

Your guide to

Independent Advocacy

in Nottingham
& Nottinghamshire



October 2007

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 these independent advocacy services?

If you are aged 18 and over, and have difficulty in speaking up for yourself then an independent advocacy service may be able to help you.

For example you may

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

Is there a charge?

There is no charge for the advocacy charges listed on pages 6-7.

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.

Chris 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: the right 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 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?

You can expect:

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

Who to contact

Type of Advocacy	Area covered	Organisation	Contact details
Older people	Whole County & Nottingham City	Age Concern Nottingham & Notts	Bradbury House, 12 Shakespeare Street, Nottingham. NG1 4FQ Tel: (0115) 844 0011 Fax: (0115) 841 4460 E-mail: info@ageconcernnotts.org.uk
Dementia	Whole County & Nottingham City	Alzheimer's Society	1st Floor, Friary Chambers, 26-34 Friary Lane, Nottingham. NG1 6DQ Tel: (0115) 934 3800 E-mail: nottingham@alzheimers.org.uk
Mental health	Whole County & Nottingham City	Speaking Up	DBH House, Carlton Square, Nottingham. NG4 3BP Tel: (0115) 9408591
Learning disabilities	Broxtowe, Gedling, Rushcliffe & Nottingham City	Speaking Up	DBH House, Carlton Square, Nottingham. NG4 3BP Tel: (0115) 9408591
Learning disabilities	Mansfield, Ashfield, Bassetlaw Newark & Sherwood	Nottingham & Notts Advocacy Alliance	The Brooks Unit, King's Mill Centre, Mansfield Road, Sutton-in-Ashfield, Nottinghamshire, NG17 4NA Tel: (01623) 662664 Fax: (01623) 655753 E-mail: hello@nnaa.org.uk
Physical & sensory impairment	Broxtowe, Gedling, Rushcliffe & Nottingham City	Disabled People's Advocacy Nottinghamshire	Voluntary Action Centre, 7 Mansfield Road, Nottingham. NG1 3FB Tel: (0115) 934 9504 E-mail: office@dpa:notts.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

The Mental Capacity Act 2005 introduced an Independent Mental Capacity Advocacy (IMCA) service. This is provided by Speaking Up and is for people who lack capacity to make decisions about serious medical treatment or significant changes in residence (and in some circumstances if an adult has been abused and care reviews) and who do not have family or friends that can be consulted. There is a central Hotline number, 0845 6500081, for advice and referrals.

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 relatives. 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
- **Nottingham City Primary Care Trust**
Tel: **(0115) 912 3320** Fax: **(0115) 912 3373**
E-mail: pals@nottinghamcity-pct.nhs.uk
- **Nottinghamshire County Teaching Primary Care Trust**
Tel: **0800 028 3693**
E-mail: pals@nottinghamshirecounty-tpct.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: **01623 685 692** E-mail: pals.newk@sfh-tr.nhs.uk

Independent Complaints Advocacy Service (ICAS)

Provided by Carers Federation 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
Adult Social Care and Health
Tel: **0844 9 80 80 80** (Please note: calls cost 3p per minute from landlines, mobile costs may vary)
Minicom: **(01623) 436 657**
- Nottingham City Council
Department of Adult Services, Housing & Health
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**
E-mail: **welfarerights@nottinghamcity.gov.uk**

Community Legal Service Direct

Free and confidential service providing independent advice.

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

Contact the Public Information Team if you would like further copies of this publication, or you need the information in a different language or format.

Public Information Team, Adult Social Care and Health Department, County Hall, West Bridgford, Nottingham NG2 7QP

phone **(0115) 977 4025**

e-mail **communications.ssd@nottscc.gov.uk**

website **www.nottinghamshire.gov.uk**

اگر آپ کو یہ اشاعت کسی دوسری صورت میں یا اس کا اردو میں
ترجمہ چاہیے تو براہ مہربانی سروس انفارمیشن ٹیم سے رابطہ کیجئے۔

यदि आप इस प्रकाशन को किसी ओर रचना या हिन्दी
भाषा में चाहते हैं तो कृपया सर्विस इन्फोरमेशन टीम
को सम्पर्क करें

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਪ੍ਰਕਾਸ਼ਨ ਨੂੰ ਕਿਸी ਹੋਰ ਰਚਨਾ ਜਾਂ ਪੰਜਾਬੀ ਭਾਸ਼ਾ
ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਰਵਿਸ ਇੰਫੋਰਮੇਸ਼ਨ ਟੀਮ ਨੂੰ
ਸੰਪਰਕ ਕਰੋ।

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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 Teaching Primary Care Trust
- Nottingham City Primary Care Trust
- Bassetlaw Primary Care Trust



Nottingham
City Council



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