









# Westmorland & Furness Advocacy Hub

## WESTMORLAND AND FURNESS ADVOCACY HUB



**Here to help you have your voice heard, your views and wishes genuinely considered when important decisions are made about your life.**




### **OUR ADVOCATES CAN HELP YOU TO:**

-  Understand and secure your rights.
-  Find the information you need.
-  Have your voice heard when communicating with professionals and services
-  Access services you need.
-  Have a say about the care you receive.
-  Develop your own skills, knowledge, and confidence for you to take control of your situation.

**Advocacy is independent, free and confidential.**

**If you want to find out more about how the Westmorland and Furness Advocacy Hub can help you please give us a call;  
0300 3030 209**

## **THERE IS A DUTY TO PROVIDE ADVOCACY IN THE MENTAL HEALTH ACT, THE MENTAL CAPACITY ACT, AND THE CARE ACT**




-  If you are an adult and being restricted or detained under the Mental Health Act you are legally entitled to help and support from an Independent Mental Health Advocate whether you are a hospital patient, on a Supervised Community Treatment Order or under guardianship.
-  The Local Authority or NHS body must instruct an Independent Mental Capacity Advocate when a person aged 16+ has no family or friends appropriate to consult and they lack capacity to make certain important decisions.
-  The Local Authority must instruct a Care Act Advocate when an adult has substantial difficulty understanding the process of a care assessment, care review, support planning or safeguarding enquiry and has nobody who can help and support them.

## **NHS INDEPENDENT COMPLAINTS ADVOCACY**

An Advocate can support individuals to understand their rights and the process of making a complaint about care and treatment provided by the NHS.

## **NON-STATUTORY ISSUES BASED ADVOCACY**

Provision of information and support to have a voice and resolve issues related to,

-  Accessing appropriate health and social care services
-  Understanding processes relating to housing, employment, education, or Leisure
-  Understanding and accessing rights and entitlements

### **Contact Details**

Telephone: [0300 3030 209](tel:03003030209)

Email: [referral@westmorlandandfurnessadvocacyhub.org.uk](mailto:referral@westmorlandandfurnessadvocacyhub.org.uk)

Website: [www.westmorlandandfurnessadvocacyhub.org.uk](http://www.westmorlandandfurnessadvocacyhub.org.uk)

Chat: [www.n-compass.org.uk/services/advocacy-service](http://www.n-compass.org.uk/services/advocacy-service)

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