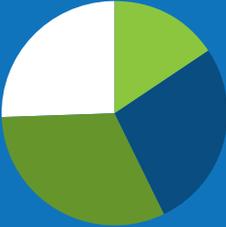


## 4,837

Local residents from Somerset, Bath & North East Somerset, South Gloucestershire and Wiltshire were helped to have their say about what happens in their life.




### Advocacy: social return on investment

**£6.70 for every £1 spent\***



\*Ernst & Young March 2017

## 1,134



Volunteer hours worked in an average year. Saving approximately £12,000 paid advocacy hours and giving people the opportunity to 'give something back and learn new skills.'

## How do we make a difference?



**Person Led:**  
We will ask you what you want to happen and give you information to help you make choices.



**Independent:**  
We are independent from other agencies and work in your best interest.



**Accountability:**  
We will decide with you what we are going to do and get your consent before we do it



**Empowerment:**  
We will help you to speak up for yourself and get your voice heard.

## Top Five Issues



**Tribunal Work**



**Rights under the Mental Health Act**



**Access to Health & Social Care**



**Health & Social Care Complaints**



**Rights under the Mental Capacity Act**

# Case Studies...

Client A - a 48 year old man with multiple physical disabilities and living in a residential home. He had been resident there for 10 years. He had a wheelchair that was customised to his precise needs and that could be used outside.

However for most of those 10 years he had been confined to the home due to his mobility issues. The home had an adapted vehicle but had been told that his chair had not been 'crash tested' and therefore they couldn't take it in their vehicle.

An Advocate spoke to Mr A and he expressed his desire to go out and in particular to be able to visit the countryside and wildlife parks.

The Advocate arranged a Best Interest meeting to discuss this issue and discovered that the chair had been purchased via the NHS. The Advocate contacted the manufacturers who said the chair had been fully crash tested and was therefore safe to use in the company vehicle.

Mr A now enjoys frequent trips into the community and the quality of his life is much improved. The Advocacy was led by the individual, who identified what he wanted to achieve and then worked out how to make that happen because it was in his best interest and what he wanted.

IMCA Paid Representative Client - 2017/18

Client B – Sectioned under the Mental Health Act and admitted to a psychiatric ward. Communication issues were identified as the patient was also deaf. An Advocate met with him and was quickly able to identify that he used BSL sign language and had bought his hearing aids into the unit with him. However his personal possessions, including the hearing aids, had been put into storage on the ward and he had been unable to make ward staff understand that. In further discussion with the Advocate he also indicated that he was happy to use picture cards to convey daily needs.

Once he received his hearing aids and some picture cards he was able to communicate and the psychiatric staff were able to begin work with him. The Advocate, who could communicate using BSL, continued to visit to ensure his voice was being heard in terms of the care and treatment he was receiving

The Advocate was able to establish that his deafness could be managed as he had other communication skills, therefore ensuring that he could speak up for himself and get his voice heard.

IMHA Client - 2017/18

## What our clients say...

**“A big Thank You to Swan Advocacy, without their support, help and guidance I would have given up!”**

Generic Advocacy Client, March 2018

**“Thank you, I'm sure that we achieved so much more together than I would have on my own.”**

Generic Advocacy Client,  
February 2018

**“Many thanks for assisting me, I couldn't have done it without the advocate.”**

NHS Complaints Client, March 2018



**swanadvocacy.org.uk**  
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