



What will the Advocate be able to do?

The advocate will be able to:

- Meet and talk with you in private.
- Help you understand the care & support assessment or review process
- Help you communicate your views and wishes
- Assist you to make your own decisions and /or help you challenge decisions made by the local authority
- Explain what your rights are and how you can exercise them
- Support you through an adult safeguarding process
- Talk to others who might be able to help on your behalf.
- You have a right to decide not to have an advocate at any time.
- An advocate will always ask your consent before doing anything on your behalf.

For information about our service

You can call us on:

03333 447 928

Monday to Friday during office hours

Email: somerset@swanadvocacy.org.uk

banes@swanadvocacy.org.uk

Or visit our website:

www.swanadvocacy.org.uk

www.somerset-ias.org.uk



Postal Address

Swan Advocacy

Hi Point

Thomas Street

Taunton

Somerset

TA2 6HB



Care Act Advocacy

Did you know?

If you receive, or need, care and support services you have rights under the Care Act 2014?

If you have difficulty with being involved in your care and support you maybe entitled to a Care Act Advocate

Care Act Advocacy is free, confidential and independent of all other services.



Who can get a Care Act Advocate?

An adult who receives care and support, or is likely to need, care and or support services.

A carer of an adult who receives care and support services

Anyone having substantial difficulty in being involved in their care or support planning.

What can an Advocate help you with?

- A 'Needs' assessment
- A 'Carer's' assessment
- Preparation of care or care & support plans
- A review of a care or care & support plan
- A safeguarding enquiry
- A safeguarding review
- Making an appeal against a decision made by the local authority



What does substantial difficulty mean?

'Substantial difficulty' means you might:

- Find it hard to understand the information and about your care or support.
- Find it hard to make decisions about your care and support
- Find it hard to tell people what you want
- You are not able to 'weigh up' the benefits and burdens of a decision.

AND

- You don't have any family or friends who are able to support you.

I think this describes me.
How do I get an advocate?

Your local council can talk to you about getting advocacy support and will arrange an advocate for you