

An advocate will:

- ✓ Listen to you
- ✓ Treat you with respect
- ✓ Work with you, at your pace
- ✓ Enable your voice and views to be heard

Advocates will never:

- ✗ Tell you what to do
- ✗ Judge you
- ✗ Make decisions for you

If you wish to access or have support access your file notes please discuss your request with your advocate or contact us using the details on the front page of this leaflet.

Complaints, concerns or comments?

If you have any complaints to make about our service or you have been really happy with the service, please let us know!

Our contact details can be found on the front of this leaflet.



Do you want to be heard?



An Independent Care Act Advocate could help you.



Northumberland Independent Advocacy Service (NIAS) is provided by Adapt (North East). It is a free and confidential service. You can contact us using the details below:

Telephone: 01434 600599

Fax: 01434 605251

Email: advocacy@adapt-tyndale.org.uk

NIAS, Adapt (North East), Burn Lane, Hexham,
Northumberland,
NE46 3HN

What is a Care Act Advocate?

Care Act Advocates help adults who need care & support & carers of adults (including young carers). You have a statutory right to a Care Act Advocate if:

- You have substantial difficulty being involved in your care & support assessment, planning or review.
- You have substantial difficulty being involved in meetings about keeping you safe from harm.
- You have no appropriate family or friends that are available to support you & help you to put your views across.
- You are going into an NHS funded hospital for 4 weeks or more OR a care home for 8 weeks or more and the Local Authority thinks having an advocate is in your best interest.
- The Local Authority & appropriate person disagree about care & support & agree having an advocate is in your best interest.
- You challenge a decision.

What can a Care Act Advocate do?

They can work alongside you and help you to:

- Understand the process and your rights.
- Take part in your assessment.
- Make sure professionals involved in your care & support know your views, wishes & feelings.
- Get information about and understand your assessed care and support needs.
- Take part in planning your care and support.
- Prepare for and take part in meetings about your care and support needs.
- Understand decisions that are made.
- Challenge decisions that are made.
- Raise concerns about your experiences of care & support in a hospital, a care home or the community.
- Understand concerns about your safety.
- Prepare for & take part in meetings about your safety.

To make a referral to the service, or to find out more information, please contact us using the details on the front of this form. It is the policy of the NIAS that all personal data will be held in accordance with the principles & requirements of the General Data Protection Regulations & other relevant legislation, & that procedures will be put in place to ensure fair processing of data relating to you. NIAS is a free & confidential service. You can request further information on our Privacy and Confidentiality policies.