

# Independent Advocacy Under the Care Act 2014 Nottingham City and Nottinghamshire



A free, confidential and independent advocacy service for people, including carers, who's needs are being assessed, planned or reviewed under the Care Act 2014 or for those subject to safeguarding under the Care Act.

# Independent Advocacy Under the Care Act 2014

The Care Act 2014, is a new law about care and support for adults in England that came into effect on 1st April 2015. The Care Act introduces a new duty on local authorities to involve people as much as possible when their care and support is being assessed or reviewed or when they may be subject to safeguarding concerns. This duty includes arranging for an independent advocate when the person needs help to be involved in the process and has no one suitable to help them.

## **This can be when the local authority is:**

- Carrying out a needs assessment
- Carrying out a child's needs assessment
- Carrying out a carer's assessment, a child's carer's assessment or a young carer's assessment
- Preparing a support plan or a care and support plan
- Reviewing a support plan or a care and support plan
- Making safeguarding enquiries or arranging for a Safeguarding Adults Review

# Independent Advocacy Under the Care Act 2014

## **A person will be entitled to have an independent advocate under the Care Act if:**

- they are deemed to have “substantial difficulty” being fully involved in the process. This means they would have difficulty understanding, remembering, using or weighing up relevant information or in communicating their views, wishes or feelings
- there is no appropriate person available to support and represent the person’s wishes

## **A Care Act Advocate will work with a person:**

- To understand the process
- To decide the best way to support and represent them, considering their communication needs
- To help them understand their rights under the Care Act
- To support them to understand how their care and support needs can be met and help them to make decisions about their care and support arrangements.
- To communicate their views, wishes and feelings and what outcomes they want
- To support them and represent them at meetings or when communicating with professionals
- To help them challenge a decision or process made by the local authority they are unhappy with

## How to contact us:



telephone - 0300 020 0093 (charged at local rate)



minicom - 0300 456 2364



text - send the word 'pohwer' with your name and number to 81025



email - [yourvoiceyourchoice@pohwer.net](mailto:yourvoiceyourchoice@pohwer.net)



Skype - [pohwer.advocacy](https://www.skype.com/name/pohwer.advocacy)  
(8am to 6pm Monday to Friday)



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website - [www.pohwer.net](http://www.pohwer.net)



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### Access to information

- We provide leaflets and information in a variety of languages and formats, Easy Read, audio and DVDs
- We have access to translation and interpreting services
- We use communication toolkits, Makaton and other signing techniques

