

Carers Advocate

I'm Julia Groves and I am the Carers Advocate for SWAN, my role is to provide support to unpaid carers throughout Bournemouth, Christchurch, Dorset, and Poole. This service is available to all carers aged 16 and above who care for individuals, regardless of whether they are known to Adult Social Care, provided they reside within the Dorset area.

I work independently from other professionals while collaborating closely with both the carer and the individual receiving care. This partnership ensures that the needs of the carer are met, and their rights are respected and upheld. I frequently participate in various meetings with professionals to assist carers in articulating their views and preferences, ensuring their active involvement in decisions affecting the cared-for individual.


To facilitate the carer's decision-making regarding additional involvement, I provide guidance on the processes surrounding Care and Support Assessment, Planning, and Review. I also support them during the Carer's Assessment, ensuring they are content with the outcomes. Furthermore, I am equipped to challenge decisions made by Social Services when necessary.

On several occasions, I have collaborated with carers to prepare for meetings, which may include reviewing blank carers assessments or financial assessment forms for the cared-for individual.

This preparation allows carers to anticipate the questions they will be asked during the assessment and to formulate their responses accordingly. If requested, I will accompany the carer to the assessment meetings.

Individuals can refer themselves to SWAN's Carers Advocacy Service or designate someone else to do so on their behalf. We require carer's consent prior to commencing work on their case.

To make a referral to the Dorset Carers Advocacy Service you can

Call  : 03333 44 7928

or Email  : dorset@swanadvocacy.org.uk

A member of our Advocacy Support Team will be available to process your referral and address any inquiries you may have.



Julia Groves, Carers Advocate

