



Department
of Health



Advocacy for care and support

This leaflet is available in accessible formats. Contact the council for details.





From April 2015, care and support in England is changing for the better. The new Care Act will help make care and support more consistent across the country.

‘Care and support’ is the term we use to describe the help some adults need to live as well as possible with any illness or disability they may have. It can include help with things like washing, dressing, eating, getting out and about and keeping in touch with friends or family.

If you have care and support needs, or you support someone as a carer, you could benefit from the changes.

What is advocacy?

Advocacy is helpful for people who find it hard to make decisions about the care and support they need, who feel they are not being actively involved in a decision or who have real difficulty in understanding what is happening. An advocate is a person who works with you to make sure your ideas and wishes are heard and that you get the right care and support for you.

Who is advocacy for?

Advocacy is useful for:

- children and young adults
- an adult whose care and support needs are being assessed or reviewed
- a carer whose needs are being assessed
- people who are being assessed during a safeguarding enquiry



How do I get advocacy?

Your local council must always make sure you are involved in the decisions made about your care and support.

If you (or someone you care for) finds it hard to:

- understand and remember important information
- use that information in daily life, or
- express views, wishes or feelings

then the council must offer you an advocate to help you get the support and care you want and need.

Tell me more about how an advocate can help me

Advocates are independent from the council, the NHS, your doctor and other healthcare services. Your advocate will get to know you so they can support and represent you when decisions are made about your care. Your advocate will make sure that your wellbeing and interests are always carefully considered.

Your advocate will help you to:

- understand the care and support process
- talk about your wishes, views and feelings
- make decisions
- challenge council decisions about your care and support if you don't agree with them
- understand your rights
- support you in the safeguarding process, if necessary.

If your advocate is provided by the council, we must also talk to your family or friends to help arrange the right support and care for you.

