

What you need to know if you are being cared for under LVM

About LVM care

The aim of LVM care – i.e. care provided by SiS (the National Board of Institutional Care) under the Care of Substance Abusers Act (LVM) – is for you to become motivated to tackle your substance misuse problems and, after your time in LVM care, to go on to seek voluntary treatment in some form. Staff will work with you to assess your situation and your needs. This assessment will form the basis for planning the care and treatment you are then given.

What is Section 27 care?

During your time in LVM care, you may be allowed to move to an open treatment centre or a foster home, or to receive non-residential treatment in your home community, while still being cared for under LVM. This is known as Section 27 care. What it consists of will depend partly on the results of your assessment.

During Section 27 care, too, the LVM home has the lead responsibility for you. This means that the manager of the home will decide that you have to return there if, for instance, you take drugs or do not follow the agreed plan for your Section 27 care.

How long can I receive LVM care for?

LVM care can continue for a maximum of six months. The LVM period includes care in an LVM home, Section 27 care and hospital care.

You have the right to read your case record

Staff write down details of your care and treatment in a case record. You have the right to read what it says about you. If you think that any of the information there is wrong, staff have to make a note of this in your

record. Ask the manager of the home if you want to know what information the home has about you, and how it can be used.

SiS's special powers

To make sure that the home environment is safe and secure for you, the other clients and the staff, staff have the right, in certain situations, to use coercive measures, which are known as 'special powers'. They can use them, for example, to prevent you from leaving the LVM home.

If staff make use of these coercive measures, they always have to explain to you why.

Prevent you leaving the home

If you try to leave the LVM home, staff have the right to stop you. They can keep you there, for instance, by physically restraining you.

Telephone calls and visits

You have the right to receive visits and talk on the phone during the telephone hours that apply at the home. If staff believe that your treatment is being adversely affected, they can stop you from receiving visits or using the phone. You always have the right to contact your lawyer or the authorities.

Letters

You are always allowed to send and receive letters and parcels. Staff may not read your letters, but they are allowed to check letters and parcels to you if they suspect that they contain something you are not allowed to have in the LVM home (such as drugs or objects that can be used to take drugs).

Searches of the person and full body searches

When you come to us for the first time and when you have been outside the LVM home, staff are allowed to search your clothes and bags (known as a search of the person). Staff can also ask you to get undressed so they can see that you are not hiding anything under your clothes (full body search). In the same way, if staff suspect that you have something that is not allowed in the home (for example, after you have had a visit), they have the right to carry out a search of your person or a full body search.

They also have the right to search your room to check whether you have anything there that you are not allowed to have.

Taking charge of property

If you have something that is dangerous or unsuitable for you or the other clients, staff have to take it from you. Your belongings will be returned to you, at the latest, when you are discharged. If you have things like alcohol or drugs on you, staff have to take charge of them and destroy them.

Urine and breath samples

If staff suspect that you are under the influence of alcohol, controlled drugs or other drugs, you will have to give a sample, for example of urine or breath.

Separate care

If the staff believe that your care will work better if you don't meet the other clients all the time, you may be given what is known as separate care (*vård i enskildhet*). This means that, for a time, you will live in a separate part of the LVM home, where you will have staff nearby at all times, but will not be able to meet other clients exactly when you like.

Segregation

If you are violent or so severely under the influence of alcohol or drugs that it is not possible to carry on any activities on your unit, staff can segregate you. Segregation (*avskiljning*) means that for a short time, no more than 24 hours, you will be placed in a special room which staff can lock the door to. There will be staff nearby at all times. As soon as you have calmed down, you will be able to return to your unit.

You have the right to appeal against some decisions

Staff may make decisions about how your care and treatment are to be undertaken. Some of these decisions you can appeal against to the Administrative Court (*Förvaltningsrätten*) if you are unhappy with them. Such decisions should always be given to you in writing. Staff must explain to you what the decision means. You have to sign to say that you have been told about the decision.

These are the decisions you can appeal against:

- A decision to move you to another LVM home.
- A decision not to discharge you from the LVM home.
- A decision not to let you make or receive phone calls.
- A decision not to let you receive visits.
- A decision saying that staff are to destroy something you are not allowed to have in the home, such as alcohol, drugs or needles.
- A decision to segregate you.
- A decision on separate care.
- A decision that separate care is to continue.

How you appeal against a decision

When staff have given you the decision, you have three weeks to appeal against it.

Write what decision you are appealing against and why you think it is wrong. You must also sign the letter with your name. Here is an example:

I appeal against the decision of *(write the date given in the decision)* not to let me telephone *(write the name of the person you are not allowed to phone)*. I think this decision is wrong because *(write why you think the decision is wrong)*.

(Sign your name at the bottom)

If you have difficulty writing, you can ask a member of staff to help you.

Hand your appeal to the manager of the home, who will then decide whether the decision can be changed.

If the manager does not change the decision, he or she will send your appeal to the Administrative Court.

You have the right to complain about your care

If you are unhappy about something at the LVM home, you always have the right to complain to staff or to one of the authorities whose job it is to make sure the home is following the law. These include, for example, the National Board of Health and Welfare (*Socialstyrelsen*) and the Parliamentary Ombudsmen (*JO*). You, your relatives or your social worker can complain about your care at any time.

Here are a couple of examples of things you could complain about:

- You are not allowed to be involved in planning your treatment.
- You feel that some members of staff are treating you badly or unfairly.

How to complain

It is up to you to decide *who* you want to make your complaint to. You can complain, for example, to:

- your key worker (*kontaktperson*), your unit manager, the home manager or some other member of staff, or
- the National Board of Health and Welfare or the Parliamentary Ombudsmen.

It is also up to you *how* you want to complain, by letter or by phone.


If you are unsure how to go about it, you should ask your key worker or some other member of staff. They can help you to write a letter or to make an appointment with the home manager, and to find the address or telephone number of the authority you want to complain to.

If you write a letter, it is a good idea to sign it with your name. This makes it easier to investigate what has happened, as the person investigating can then talk to you.

Processing of personal data

SiS keeps records of your care and treatment and – in some cases – your medical care. Staff write these records in electronic documentation systems. In your records and in other documentation, various information about you is held. As well as your name, personal identity number and address, this may for example include information about your treatment plan or any medical care you receive.

The personal data legislation contains rules about how this information can be processed. You have the right to ask, once a year, for information about what personal data we hold and what we do with it. If you want to



know more about your personal data, you should write a letter, sign it and hand it to the manager of your home.

If you discover that any personal information about you is wrong, please get in touch with the personal data representative (*personuppgiftsombudet*) at SiS's head office. The address is:

Statens institutionsstyrelse (SiS)

Box 16363

103 26 Stockholm

The phone number is 010-453 40 00.