

Your guide to **Independent Advocacy**

in Nottingham
& Nottinghamshire



January 2010



What is advocacy?

Advocacy supports people to have their say and get their views heard.

You can ask an independent advocacy service to help you do that. They have advocates who can speak up for you if you can't speak up for yourself.

Advocates will talk to you and find out more about how you feel and what you want.



Advocates will:

- ✓ Listen to you
- ✓ Help you to make choices
- ✓ Help you get information you need
- ✓ Help you write down what you want to say
- ✓ Attend meetings with you if you ask them to
- ✓ Speak up on your behalf but only if you want them to.



Advocates will not:

- ✗ Give advice
- ✗ Give their own views
- ✗ Make judgements
- ✗ Solve problems.



Who can ask for help from independent advocacy services?

An independent advocacy service may be able to help you if you are:

- aged 18 or over
- involved with our services as a user or carer
- have difficulty in speaking up for yourself.

For example you may:

- have learning disabilities
- have mental health problems
- be a vulnerable, older person
- have a physical disability or sensory impairment
- be caring for someone else with dementia and related conditions.



Is there a charge?

There is no charge for the advocacy services listed on pages 6 and 7.

When might I need an advocate?

- **If you feel nobody is listening to you.**

For example: if you are not happy with a service and have difficulty in getting your voice heard or speaking up for yourself.

Sanjay has difficulty with clear speech and so he needs time to say what he wants to say. This is causing difficulties in his supported living as he feels he is not being listened to properly and what he wants is not being heard.

- **When you want to change things in your life and decisions are being made that affect you.**

For example: when going into or leaving hospital, living in or leaving care, during assessments, reviews, complaints and appeals.

- **If you feel your rights have not been respected.**

For example: being able to have a relationship with the person of your choice.

Anya and Bob live in a residential home. They have a special friendship and want to become closer. Some of the staff are not happy about this. Anya and Bob feel they are not being given the freedom to have the kind of relationship they want. They don't feel their rights are being respected.

- **If you have a difficult decision to make and want to talk about choices.**

For example: David lives in a residential home. It is closing down. David wants to talk about the choices he has with someone who is independent and who can support him in talking about this with staff.

How do I get an advocate?

Get in touch with the advocacy service that meets your needs. See pages 6 and 7.

What can I expect from an advocate?

You can expect:

- to work with an advocate only if you agree
- somewhere private for you and the advocate to meet
- what is said between you and the advocate is private and will be shared without your permission only in exceptional circumstances. Your advocate will have a policy setting out when information will be shared without permission. You can ask them about this.

Advocacy	Area covered	Organisation
Older people	Whole County and Nottingham City	Age Concern Nottingham and Notts
Dementia	Whole County and Nottingham City	Alzheimer's Society
Mental health	Whole County and Nottingham City	Speaking Up
Learning disabilities	Broxtowe, Gedling, Rushcliffe, South Ashfield and Nottingham City	Speaking Up
Learning disabilities	Mansfield, North Ashfield, Bassetlaw Newark and Sherwood	Nottingham and Notts Advocacy Alliance
Physical and sensory impairment	Health only: Broxtowe, Gedling, Rushcliffe and Nottingham City Health and social care: Newark & Sherwood, Mansfield, Ashfield, Bassetlaw	Nottingham and Notts Advocacy Alliance
Physical and sensory impairment	Social care only: Broxtowe, Gedling, Rushcliffe and Nottingham City	Disabled People's Advocacy Nottinghamshire

Contact details

In **Bassetlaw, Newark, Mansfield and Ashfield** contact:

26-28 Regent Street, Mansfield. NG18 1SS

Tel: **01623 488 217**

E-mail: communityadvocacy@ageconcernnotts.org.uk

In **Broxtowe, Gedling, Rushcliffe and Nottingham City** contact:

Sybil Leven Centre, 578 Nuthall Road, Cinderhill, Nottingham. NG8 6AD

Tel: **0115 919 4873**

E-mail: communityadvocacy@ageconcernnotts.org.uk

1st Floor, Friary Chambers, 26-34 Friary Lane, Nottingham. NG1 6DQ

Tel: **0115 934 3800** E-mail: nottingham@alzheimers.org.uk

3A First Avenue, Sherwood Rise, Nottingham. NG7 6JL

Tel: **0115 962 8270** Email: info@speakingup.org

3A First Avenue, Sherwood Rise, Nottingham. NG7 6JL

Tel: **0115 962 8270** Email: info@speakingup.org

The Brooks Unit, King's Mill Centre, Mansfield Road, Sutton-in-Ashfield.
NG17 4NA

Tel: **01623 662664** Fax: **01623 655753**

E-mail: advocacy@nnaa.org.uk

The Brooks Unit, King's Mill Centre, Mansfield Road, Sutton-in-Ashfield.
NG17 4NA

Tel: **01623 662664** Fax: **01623 655753**

E-mail: advocacy@nnaa.org.uk

Voluntary Action Centre, 7 Mansfield Road, Nottingham. NG1 3FB

Tel: **0115 934 9504**

E-mail: office@dpanotts.org.uk



What if I am unhappy with the service I get from an independent advocacy service?

If you are unhappy about the service you get you can make a complaint. The advocacy service will tell you how to do this when you first begin to work with them.



Independent mental capacity advocacy (IMCA)

This service is provided for people who lack capacity to make decisions about:

- serious medical treatment
- significant changes in residence, and
- some care reviews and Adult Safeguarding cases.

