care for.

It is government policy to 'divert' (move) suspects or offenders with mental illness from the criminal justice system to health or social care services as early as possible. But it does not always happen. This guide will help you support your friend/relative with confidence.

Mental health problems include:

- schizophrenia
- bipolar disorder
- personality disorder
- depression
- anxiety disorders

Your friend/relative might not have a diagnosis for a particular mental illness, but you may have concerns about their behaviour which could be due to their mental health.

You might feel ashamed or guilty. Try to remember that what happened was not your fault. You may feel you are dealing with the situation alone. But there are people and organisations that can help you.

This guide includes a lot of information, advice and useful tips. You can use this guide whenever you have questions about how to support your friend/relative.

We also have guides about:

- **Arrest**
- **Court**
- **Prison**
- **Coming home from prison or secure hospital**

Go to www.rethink.org or call 0300 5000 927 to get a free copy.

This guide gives general information and advice. The services and support available will vary from area to area.

Contact details of organisations mentioned are included in Useful contacts at the back of this guide.

We have more information about mental illness available from our website www.rethink.org or by phoning 0300 5000 927.

Some tips

‘ It can be difficult and frustrating not being able to get to speak with people, it is important to persevere.’ (Professional)

- Recognise people who can support you and know your friend/relative.
- Ask staff (e.g. solicitor, police, court, prison or healthcare professionals) questions if you don't understand what is happening.
- If you are helping to find a solicitor, try to make sure they have an understanding of mental health and give them contact details of the professionals who are supporting your friend/relative.
- Speak up. Make your concerns known to staff and keep lines of communication open with them.
- Remember that professionals may not be available to talk to you immediately and they may be limited on what they can discuss without permission from your friend/relative.
- Build a good relationship with professionals such as solicitors, police and healthcare staff. This can be difficult but it helps to be organised and give the professional concise points of concern or information, for example, symptoms.
- Make a list of your questions and the date you raise them. Make a note of the response and the date that you receive this.
- Keep a diary of contacts with details of who you have spoken to, where they are from, their direct contact details and what was discussed. It can be difficult keeping track of who you have spoken to.
- In some cases, your friend/relative might not want you to know what's happening. You may still be able to provide support by keeping in touch and letting them know you are there to help.
- You may need to find advice and support for yourself for example, by finding a local support group. This is likely to be a very difficult time for you, and it is important not to forget to take care of yourself.
- There are some useful contacts at the end of this guide for both yourself and your friend/relative.

Speak up. Make your concerns known to staff and keep lines of communication open with them.

A court can give an offender with mental illness a restricted or unrestricted hospital order as an alternative to prison.



Secure hospital

‘ Once he was transferred to hospital I felt I could relax a little. At least his mental illness would be treated.’ (Carer)

Sometimes offenders with mental health problems need to receive care in secure mental healthcare settings, often known as forensic mental health services. These services provide accommodation, treatment and support for people with severe mental health problems who pose a risk to the public or themselves. They are separate from the prison service.

A court can give an offender with mental illness a restricted or unrestricted hospital order as an alternative to prison. Restriction orders ensure people will continue to be monitored and treated even after they leave hospital and can restrict what they can and cannot do while in hospital.

As with prisons, some hospitals are categorised by level of security. There are three high secure hospitals in England - Rampton in Nottinghamshire, Broadmoor in Berkshire and Ashworth in Merseyside. According to the Department of Health, these high secure hospitals are for people who

pose a grave and immediate danger to themselves and/or others and who cannot be safely managed in a less secure environment.

There are also a large number of medium and low secure hospitals. Some are operated by the NHS and others are privately run. According to the Department of Health, medium secure hospitals are for people who present a serious but not grave and immediate danger to others.

Low secure hospitals are mostly for people who require a higher level of security than a standard open hospital ward because of the level of risk they may pose to themselves or others. They may pose challenging behaviour and could be at risk of low level violent behaviour.

