

Confidentiality

Blackpool Advocacy Service offers confidentiality to all people using the service and unless you want us to share your information we will keep it private. The only exception to this is when we think you or other people are at risk or if we are ordered by the court to share information.

Comments

We are interested in what people think about the work we do. All comments whether verbal or written will be replied to in writing.

If you are unhappy with our service and wish to complain you should speak with a member of the advocacy staff as soon as possible. They may be able to sort it out immediately or alternatively will assist you to put your complaint in writing.

Could You Be A Volunteer?

If you are interested in supporting people in getting heard, improving services and enabling individuals to make choices then please contact us.

We provide:

- Full training
- Ongoing support
- Out of pocket expenses
- A rewarding experience
- A chance to make a difference

We would be happy to come and talk to your group or work team.



blackpooladvocacy
HELPING WITH HEALTH & SOCIAL CARE ISSUES

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Blackpool Advocacy strives to be a fully inclusive organisation. If you require this leaflet in any other format, please contact the office.

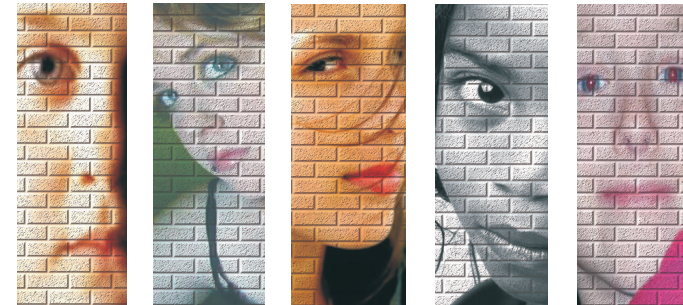


Registered Charity No. 1076707



Do you have something to say and feel no one is listening?

Sometimes it can be easier to talk to people you do not know



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What is Advocacy?

Advocacy is there for those who feel they are being ignored, excluded, unfairly treated, or are not getting the sort of help they think they need.

We provide a free **independent** service to **adults** living in Blackpool who have issues relating to health or social care and for **children** and **young people** who are 'Looked After' - living in foster care or residential care and are funded by Blackpool Social Services.

Advocates are independent and wherever possible will encourage you to speak for yourself.

An Advocate Does Not ..

- Make decisions for you.
- Make judgements about you.
- Give advice - financial, legal, benefit or welfare rights, although we can offer assistance and support in accessing other organisations that do specialise in these areas.
- Campaign on behalf of groups of individuals.



Sound familiar?

No one ever listens to my point of view.

I don't understand why I have been given this medication.

What are my options?

How do I get help from Social Services?

The consultant does not explain things properly to me and uses words I don't understand.

My child is in care and I'm anxious about a meeting I have been asked to attend with Social Services.

I'm not happy with the treatment I received in hospital. What can I do?

My partner needs to go into a care home and I don't know where to start.

There are always so many people at the meeting that I feel so uncomfortable. I don't think they have any idea how intimidated I feel.

I have been sectioned under the Mental Health Act. What are my rights?

(These are just a few examples)



An advocate can help in situations such as:

At meetings - Care Programme Approach (CPA), reviews, child protection, appeals etc

At appointments - doctors, hospital, solicitors

During ward rounds

During assessments

On discharge from hospital

Resettlement - care / nursing home

Talking to family or professionals

Exploring options

Making a complaint

Signposting to other services



We don't aim to solve all your problems but what we will do is treat you with respect, listen to your concerns and support you whilst you work through your difficulties.