Their support was really reassuring.

Advocacy: A guide for professionals in Cheshire East and Cheshire West and Chester
What is an advocate?

Advocates are independent professionals who work with people to help them understand their options, know their rights and say what they want.

This helps to make sure that people are involved as much as possible in decisions about their health and care.

Your duty to refer

Advocacy is a statutory right for eligible people. The Mental Capacity Act and Care Act state that you must refer eligible people for advocacy. The Mental Health Act states that you must make eligible people aware of how to access advocacy.

Who is eligible?

Use the grid in this leaflet to find out who you must refer.

If you are unsure about eligibility, or have questions about advocacy types, contact us.
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### Advocate’s role

**As far as possible, to:**
- make sure that the person’s views and wishes are taken into account in the best-interests decision
- support the person to be involved in the decision, or to represent them if necessary

Also, if the person may be deprived of liberty under DoLs, to provide support:
- during an assessment under DoL5
- between the appointment of Relevant Person’s Representatives (RPRs) when an authorisation is in place to the person, RPR or both when the authorisation is in place

### Advocate’s role

To support the person to:
- understand their rights and options
- have their views and wishes heard in decisions about their care or treatment
- raise anything they are unhappy with relating to their care or treatment

Also, to provide support during a safeguarding investigation:
- if the person has a learning disability and may be deprived of freedom
- if the person is detained under section 3 of the Mental Health Act
- if there is a relevant court order

- or the person may be deprived of freedom under the Mental Health Act

*There are some exceptions: see voiceability.org/care-act*

### Advocate’s role

To support the person to:
- understand their rights under the Care Act
- be fully involved in the assessment, review or planning process

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<table>
<thead>
<tr>
<th>Independent Mental Capacity Advocacy (IMCA)</th>
<th>Independent Mental Health Advocacy (IMHA)</th>
<th>Care Act Advocacy</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When to refer</strong> Make a referral when both conditions apply: 1. the person is assessed to lack capacity to make a best-interest decision about:</td>
<td><strong>When to refer</strong> Make a referral whenever a person is in any of the following situations:</td>
<td><strong>When to refer</strong> Make a referral when all three conditions apply: 1. one of these processes is taking place:</td>
</tr>
<tr>
<td>- serious medical treatment</td>
<td>- detained under the Mental Health Act (even if on leave of absence from the hospital) but excluding people under short term sections 4, 5, 135 and 136</td>
<td>- social care needs assessment</td>
</tr>
<tr>
<td>- long-term accommodation</td>
<td>- a conditionally discharged patient</td>
<td>- carers assessment</td>
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<tr>
<td>2. there are no family or friends considered appropriate to consult about the decision</td>
<td>- subject to a Community Treatment Order (CTO)</td>
<td>- care planning</td>
</tr>
<tr>
<td>‘Lack capacity’ means the person:</td>
<td>- subject to guardianship</td>
<td>- care review</td>
</tr>
<tr>
<td>- has an impairment or disturbance that affects the way their mind or brain works (e.g. a brain injury, dementia, autism, learning disabilities, mental health problems) AND</td>
<td>- being considered for S58A treatment (including informal patients and people under 18)</td>
<td>- S42 safeguarding investigation</td>
</tr>
<tr>
<td>- the impairment or disturbance means that they are unable to make a specific decision at the time it needs to be made</td>
<td>- being considered for S57 treatment (including informal patients)</td>
<td>2. without support, the person will have substantial difficulty being involved</td>
</tr>
<tr>
<td></td>
<td>3. there are no appropriate, able and willing family or friends to support the person’s active involvement*</td>
<td></td>
</tr>
</tbody>
</table>

*Substantial difficulty* means that, without support, the person will find it very hard to do one or more of these:
- understand relevant information
- retain that information
- use or weigh up that information
- communicate their wishes and views

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We can also provide Relevant Person’s Representatives (RPRs), Continuing Healthcare (CHCs) and non statutory Exception Advocacy (Cheshire West & Chester only)
What do advocates do?

An advocate can support someone to:

- communicate their views and wishes
- understand their rights
- understand any processes and decisions they are subject to
- understand the options they have
- make their own choices
- challenge a decision

Even when someone can’t tell their advocate what they want, our advocates will use a range of approaches to establish their views and wishes as far as possible and secure their rights.

In some circumstances, an advocate has the right to access medical or care records on behalf of the person they are supporting. An advocate may write a report that must be taken into consideration by professionals.

An advocate does not:

- offer counselling or befriending
- offer legal advice
- tell people they support what decisions to make
- tell health or social care professionals what decisions to make
How to make a referral

Go online to find services near you and make a referral
[voiceability.org/cheshire]

You can also request a referral form by emailing
[helpline@voiceability.org]

If you have questions about eligibility or advocacy types, contact us.

Freephone:
[0300 303 1660]

Email: helpline@voiceability.org
Website: voiceability.org

About VoiceAbility

We’ve been supporting people to have their say in decisions about their health, care and wellbeing for almost 40 years. We’re an independent charity and one of the UK’s largest providers of advocacy and involvement services.