

About advocacy

How your advocate can help



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What is an advocate?



Advocates support you to have your say.



Your advocate can help you make choices.



Your advocate can help if you have a problem or you are not being listened to.



We are not part of a care or medical team.



We are not part of the council.



You do not have to pay for an advocate.



You can ask to stop advocacy support at any time.

What does an advocate do?

Your advocate will:



Listen to what you want.



Help you understand information.



Explain your options.



Plan with you about what to do next.



Advocates help to make sure that doctors and social workers listen to you. This does not mean that doctors and social workers will always do what you want them to.



But your advocate will be on your side.



If you need some support that we cannot offer, we will help you find out who can help.

Your advocate will not:



Offer counselling or befriending.



Offer advice, legal advice or legal support.



Make decisions for you.

Our promises to you

1. Decisions



We will help you do things for yourself.



We will support you to make your own decisions.



Your advocate will check you're happy before they do anything for you.

2. Confidentiality



We will keep things **confidential**.



This means we won't tell anyone else what you have said to us, unless you agree.



If you are at risk of harm, or the law says we need to, **we might need to break this rule** and tell someone.



If we have to tell someone else, we will explain why.



You have the right to meet your advocate **in private**. This means you can talk to them without anyone else in the room. If there is a reason that this isn't possible, we will explain this.

3. Medical records

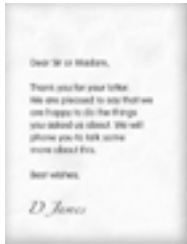


Your advocate may need to **see your medical records** in order to help you.



We will only look at information about you if you agree. **There is a form to sign if you agree.**

4. Our records



We will **keep information we hold about you safe**. You can **ask to see it**.

5. Feedback and complaints



We will listen and respond to **any feedback** you have about us.



If you are unhappy with the work that we are doing with you, **you can complain**. To make a complaint, talk to your advocate, email feedback@voiceability.org or call 0300 303 1660 (freephone).

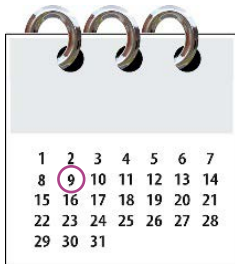
What we ask of you

1. Respect



Please treat our team members with respect.

2. Meetings



Please tell us as soon as possible when you need to cancel a meeting.