

## Care Act Advocacy Service

## Criteria and Advocacy Pathway

The Care Act introduces principles of wellbeing and prevention and the recognition that an individual, their family and/or carer must be enabled to make decisions regarding their own care.

The Care Act places a new duty on local authorities to provide access to independent advocacy to those who would have substantial difficulty in being involved in care and support 'processes' and have no appropriate or available individual(s) who can support their involvement, namely:

- Adults with care and support needs
- Carers with support needs
- Adult carers of a young people in transition

The Care Act extends the right for eligible people to have independent advocacy to help them be actively involved in their care and support process, including:

- A needs assessment (including a young person approaching the transition to adult care and support)
- A carer's assessment
- Preparation of a care and support plan (including young persons in transition to adult care and support)
- The preparation of a carer's support plan
- A review of a care and support plan
- A review of a carer's support plan
- A safeguarding enquiry or Safeguarding Adult's Review (SAR).

Advocates work with people to support their active involvement in their care and support process by:

- supporting the person to prepare for their care assessment, review or safeguarding meetings
- helping the person to understand the care and support processes and options available to them
- making sure that the person feels able to give their views and wishes about their care and support needs
- working with the person so that they are able to make their own decisions
- supporting the person, and representing them when appropriate, to challenge decisions made if it is felt that the local authority have not taken into account the person's views, wishes and feelings

Referrals should be made by the Local Authority as soon as it is clear that someone will have substantial difficulty being involved in their care and support processes and no appropriate individual has been identified to support them.

If a referral is not made immediately, perhaps because advocacy was not required at that time, a referral can be made at any stage in the care and support process.

Criteria

- Adults with care and support needs and young people approaching transition to adult care and support
- Carers with support needs
- Adult carers of a young people in transition
- Adults residing in Stoke-on-Trent or who have a Stoke-on-Trent based social worker

**Enquiry** 

- An enquiry can be made by telephone, email, fax, letter, website or in person at our office
- An advocate will provide information, signpost and confirm eligibility for advocacy services

Referral

- Referrals can be made by telephoning the Stoke-on-Trent number 01782 845584 or a central telephone number, if calling from outside the area, 0300 800 1000
- referrers can use the online button 'I want an advocate' via the asist website to request an advocacy referral: www.asist.co.uk

Allocation

- Referrals are allocated to an advocate within 2 working days, there is no waiting list
- Allocated referrals are confirmed by the advocate with the advocacy partner / referrer
- All referral / contact details are instantly recorded on a secure online data system

Meeting

- The advocate meets with the Advocacy Partner to explain the advocacy role / remit
- Current issues are discussed and advocacy tasks identified
- Non instructed advocacy (watching brief policy) is pursued if required

Engage

 An advocacy plan is agreed with the Advocacy Partner and advocacy tasks are taken forward by the advocate regarding the identified advocacy issues

Review

- Progress is discussed with the Advocacy Partner
- New tasks may be identified, existing tasks redefined or completed
- Instructed / Non instructed advocacy is reviewed during advocacy supervision

Feedback

- Feedback is reported to the appropriate individual / organisation re advocacy work
- The Advocacy Partner is asked for feedback re the quality of the advocacy work
- Feeback re the advocacy process is sought from the Advocacy Partner and others

Close

 The advocacy work is finalised and advocacy records are stored using a secure online data system re the Data Protection Act 1998







