

Advocacy for social care service users and carers



Factsheet

What is advocacy?

For most people making their own choices and decisions is a matter of considerable importance. However, for some people there are challenges which can prevent them from actively taking part in decisions which affect their lives.

Independent advocacy can help you to overcome these challenges by helping and supporting you to voice your views and wishes, or can express your views and rights on your behalf. An independent advocate is someone who you have asked or given permission to represent you.

The independent advocate is completely independent of any services that you may be receiving, so there is no conflict of interest.

Where advocacy could assist you:

- Under the Care Act 2014, if you experience substantial difficulty in being involved with the care and support process, and have no other support available under the Care Act 2014 and have no other support available
- Where necessary, if you are the subject of an adult safeguarding enquiry or review
- If you qualify for advocacy under the Mental Capacity Act 2005
- If you are a 'qualifying patient' under the Mental Health Act 1983 are entitled to support from an Independent Mental Health Advocate
- If you need help to make a complaint

Are there any charges?

No charge is made for any advice, telephone calls, letters, and visits to your home or meetings attended on your behalf.

Will my information be kept confidential?

Yes, information given to an advocacy worker will not be shared with anyone else without your permission.

Advocacy services

All of the advocacy services listed on this factsheet are committed to:

- Listening to and fully involving the people they support
- Respecting people's personal beliefs
- Protecting personal information
- Giving service users ready access to any information collected on their behalf

To make a referral, or for more information on any advocacy services please ask your social worker or contact Social Care Direct on 03000 26 79 79.



Need
help finding
the right
care and
support?

locate

Care and support in County Durham

This free online resource provides a wealth of information and services making it easier for you to make plans now and in the future.

www.durhamlocate.org.uk

Please ask us if you would like this document summarised in another language or format.

03000 26 00 00

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