

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, 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

You can make a referral online:

voiceability.org/referral

You can also request a referral form by emailing

helpline@voiceability.org

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

We provide the Care Act and IMHA service in Oldham. We also process referrals to OPAL's learning disability advocacy service.

Phone:

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.

VoiceAbility

Their support was really reassuring.

Advocacy: A guide for professionals in Oldham

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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.

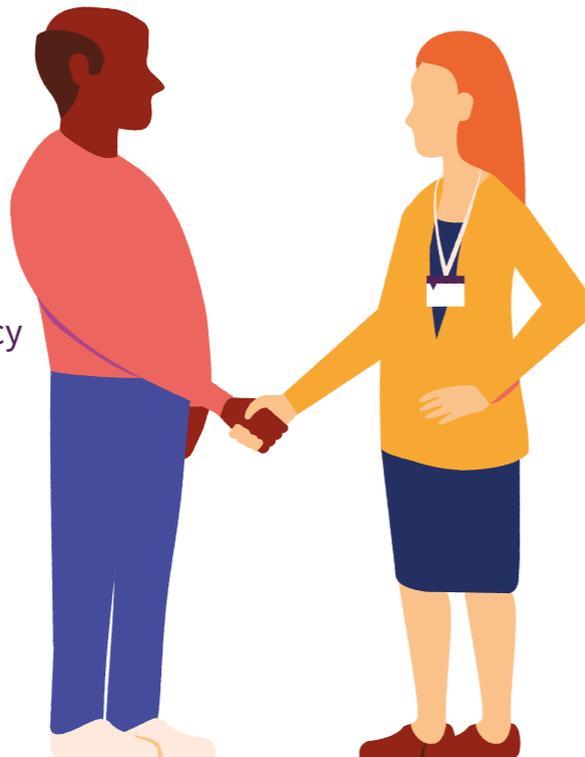
Your duty to refer

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 have unsure about eligibility, or have questions about advocacy types, contact us.



Independent Mental Health Advocacy (IMHA)	Care Act advocacy	Learning disability and autism advocacy
<p>When to refer</p> <p>Make a referral whenever a person is in any of the following situations:</p> <ul style="list-style-type: none"> 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) a conditionally discharged patient subject to a Community Treatment Order (CTO) subject to guardianship being considered for S58A treatment (including people under 18) being considered for S57 treatment an informal patient on a mental health ward 	<p>When to refer</p> <p>Make a referral when all three conditions apply:</p> <ol style="list-style-type: none"> one of these processes is taking place: <ul style="list-style-type: none"> social care needs assessment carer's assessment care planning care review S42 safeguarding investigation without support, the person will have substantial difficulty being involved there are no appropriate, able and willing family or friends to support the person's active involvement <p>'Substantial difficulty' means the person will find it hard to:</p> <ul style="list-style-type: none"> understand relevant information retain that information use or weigh up that information communicate their wishes and views 	<p>When to refer</p> <p>Make a referral when these conditions apply:</p> <ul style="list-style-type: none"> resident of Oldham aged 18+ has had a diagnosis of learning disability and/or autism would like support with an issue such as: <ul style="list-style-type: none"> finance, e.g. benefits, debts and legal issues care and support plans support for parents who are involved with children's services employment accessing learning and volunteering opportunities decisions about accommodation accessing housing services/tenancy issues making complaints
<p>Advocate's role</p> <p>To support the person to:</p> <ul style="list-style-type: none"> understand their rights and options understand decisions about treatment understand the parts of the Mental Health Act which apply to them 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 	<p>Advocate's role</p> <p>To support the person to:</p> <ul style="list-style-type: none"> understand their rights under the Care Act be fully involved in the assessment, review or planning process 	<p>Advocate's role</p> <p>To support the person to:</p> <ul style="list-style-type: none"> understand and exercise their rights understand their choices say what they want find other services that can help them
<p>How to refer</p> <p>VoiceAbility provides this service in Oldham. Contact us using the details on the back of this leaflet.</p>	<p>How to refer</p> <p>VoiceAbility provides this service in Oldham. Contact us using the details on the back of this leaflet.</p>	<p>How to refer</p> <p>OPAL provides the specialist independent learning disability advocacy service for residents in Oldham. Contact VoiceAbility to make a referral to OPAL.</p> 

To refer for an Independent Mental Capacity Advocate (IMCA), please contact N-Compass on 0300 3030209.
 To refer for NHS Complaints Advocacy, please contact HealthWatch Oldham at NHSComplaints@healthwatcholdham.co.uk or phone 0161 622 5700.