



Speaking up for you

Information about advocates
and advocacy services

Sometimes it helps to have someone else who can speak on your behalf and represent your interests, especially in formal situations or when you don't feel very confident. A person who speaks on your behalf in this way is often called an 'advocate'.

The Care Act puts into law for the first time a duty on your council to ensure that - in certain circumstances you have the support of an advocate when talking to us.

What is an advocate?

An advocate is someone who can speak on your behalf, if you are not able to do so yourself. They can help you get your views or wishes across about issues which are important to you, such as the care or medical treatment which you receive or the management of your finances.

Who can act as your advocate?

A family member or friend can act for you if you are content for them to take on this role as your advocate. In this role they are known as an 'appropriate individual'.

If there is no appropriate individual to support you then your council must arrange an independent advocate for you.

When you are entitled to have an independent advocate appointed for you

If you do not have anyone able or appropriate to support you, the council must appoint an independent advocate to ensure that there is someone to support you to express your views and wishes if you would otherwise have 'substantial difficulty' in doing so yourself.

'Substantial difficulty' could mean that you have difficulty in:

- understanding the information you have been given - this could be about your assessment or the support planning visit, or your review
- remembering information - this could be about you needing the information to think about your options and to make a decision later
- using the information so that you can be as involved as possible in making any decisions and
- expressing your views, wishes or feelings.

If you have substantial difficulty in speaking for yourself, the advocate can support you during:

- the care assessment, support planning and review process when your support arrangements are being discussed with you
- a carer's assessment

- a young carer's assessment
- a safeguarding enquiry or a safeguarding adult review
- an appeal against a local authority decision under Part 1 of the Care Act (subject to further consultation)
- a child's needs assessment (when you are the person looking after the child)
- a child's carer's assessment (when you are the person looking after the child, and the child has a disability).

Who cannot act as your advocate

The following people should not be considered by your council as an 'appropriate individual':

- someone who you do not want to support you
- someone who is providing care or treatment to you on a professional or paid basis
- someone who is unlikely to be able to, or available to, properly support you to express your views
- someone who has previously been found to have abused or neglected you, or has previously failed to stop other people abusing or neglecting you

If you choose to, you can appoint an independent advocate yourself.

Organisations that provide independent advocates in your borough

Your local advocacy services

The following local organisations can provide an independent advocate for you.

For older people and those living with a physical disability or sensory impairment

Action on Disability

The Greswell Centre,
Greswell Street,
London SW6 6PX

Tel:

020 7471 8510

Fax:

020 7610 9786

Email: [advocacy@
actionondisability.org.uk](mailto:advocacy@actionondisability.org.uk)

For people with dementia

Action on Disability

(contact details as above -
for people in the earlier
stages of dementia)

Hammersmith & Fulham Mind

(for people in the later stages
of dementia)

309 Lillie Road,
Fulham,
London SW6 7LL

Tel:

020 7386 1188/
020 7471 0580

020 7471 0580

Email: [mindadvocacy@
hfmind.org.uk](mailto:mindadvocacy@hfmind.org.uk)

For people with learning disabilities

HF Mencap

65 Aspenlea Road, Fulham,
London W6 8LH

Tel: 020 8748 5168

Email: verity.twombley@hfmencap.org

People with learning disabilities can view Someone To Speak Up For Me on www.peoplefirstinfo.org.uk for more information on advocacy

For carers

Carers Network

Bishop Creighton House,
374-380 Lillie Road,
London SW6 7PH

Tel:

020 7386 9417

Email:

info@carers-network.co.uk

Mental health advocacy for people in hospital

People who are admitted to hospital under the Mental Health Act are entitled to help from an Independent Mental Health Advocate (IMHA) - you can find out more by searching for IMHA on www.peoplefirstinfo.org.uk

Finding out more

There are a number of ways (see below) in which you can find out more about recent changes under the Care Act, about how to access care and support, and about the care and support options which are available to you.

Online help and leaflets

The Government has produced a series of factsheets which explain the aims of the Care Act and how the changes may affect you. Visit **www.gov.uk** and search 'care act'.

They have also produced a series of leaflets in formats for people with learning disabilities. Search for 'care act easy read' on **www.gov.uk**.

To find out more about the changes to care and support, visit **www.gov.uk/careandsupport**

The People First website

The People First website is an easy-to-use online resource that puts you in touch with a wealth of information and local services that can help you live the life you want, be independent, and find the help you feel you might need. The website is provided by the Adult Social Care service of Hammersmith & Fulham Council, the Royal Borough of Kensington and Chelsea and Westminster City Council.

