



advocacy
focus



Independent Care Act Advocacy

Phone us on **0300 323 0965**

This guide has been written to meet
the UK Easy Read Standard

Independent Care Act Advocacy

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1. About this booklet



- This booklet explains what Independent **Care Act** advocacy is.



- It also explains what an **Independent Care Act Advocate** is and what they can do to help.



- It is designed for people who use the advocacy service. It may also be useful for your family, friends or Carers.



- The charity that provides this advocacy service is called Advocacy Focus.

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- Words in **bold** text are described in more detail at the end of the booklet.

2. What is Advocacy



- Advocacy is about helping you to speak up and get the support you need.



- An Advocate is a person who can help you to get your point of view across and be heard.



Independent

- They are **independent**. They do not work for social services, the NHS, or other health care providers.



Free

- Their support is **free of charge**.



Confidential

- You can meet with them in private, your discussion is **confidential**.

3. Independent Care Act Advocacy



- **Care Act** advocacy gives people involvement and control in their **assessment** and care and support planning.



- It helps people to understand information, have their voice heard and get the support they need.



- **Independent Advocates** are specially trained in the Care Act.

4. The Care Act



- The **Care Act** in England is the law that explains what **care and support** people should get when they need it.



- The law gives rules and guidance to the local authority that provide **care and support**.



- One rule is that you should be involved decisions about your care and support.



- The law says that people such as the council need to listen to your wishes and needs, in order to make your life better. This is important for your **wellbeing**.

5. Why you have an Independent Advocate

It is you right to have an Independent Advocate if,



- You would find it difficult to understand what is happening in your **Assessment** or care planning.



- You may find it difficult to communicate your wishes.
- You have no family or friends **appropriate** to help you.



- You can have support if you live in your own home, care home or are in prison.

6. What an Independent Advocate can do



- We are there to support you and to listen to you, when it feels like no-one else will.

They will help you with:



- The **assessment** – This is how the **local authority** decide what support you need.



- **Care and Support Plans** – The **local authority** will provide you with a written plan. Your advocate can explain what this means for you.



- The **Care Review** – to be involved in the **light touch** and **annual care reviews** of your care and support.



- **Safeguarding** – to support you and help you voice your views in a **Safeguarding Enquiry** which investigates potential risk or abuse.

An **Independent Advocate** will help you to:



- Understand the process – we can explain what is happening and how your needs can be met by the process.



- Understand and stand up for your rights – so that the plan created reflects your needs and preferences.



- Make your decision – to weigh up the options and choose the ones that suit you best.



- Tell people what you want – we can represent your views, wishes and feelings to the people making the decisions.



Understand your Care Plan – once a plan has been made, we can explain what it means for you in simple terms, with no jargon.



- Challenge decisions – where you have concerns about a decision, your advocate can help to challenge this decision if you wish to.



- Consult with others – we will consider the views of your health and social care professionals, friends, family and carers, with your consent.



- Understand Safeguarding – we will help you understand the safeguarding process and how it affects you. We will make sure your views are known and considered.

7. What an Independent Advocate cannot do



- Make the decisions about your care.
- Decide if you need help making decisions or not, your social worker does that.



- Give their our opinion or say what we would do if we were you.
- Help you with money or legal advice.

8. When does the support from an Independent Advocate end



- We will support until the Assessment has been completed. We can also help you with the **light touch** and **annual care reviews**.

9. How we helped Mr Sinclair from Ormskirk

"I was in a car accident which damaged my brain. My family lived too far away to help me, so I had to rely on my elderly neighbours at first, until I was given an Independent Advocate. My Advocate, helped me to understand my rights in my Care Assesement and would explain things to me, as I get easily confused now. With their help my Assessment was completed quickly and I receive a personal budget to help me to stay in my own home. I now have some control of my life since my injury took some of my independence away."

10. Contact Advocacy Focus



- Phone us on
0300 323 0965
- Text us on
07886744634
- Email us at
admin@advocacyfocus.org.uk
- Visit our website at
www.advocacyfocus.org.uk

11. What do the words mean

In alphabetical order,

Appropriate

This is an adult that can help you with your assessment and care and support planning. It may be a family or friend. If you do not have an appropriate person, your social worker will decide you may benefit from having an **Independent Advocate**.

Assessment

A process to identify what your needs are and how these impact on your **wellbeing**.

Care Act

This is a law in 2014 that outlines the way in which the **local authority** should decide who is eligible for care and support and what this support should be.

Care and Support

This is when people have help in their lives in different ways. This could be help to get out of bed, get dressed and washed, or help with eating and cooking meals.

Care Review – Light Review or Annual Review

A light review looks carefully at your care plan within the first six to eight months, and then again annually unless there is a big change in your needs.

Challenge decisions

A process where you can complain about decisions about your care and treatment. Your **Independent Advocate** will help with this process.

Confidential

The private information you share with us will remain private unless you tell us to tell someone, or the law says we must reveal it for your safety or the safety of others.

Free of Charge

The **Independent Advocate** service is free of charge, so you do not need to pay a penny.

Independent Advocate / Independent

An **Independent Advocate** is there to support you. They do not work for the NHS, any other health care providers or the local authority. This means that they can give unbiased support.

Local Authority

This is another name for the council in the area that you live. They may also be known to you as social services.

Well-being

The wellbeing of individuals is about helping people to achieve the outcomes that matter to them in their everyday lives.

Safeguarding / Safeguarding Enquiry

This is when a group of people from the **Local Authority, NHS and the police**, make an enquiry or investigate if you are thought to be at risk of abuse or neglect.