Offenders will usually be placed in medium secure facilities, with the aim of moving down to low secure services once their level of risk has reduced. Patients will be expected to engage with different programmes such as Assertiveness, Anger Management, Drug and Alcohol Awareness to focus on their needs and to address offending behaviour. They will also be able to take part in activities such as education, living skills e.g. cooking, one to one and group therapy.

While your friend/relative is under forensic mental health services, they are not considered a prisoner. They are patients of the healthcare provider responsible for the service they are in, which could be the National Health Service (NHS) or a private healthcare provider.

If your friend/relative was transferred from prison to hospital and their mental health improves while under forensic mental health services, they may be transferred back to the prison, to be under the prison service again. This will happen if their condition can be managed by the prison healthcare services, perhaps with medication.

Supporting your friend/relative in forensic mental health services

Support your friend/relative during this difficult time by speaking to them on the phone, writing and visiting them. You could send in items, but check with the hospital what is allowed.

Visiting your friend/relative

Visiting arrangements may vary. You may have to book in advance and show identification, and there will be security checks as with visiting prisons. You may be able to get travel expenses covered by the hospital. Ask the hospital if this is possible.

You may not be able to take certain items into the hospital with you. It is a good idea to ask for information from the hospital about this and what facilities there are for visitors.

Sharing information

You could leave contact details with the healthcare professionals and ask to be kept up-to-date. Forensic mental health services may or may not be able to share information with you due to confidentiality. Staff will need to get permission from your friend/relative before giving you private information about their care and treatment.

If your friend/relative does not give them permission to share personal information with you, staff may still be able to give you general updates regarding their progress. You can ask for this to be reviewed regularly, as people do change their mind on whether they would like information to be shared. Staff can work with you as a family to share information appropriately and supportively.

If your friend/relative's care team is unwilling to talk to you, you could see if your friend/relative will allow you to attend some of the ward round meetings, a regular team meeting to review their treatment and progress.

It is important to remember that while your friend/relative is in a secure hospital, they are a patient and not a prisoner. If you are the main carer

for your friend/relative, the role of carer is recognised while they are in hospital. The hospital should appreciate any information you can give about your friend/relative.

If your friend/relative has made an advance statement, for example, about treatment if they lack capacity, make sure that hospital staff know about it.

Money and housing

If your friend/relative was receiving benefits before being transferred to hospital, it is important that the relevant organisations know about their current circumstances. It is also important that the relevant people get this information if your friend/relative was renting property or paying a mortgage and if they are in debt.

There may be a finance officer at the hospital that your friend/relative can talk to. You could also ask to speak with them. The finance officer may be able to update the relevant organisations of your friend/relative's current situation. Your local Citizens Advice Bureau (CAB) may also be able to give information and advice on finances and housing matters.

Finding support

Some hospitals produce carer information packs and run family support groups and family therapy. Try asking the hospital if they offer any of these services. Talk to other carers or relatives who may have helpful suggestions or to share experiences.

Make sure you look after yourself and get support if you need it by contacting organisations that can help.

Don't be afraid to ask questions to hospital staff, about what might happen to your friend/relative and to help you to understand the hospital procedures.

For more information on:

- **Mental Health Act sections used in the criminal justice system**
- **a patient's rights and how they can be discharged from services**

contact Rethink Mental Illness:

0300 5000 927
www.rethink.org.uk

‘ I had to liaise with the hospital and local council to sort out their benefits and housing benefit... the consequences of this are important especially when his home was involved.’ (Carer)

Some useful questions to ask hospital staff:

- **Will there be opportunities for the person to exercise, have education and socialise with other people?**
- **What medication are they on and what does this do?**
- **What is the diagnosis?**
- **Can you explain this in terms I can understand?**
- **Who will look after my friend/relative’s physical health?**
- **Are there programmes to help reduce their risk of re-offending?**
- **How long will it be before they can leave?**
- **Will they need to go back to court?**
- **Will they get transferred back to prison from hospital?**
- **How do I arrange a visit?**
- **Can I attend reviews of their care?**
- **Which member of staff is my main contact for advice or updates?**
- **Can we have family support therapy?**

What should I do if I have concerns about my friend/relative’s treatment while under forensic mental health services?

