

Referrals

Referrals for Care Act advocacy must be made by social care professionals. We cannot accept self-referrals for this service.

All referrals are processed by our referrals team.

Making a referral:

Guidelines are on our website www.advocacyforall.org.uk

Download the referral form, complete and email to referrals@advocacyforall.org.uk or send to the address below.

If you need help with completing the referral form or if you have any questions, please do not hesitate to call our team.

Contact us

☎ 0345 310 1812 option 1

✉ referrals@advocacyforall.org.uk

🌐 www.advocacyforcroydon.org

📍 Advocacy for All, The Civic Centre,
St Mary's Road, Swanley, Kent BR8 7BU



Advocacy

Advocacy is free - it will not cost you anything.

Advocacy is independent - it is not part of the NHS or Local Authority.

Advocacy is confidential unless:

- You want us to share information.
- It involves danger to yourself or other people.
- The law says we need to.



advocacy

for CROYDON



Independent Advocacy under the Care Act 2014

Independent Advocacy is about giving you as much control as possible over your life.

An advocate can help you to understand information, say what you want and say what you need.

An Independent Care Act Advocate can help you if you:

- have substantial difficulty being involved in the process of getting care services that you need
- do not have anyone else appropriate to help you



What can an Advocate do?

- Support you through Care Act assessments
- Give you more choice and control over your life
- Help you speak up for yourself
- Be more involved in your community
- Look at any health or social care records
- Talk to people who know you
- Help you say if you think a Local Authority decision is wrong



An Advocate does not.....

- choose for you
- say what they think is best
- give you advice
- take other people's side
- be your friend, support worker, lawyer or solicitor
- Advocates are not Social Workers or Health Care Workers

How can a Care Act Advocate be involved?

- a needs assessment
- a carer's assessment
- a transition assessment
- the preparation and review of a care and support plan
- a safeguarding enquiry
- a safeguarding adult review
- help you complain and tell people if you are unhappy

The Care Act is underpinned by the 'Wellbeing' principles relating to the following areas in particular:

- personal dignity (including treating people with respect)
- physical and mental health and emotional wellbeing
- protection from abuse and neglect
- control by the individual over their day-to-day life (including over care and support provided and the way they are provided)
- participation in work, education, training or recreation
- social and economic wellbeing
- domestic, family and personal relationships
- suitability of living accommodation
- person's contribution to society.

The Care Act places a duty on Local Authorities to involve people in decisions made about them and their care and support.

If there is no one appropriate to support a person, then the Local Authority must arrange for an independent advocate.