



Independent Care Act Advocacy Service

Leicestershire and Rutland

Nikki Masters
Advocacy Service Manager

Who we are?

- Age UK Leicester, Shire and Rutland are a local charity best known for delivering a host of services in the area for people over 50 including:-

- Information and Advice
- Wellbeing Services
- Home Care
- Respite
- Luncheon Clubs
- Befriending Services





Independent Care Act Advocacy

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What is Advocacy?

“Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need.”

Action 4 Advocacy



Care Act Advocacy

- ▶ Age UK Leicester Shire and Rutland secured the contract to deliver the service from April 2016
- ▶ Change in service model (Local authorities now have a **duty** to involve people in the decisions made about them and their care and support)
- ▶ Provide Advocacy Support to anyone having Substantial Difficulty interacting with the Local Authority when there is no appropriate individual to support or represent them.

Service Criteria

- ▶ **Over the age of 18 (and / or caring for someone over the age of 18) receiving social care services from Adult Social Care or wanting to be assessed for social care services.**
- ▶ **A Young person between 14 – 25 in receipt of an EHC Plan, are a young carer, looked after child or are eligible for Children's or Adult's Social Care.**
- ▶ **Ordinarily resident of Leicestershire and Rutland. (Or temporarily resident in HMP Stocken or HMP Gartree).**
- ▶ **Having difficulty understanding relevant information, retaining information, using or weighing up information and/or communication views, wishes and feelings.**

Types of issues we can support with:

- Housing
 - Finance and funding
 - Access to Services
 - Access to employment / education
 - Human Rights
 - Transport
- ▶ Abuse and Safeguarding
 - ▶ Quality of Care
 - ▶ Accessing legal services
 - ▶ Making a complaint
 - ▶ Personal Budgets
 - ▶ Day Services

WE WILL:



- Work with the person 1:1 and face to face.
- Set clear aims, objectives and outcomes.
- Agree actions of how we will help.
- Empower people to make decisions.
- Give people up to date and accurate information.
- Listen to what people are saying and make sure other professionals and family members hear that persons views.
- Support people to make informed choices

WE WON'T:



- Help people fill in forms
- Tell someone what we think they should do.
- Replace services that are not working well or have been withdrawn.
- Act as a support worker, social worker or befriender.
- Help people with care needs or fulfil roles that other professionals should do.
- Attend meetings or carry out work without the clients consent and knowledge.

E.g. of an appropriate referral

- “Client A has a learning disability and currently lives in a residential home. He is saying he would like to move and live in another home but isn’t sure why or where, the residential home manager thinks he is confused and really he doesn’t know what he wants.

The man’s family want him to stay in the home he is in now, the social worker refers to the advocacy service for an independent person to support the man to have his views heard”.



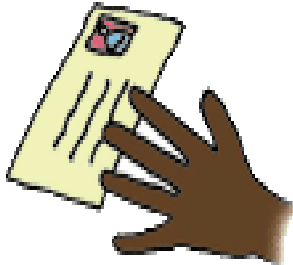
E.g. of an inappropriate referral

- “Client F has a severe learning disability and lacks capacity to decide what she wants to do with a large amount of money she has inherited. A referral was made to the advocacy service to request if an advocate could sign documents on her behalf to allow the money to be spent.”

How to make a referral.



- ▶ Give us a call or get someone who is supporting you to give us a call.
- ▶ We have advocacy workers available to speak to you between 9-5 Monday – Thursday and Friday 9 - 4.30pm.



- ▶ We also have a answering machine service.
- ▶ You can also email, fax or write to us.
- ▶ The majority of our referrals are expected to be made by professionals.

What happens after the referral?

- Case is allocated to an Advocate.
- A meeting with the person and other appropriate professionals is arranged as soon as possible.
- At the first meeting we will agree:
 - » Aims and objectives
 - » Outcomes to be achieved
 - » Plan of action

Any Questions.....?





Contact Details

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