If you are unhappy with the way your friend/relative is treated, it can often help to simply talk to the staff. If you are unhappy with the response you get you can make a formal complaint.

The Patient Advice and Liaison Service (PALS) for the local NHS Trust should help you in making a complaint. You could also use an advocacy service to discuss concerns, such as the Independent Complaints Advocacy Service (ICAS).

For more information on making a complaint contact Rethink Mental Illness:

0300 5000 927
www.rethink.org.uk

Your checklist

1. The Mental Health Act section that my friend/relative is under:

2. Contact details of care team, specifically their Responsible Clinician (usually a psychiatrist), Social Worker and Ward Manager:

3. Consider asking about support for carers. Ask if the hospital run a support group, if they have a member of staff who gives information and advice to carers and whether they have a carer's information pack they could send me:

4. If my friend/relative has made an advance statement, give this to the care team. Who I spoke to and when:

5. Date and time of first visit:

6. Check what the hospital visiting rules are. Ask what I can take into the hospital with me and what I can give my friend/relative.

7. Check the hospital address, and how to get there. Ring the hospital to see if there are parking facilities or find out how to get there using public transport:

The Criminal Justice Officer at Rethink Mental Illness can give information and advice to anyone affected by mental illness in the criminal justice system.

Phone:

0300 5000 927

for advice Monday-Friday 10am-1pm,
(excluding bank holidays) or email:

advice@rethink.org

Useful contacts

Mental Health

Rethink Mental Illness is a charity that believes a better life is possible for millions of people affected by mental illness. For 40 years we have brought people together to support each other. We run services and support groups that change people's lives and challenge attitudes about mental illness. We directly support almost 60,000 people every year across England to get through crises, to live independently and to realise they are not alone.

We give information and advice to 500,000 more and we change policy for millions.

Tel: 0300 5000 927

www.rethink.org

Mind provides information and advice, training programmes, grants and services through their network of local Mind associations. You can find your nearest Mind office from their website. Mind also has a legal unit that can provide information and advice on mental health, mental capacity, community care, human rights and discrimination/equality related to mental health. They may be able to undertake some casework if the case meets their strict casework criteria.

Infoline Tel: 0300 123 3393

Legal Advice Service Tel:

0300 466 6463

www.mind.org.uk

SANE offers emotional support and information to anyone affected by mental health problems through their helpline, email services and their online support forum where people share their feelings and experiences. They also raise awareness through campaigns and research.

Out-of-hours helpline (open every day of the year from 6pm to 11pm)

Tel: 0845 767 8000

www.sane.org.uk

Advocacy

Action for Advocacy could help you find a local advocate.

Tel: 020 7921 4395

www.actionforadvocacy.org.uk

Concerns and Complaints

Courts

Contact **HM Courts Service** if you want to make a complaint about administrative functions of the court e.g. delays.

www.justice.gov.uk/complaints/hmcts

Office for Judicial Complaints

handles complaints about magistrates' or judges' conduct.

Steel House, 11 Tothill Street

London SW1H 9LJ

Tel: 020 3334 0145

judicialcomplaints.judiciary.gov.uk

Legal Services

The Legal Ombudsman deals with complaints about legal services.

Tel: 0300 555 0333

www.legalombudsman.org.uk

NHS

Care Quality Commission (CQC)

can look into whether the Mental Health Act has been used appropriately and if your friend/relative is receiving care and treatment as required under the Act.

The Belgrave Centre, Stanley Place
Talbot Street, Nottingham, NG1 5GG

Tel: 03000 616161

www.cqc.org.uk

Patient Advice and Liaison

Service (PALS) can tell you about the local NHS Trust's complaints procedure and help you in making a complaint.

www.pals.nhs.uk

The Independent Complaints

Advocacy Service (ICAS) can help you make a formal complaint about an NHS service. You can contact your local ICAS office directly, or through NHS managers at hospitals, your GP practice, NHS Direct or the Patient Advice and Liaison Service.

