

## 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](http://www.advocacyforall.org.uk)

Download the referral form, complete and email to [referrals@advocacyforall.org.uk](mailto: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](mailto:referrals@advocacyforall.org.uk)

🌐 [www.advocacyforcroydon.org](http://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.



## 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.