Contact your council

To ask for more information about the Care Act or other care and support issues, or to request an assessment of your support needs contact your council direct:

Telephone: **0845 313 3935**

Email: **h&fadvicere@lbhf.gov.uk**

You can also ask questions specifically about the Care Act by emailing **careact@lbhf.gov.uk**

Leaflets

There are a range of leaflets from your council on issues covered by the Care Act, and on other issues which may be of interest to you. To access leaflets telephone your council using the details above, or go to the Leaflets Library at the top of the home page at **www.peoplefirstinfo.org.uk**

Independent information and advice

The following organisations offer specialist advice on a wide range of issues including health and disability, care and support options, money, benefits and accommodation. *Those marked with an asterisk offer some level of information and advice about the Care Act.*

Action on Disability*

A user led organisation managed and controlled by disabled people, campaigning for the rights of disabled people, delivering accessible activities, information, advice and advocacy services.

Action on Disability
The Greswell Centre, Greswell Street, London SW6 6PX
Telephone:
020 7471 8510
www.actionondisability.org.uk

Age UK*

The country's largest charity dedicated to helping everyone make the most of later life through providing services and support to inspire, enable and support older people.

Age UK

Hammersmith and Fulham,
105 Greyhound Road,
London W6 8NJ
Telephone:
020 7386 9085
www.ageuk.org.uk/hammersmithandfulham

Carers Network*

Carers Network is the first point of contact for unpaid adult carers living in Hammersmith & Fulham who need information, advice or support about being a carer.

Bishop Creighton House,
378 Lillie Road,
London SW6 7PH
Telephone:
020 7386 9417
www.carers-network.co.uk

Citizens Advice Bureau*

Helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers.

Hammersmith and Fulham
Citizens Advice Bureau,
The Advice Centre,
338 Uxbridge Road,
Shepherds Bush
London W12 7LL

Telephone:

020 7385 1322

www.hfcab.org.uk

Mencap

Mencap H&F provides a range of services and campaigns with people with learning disabilities and their families and run a support group for carers of people with a learning disability.

HF Mencap,
65 Aspenlea Road, Fulham,
London W6 8LH

Telephone:

020 8748 5168

www.hfmencap.org

Mind*

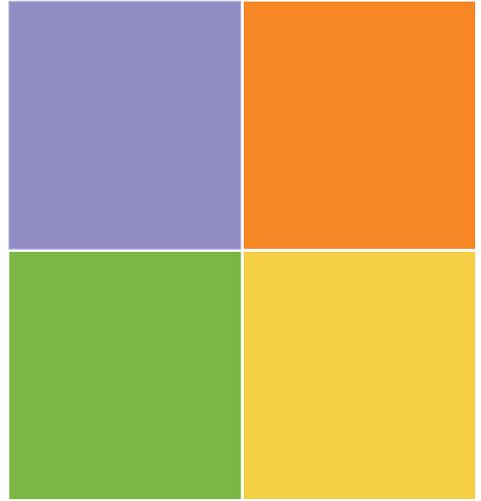
Mind provides advice and support to people with mental health needs and their carers.

H&F Mind, 309 Lillie Road,
Fulham, London SW6 7LL

Telephone:

020 7471 0580

www.hfmind.org.uk



Speaking up for you

**Information about
advocates and
advocacy services**

Tick below if you would like a copy of this leaflet in:

Large print

Braille

Name:

Address:

Postcode:

Telephone:

Please return this section to:

Sensory Impairment Team,
145 King Street,
Hammersmith,
London W6 9XY

Telephone:

0845 313 3935

9.00am - 5.00pm

Monday to Friday

Email:

h&fadvice.care@lbhf.gov.uk

How you can help us

We welcome feedback on how we might improve our service.

If you would like to make a comment, compliment or complaint, please contact:

Customer Feedback Team

Adult Social Care,

Floor 4,

Hammersmith

Town Hall Extension,

King Street,

Hammersmith, London W6 9JU

Telephone: 0800 587 0072

Email: ascustomerfeedback@lbhf.gov.uk

For further information on advocacy, please contact:

H&F advice

T: 0845 313 3935

E: h&fadvice.care@lbhf.gov.uk

For more information about our services and publications view them on www.lbhf.gov.uk or www.peoplefirstinfo.org.uk



www.peoplefirstinfo.org.uk for a wide range of information about what's available locally to help you stay independent.