Find your local ICAS office from

www.seap.org.uk/icas

Your local MP might be able to help if you are unhappy with the responses you are getting from other agencies. You can find the name and contact details of your local MP on <http://findyourmp.parliament.uk/>

Information and Advice for Carers

Carers Direct deal with carers enquiries via a helpline or online. They also produce a directory of services.

Helpline: 0808 802 0202
(8am-9pm Monday-Friday,
11am-4pm weekends)

www.nhs.uk/CarersDirect

Carers UK provides general information, advice and support to carers. You can search for local services on their website.

Helpline: 0808 808 7777

www.carersuk.org

Your Local Authority may have services for both yourself and your friend/relative, so it may be worth enquiring with them. If you do not know who your local authority is, you can find out via the 'Contacts' link at

www.direct.gov.uk

Legal Help

Community Legal Advice can help you find a solicitor. Their advice is independent and confidential. They will ask you questions about your problem and find out what help you need. You will be asked a number of questions about your finances to see if you are eligible for legal aid.

Helpline: 0845 345 4 345 (Mon-Fri 9am-8pm and Sat 9am-12:30pm)

The Law Society can help you find a solicitor.

www.lawsociety.org.uk

Substance Misuse

ADFAM works with anyone affected by drugs and alcohol. They provide information, support and deliver a range of services including criminal justice, domestic violence and carer projects. You can find a local support group from their website.

Tel: 020 7553 7640

www.adfam.org.uk

RAPt (the Rehabilitation for Addicted Prisoners Trust) works to help people with drug and alcohol dependence, both in prison and in the community, move towards, achieve and maintain positive and fulfilling drug-free and crime-free lives.

Head Office Tel: 020 7582 4677

www.rapt.org.uk

Victims and Witnesses of Crime

Victim Support is an independent organisation who provides free and confidential help to anyone affected by crime, including victims and witnesses. They provide information and advice on the criminal justice system, emotional support to help people deal with the feelings associated with being affected by a crime and practical support such as completing insurance forms or getting medical help. You can find your nearest centre from their website.

Supportline: 0845 30 30 900

www.victimsupport.org.uk

Feedback

We welcome your feedback on this guide.

We would be grateful if you could spare a few moments to complete our short feedback questionnaire.

You can complete it in the following ways:

- Complete and tear out this page and post it to the freepost address:
RAIS Administrator
Rethink Mental Illness
FREEPOST RRYH-TZBZ-GEHU
15th Floor
89 Albert Embankment
London SE1 7TP
- Email your answers to feedback@rethink.org.
- Go to www.surveymonkey.com/s/criminaljusticeguide and complete the questionnaire online.

Everyone who completes this questionnaire and provides contact information will be entered into a prize draw to win £20 worth of Marks & Spencer vouchers.

The deadline for entries is 31 December 2012.

(Complete and tear out this page)

Your name:

Name of the guide you have read:

Any other comments or suggestions for how the guide can be improved:

Having read the guide:

I have a better understanding of this stage of the criminal justice system

Yes No

I feel more able to support my friend/relative

Yes No

I have more knowledge of my rights

Yes No

I have more knowledge of my friend/relative's rights

Yes No

I have more knowledge of the support available for myself

Yes No

I have more knowledge of the support available for my friend/relative

Yes No

In terms of how the guide is presented, what would you prefer?

Separate guides each covering the stages of arrest, court and sentencing, prison, forensic mental health services and coming home

An overall guide covering all stages mentioned above

We would like to make sure that we receive feedback from a range of people, please provide this information about yourself:

Age:

Gender: Male Female

Ethnicity:

Asian/Asian British

Black/African/Caribbean/Black British

British

Mixed/Multiple ethnic group

White

Other

Your relationship to the person you are supporting (please tick all that apply):

Friend Relative

Partner Carer

Please provide at least one way of contacting you if you would like to be entered into the prize draw.

We will only contact the winner of the draw (optional):

This guide is for you if you have a friend/ relative with mental health problems who's in forensic mental health services.



**Leading the way to a better
quality of life for everyone
affected by severe mental illness.**

For further information
Telephone 0300 5000 927
Email info@rethink.org

www.rethink.org



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