

Mr L Leighton
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Adults' Health and Care
Hampshire County Council
The Castle
Winchester
Hampshire
SO23 8UQ

<i>Enquiries to</i>	Customer Care Team	<i>My reference</i>	ASCMP2024/07073
<i>Direct Line</i>	01962 832129	<i>Your reference</i>	
<i>Date</i>	4 December 2024	<i>E-mail</i>	adultservices.complaints@hants.gov.uk

Dear Mr Leighton

Thank you for contacting Adults' Health and Care regarding the events surrounding your admission to hospital on 31 May 2024. Your request for access to written information is being looked at separately, and you should have the outcome shortly.

My name is Andrew Webb, I am a manager in the Hampshire Approved Mental Health Professional Service for Hampshire County Council. The service is responsible for responding to requests for Mental Health Act (MHA) assessments for those residing in Hampshire.

I was sorry to hear that your admission to hospital had been a distressing experience. It is always our intention for situations like this to be as calm as possible. This can be a challenge when the outcome of a MHA assessment is to use the legislation to insist that a person is admitted to hospital. If, as in your case, that is against your will, it is hard to soften the impact of you finding out you are being deprived of your liberty when you don't believe it is justified.

In this case, having looked at our records and spoken to Akin, I believe that he acted in good faith, within the law and according to the Mental Health Act Code of Practice. I do not believe he participated in the period of physical restraint that occurred prior to your admission at Antelope house. The restraint was managed by the hospital staff who would have been responsible for ensuring you made it onto the ward whilst protecting everyone's safety.

If you have concerns about the restraint, you should pursue this with Hampshire and IOW Healthcare NHS Trust (formerly Southern Health NHS Foundation Trust), if you have not done so already.

We are always wanting to learn from experiences like yours to see if there's anything that we could do differently in the future. If you have any thoughts on how your

assessment could have been managed by the Approved Mental Health Professional Service to cause you less distress, we would be glad to hear them.

I do hope that this response has addressed the concerns that you have raised, however, if you feel that anything remains unanswered or wish to discuss this response further, please contact the Customer Care Team directly on 01962 832129 or adultservices.complaints@hants.gov.uk so next steps can be discussed. You are also free to contact the Local Government Ombudsman at any time, but they would normally expect our complaints procedure to be exhausted before undertaking any enquiries.

Yours sincerely

Andrew Webb
AMHP Manager, Hampshire AMHP Service