



A Good to Know guide on Care Act Advocacy



What is independent advocacy?

Advocacy is about speaking up. It is about having the right information, at the right time to help you speak up for yourself. Sometimes people need help from advocates to speak up.

Independent Advocacy is when people get support from people who are independent from all health and social care services. These people are called Independent Advocates.

Independent Advocates can help you to:

- Understand information and your rights
- Explore your options and choices
- Tell people what is important to you
- Access other services that may be able to help you

What is Care Act Advocacy?

Care Act Advocates help people to understand and uphold their rights, set out in the Care Act 2014.

This involves supporting people to be involved in all decisions about their care and support, including local authority needs assessments, care and support reviews, care and support planning or safeguarding processes.

**Care Act Advocacy is free,
confidential and independent
from health and care services.**

Eligibility checker

Who is it for?

You may be eligible for support from an Care Act Advocate:

1.

If you are:

- An adult who needs care and support
- A young person who needs care and support from adult services
- A carer of an adult who needs care and support
- A carer of a young person who is likely to have care and support needs when they are 18 years old
- A child or young carer of an adult with care and support needs

2.

You are going to have:

- A care and support needs assessment
- A care and support plan or a review
- A carer's assessment
- A child or young carer's assessment
- A support plan or review
- Safeguarding enquiry or review

3.

You find it very hard to:

- Understand information and what is happening
- Understand your rights and choices
- Decide what care and support you need
- Tell people what is important to you and what you want to happen

4.

You do not have:

- Family or friends who are able to support you to be involved.

How Care Act Advocacy helps

A Care Act Advocate can support you to:

- Understand your rights to care and support
- Explore your options and choices to how best meet your needs
- Be fully involved in decisions about your care and support
- Be fully involved in your care planning and reviews
- Understand how to raise concerns and complaints about care and support decisions

Getting support from a Care Act Advocate

People are usually referred for Care Act Advocacy by their local council. This is because it is a statutory service.

If you feel you are eligible, please contact your social worker or local Adult Social Care office and ask to be referred for Care Act Advocacy.

If you have tried to contact your social worker or local office and have had difficulty, please contact us directly and we can help you.

- Call us on: **03003 038 037**
- Email: **bestlife@wearepeoplefirst.co.uk**
- Live chat: **wearepeoplefirst.co.uk**

Any questions?

If you have questions about Care Act Advocacy, take a look at the **Frequently Asked Questions** on our website, or get in touch.



You can call us **0300 303 8037**



Or email **bestlife@wearepeoplefirst.co.uk**



Or live chat **wearepeoplefirst.co.uk**

If you need this information in a different format please let us know

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