IMCAs are involved when someone does not have families or friends who can be consulted about these decisions.

For advice and referrals tel: **0845 650 0081**.



Independent mental health advocacy (IMHA)

This service is for people who come under the Mental Health Act 2007. IMHAs help patients understand:

- the Act and how it applies to them
- any treatment they might receive
- their rights under the Act.

The IMHA service is not compulsory and does not replace other advocacy services a patient may use.

For more information contact Speaking Up, tel: **0115 962 8270**.

Other useful information

There are other sources of support for people who might need help to speak up.

The Patient Advice and Liaison Service (PALS)

Provides a confidential listening and support service for patients and their families, friends and carers. It is available to anyone using health services. Tel: **0800 028 3693**

Local PALS

- **Bassetlaw Primary Care Trust**
Tel: **0800 587 3089** E-mail: pals@bassetlaw-pct.nhs.uk
- **NHS Nottingham City**
Tel: **0800 183 0456**
E-mail: pals@nottinghamcity-pct.nhs.uk
- **NHS Nottinghamshire County**
Tel: **0800 028 3693** E-mail: pals@nottspct.nhs.uk
- **Nottinghamshire Healthcare NHS Trust**
Tel: **0800 015 3367** E-mail: pals@nottshc.nhs.uk
- **Queen's Medical Centre, Nottingham**
Tel: **0800 183 0204** E-mail: pals@nuh.nhs.uk
- **City Hospital, Nottingham**
Tel: **0800 052 1195** E-mail: pals@nuh.nhs.uk
- **King's Mill Hospital**
Tel: **01623 67 2222** E-mail: pals.kmh@sfh-tr.nhs.uk
- **Newark Hospital**
Tel: **01636 685 692 x5692**
E-mail: pals.nwk@sfh-tr.nhs.uk

National Youth Advocacy Service

A national charity providing advocacy and advice for young people up to the age of 25.

Freephone: **0800 616 101** Text: **0777 333 4555**

Web: www.nyas.net

Independent Complaints Advocacy Service (ICAS)

This service supports people who want to make a complaint about health services. Tel: **0845 650 0088**

Customer Relations Service

This service supports people who want to make a complaint or comment about adult care services through Nottingham City or Nottinghamshire County Council.

- Nottinghamshire County Council

Tel: **08449 80 80 80** (Please note: calls cost 3p per minute from landlines, mobile costs may vary)

Minicom: **01623 434 993**

- Nottingham City Council – Complaints Team

Tel: **0115 915 0310**

Welfare Rights Service

Provides free, independent information, advice and advocacy on welfare benefits.

- Nottinghamshire County Council

Tel: **0845 601 5943**

Web: www.nottinghamshire.gov.uk/benefitsadvice

- Nottingham City Council

Tel: **0115 915 1355**

Web: www.nottinghamcity.gov.uk/welfarerights

Community Legal Service Direct

Free and confidential service providing independent advice.

Tel: **0845 345 4345** Web: www.communitylegaladvice.org.uk

If you need the information in a different language or format contact the Customer Service Centre.

Customer Service Centre, PO Box 9320, Nottingham.
NG15 5BL

phone **08449 80 80 80** (Please note: calls cost 3p per minute from landlines, mobile costs may vary)

e-mail **customerservice.centre@nottscg.gov.uk**

minicom: **01623 434 993**

Urdu

آپ اس اشاعت کو کسی اور صورت میں ' یا اس کا اردو
ترجمہ چاہتے ہیں تو براہ مہربانی کسٹمر سروس سینٹر
سے رابطہ کیجئے۔

Punjabi

ਜੇਕਰ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਤੁਹਾਨੂੰ ਕਿਸੀ ਦੂਸਰੀ
ਫੋਰਮੈਟ ਯਾ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ
ਕ੍ਰਮੀ ਕਸਟਮਰ ਸਰਵਿਸ ਸੈਂਟਰ ਨੂੰ ਸੰਪਰਕ ਕਰੋ

Hindi

यदि आपको यह प्रकाशन किसी दूसरी फ़ॉर्मेट या
हिन्दी भाषा में चाहिए तो कृपया आप कस्टमर
सर्विस सेंटर से संपर्क करें।

Polish

Proszę o kontakt z Customer
Service Centre jeżeli chciałby
Państwo uzyskać tą publikację w
innym formacie lub po polsku.

Changes to social care – increasing choice and control

We are working towards people having more choice and control over their social care. Advocacy services are an important part of this as they can help people have a say over their social care needs and services. For more information on how social care is changing see your local council's website:

- Nottinghamshire County Council
www.nottinghamshire.gov.uk/puttingpeoplefirst
- Nottingham City Council – www.nottinghamcity.gov.uk/www/sds

This leaflet is about advocacy services in Nottingham and Nottinghamshire. It is from the following organisations working together:

- Nottinghamshire County Council
- Nottingham City Council
- Nottinghamshire County Primary Care Trust
- Nottingham City Primary Care Trust
- Bassetlaw Primary Care Trust



Nottingham
City Council



We have agreements with several advocacy organisations to provide a free, independent and confidential advocacy service for people involved with our services. These services are listed on page 6 and 7 of this leaflet.

Published by Nottinghamshire County Council

Printed by Design, Publications & Print

Design by Information Team

Photos from www.photolibrary.nhs.uk

Ref: ASCH/110e/01.10