

## Volunteering

We welcome volunteers in our service, this will help us emerge stronger and fitter. With the continued dedication of our committed volunteers and workforce, we will deliver the highest quality advice to the maximum amount of people.

We offer opportunities,

- to meet & greet hearing attendees
- replenish information leaflets on wards and community settings *and*
- support the Mental Health Law Hub with local C&I Trust campaigns

For information on becoming a Mental Health Law Hub volunteer please email [Volunteer@Candi.nhs.uk](mailto:Volunteer@Candi.nhs.uk) or call 0203 317 7146.

## Feedback

We want to hear from you if you have ideas about how we can improve the service we deliver or if you believe we could work more effectively. Please email [feedback@candi.nhs.uk](mailto:feedback@candi.nhs.uk) with suggestions.

Giving us feedback or making a complaint will not harm or prejudice the care that you or your family members are given.

## Who to contact for advice and information

**Mental Health Law Hub email address**  
MHL.Hub@candi.nhs.uk

**Mental Health Law Manager**  
Dominique Merlande 020 3317 7141

**Deputy MHL Manager and MCA Lead**  
Heston Hassett 020 3317 7387

**Mental Health Law Co-ordinator**  
Debra Hall 020 3317 7111

### Mental Health Act Officers & Assistants:

**Highgate Mental Health Centre**  
Sital Gorasia 020 7561 4159  
Nkem Numa 020 7561 4145

**The Huntley Centre**  
Cath Gilchrist 020 3317 7212  
Debby Olukayode 020 3317 7321

## The Friends and Family Test (FFT)

This is our opportunity to hear from our service users, to listen and make changes to C&I Trust policy.

Please visit [www.candi.nhs.uk/service-users-and-carers/friends-and-family-survey](http://www.candi.nhs.uk/service-users-and-carers/friends-and-family-survey)

# Mental Health Law Hub

Talk to us

## What We Do

The Mental Health Law Hub service offers practical, up-to-date information on mental health law.

We support mental health professionals through the implementation of the Mental Health Act 1983 and the Mental Capacity Act 2005.

We perform statutory administrative duties such as scrutiny of statutory documents; provide training and legal advice to service users, carers and professionals alike. We also devise policies and guidance notes.

We aim to ensure that the Trust operates within the legal framework of the mental health legislation.

## Our Mission

To give the highest quality of support and expertise in all areas of mental health law to health professionals, service users their relatives and/or carers and to ensure all procedures prescribed by law are adhered to.

## Our Twin Aims

To ensure that service users, family members and carers have access to mental health law information

To ensure that all mental health professionals are fully confident in regards to mental health law.

Our advice is available to everyone regardless of race, gender, sexuality, age, nationality, disability or religion.

*“We ensure the advice people need is given. We improve both policy and practice that affect service users’ experience at C&I Trust”*

## Service Standards

Key objectives for our service include:

**Rights** – ensuring that service users’ rights are upheld throughout their recovery journey.

**Compliance** – ensuring statutory rules and time limits with regards to treatment and detention are adhered to – by ensuring legal papers are scrutinised for compliance with the Mental Health Act and Mental Capacity Act.

**Training** - ensuring that advice on mental health legislation is made available to all staff, service users, family members and carers in line with Trust policy.

**Review of Detention** – ensuring people subject to the Mental Health Act have access to reviews in a timely manner and working with outside organisations to ensure the process is co-ordinated effectively.

## Codes of Practice

There is a Code of Practice to the Mental Health Act and a Code of Practice to the Mental Capacity Act, which explain how to apply both Acts in practice. You can ask our staff to see either.

## Care Act 2014

If you are an adult caring for another adult, you have a right to an assessment. There is a duty for your local authority to meet your needs if you meet the eligibility threshold. This could mean that you are given services directly, or that the person you care for gets more or different support.

## Mental Health Law Hub

Our service is available during normal office hours Monday – Friday 9.00am to 5.00pm.

However access times may vary depending on local site needs. If a local office is not available (e.g. due to staff training) cover will be provided remotely by another office - please check local arrangements.

Our priority is to improve service user experience and provide a service that C&I staff can access and rely on – we want staff to feel fully confident in regards to Mental Health Law, so we’re committed to being open and transparent about what we do, how we’re performing, and what we’ve got planned. We provide information about,

- ⊙ Mental Health Act policies
- ⊙ Mental Health Act forms
- ⊙ Mental Capacity Act policy
- ⊙ Mental Capacity Act forms
- ⊙ IMHA/IMCA information
- ⊙ Advance decision template
- ⊙ Capacity assessment forms, Best Interest forms and DoLS authorisation forms
- ⊙ Human Rights
- ⊙ Patient rights leaflets
- ⊙ Nearest Relatives and Carers rights
- ⊙ Tribunal Service appeal
- ⊙ Associate Hospital Managers appeals
- ⊙ CQC visits
- ⊙ Latest mental health law news

Please see mental health law website link [www.candi.nhs.uk](http://www.candi.nhs.uk)