

## Eligibility Criteria

Local authorities must offer advocacy for people during their **care and support** assessments, planning and reviews or **safeguarding** if:

- the person has difficulty taking part in care and support processes **and**
- they do not have an appropriate person to support their involvement.

An appropriate person is someone who is not part of the care/support service and:

- is available to provide support in care planning, assessment and reviews
- agrees to support and enable the person to be fully involved in their care
- knows the person 'well enough' to provide support with care processes
- is able to support the person to voice their own views
- is someone the person agrees to be supported by.

## Advocates can:

- ensure a person's views are heard
- safeguard a person's rights
- access information about a person's options
- help a person to participate in their care and support
- support a person to make their own decisions
- support a person to challenge decisions about their care and support
- challenge decisions on behalf of a person.



## Betty's story

Betty is 72 years old and lives with her son in their family home.

Betty has dementia and recently spent several weeks in hospital as her general health was declining.

No additional support had been accessed by the family and professionals felt that Betty's son had struggled to meet her needs.

At this point professionals thought a care home placement may be the best option.

**With the advocate's support** Betty's wishes to return home and her general wellbeing were fully considered by the professionals.

Betty returned home with a care package along with a contingency plan in place in case her health deteriorated in the future.

Make Advocacy Count  
Our commitment to our advocacy partner is:

Our work will be  
**about You**

We will work  
**for You**

We will work  
**with You**

Information, information, information –  
without it, how can people be truly at  
the heart of decisions?

Information should be available to all  
regardless of how their care is paid for.

There are some things that should be  
universal – information is one.

Department of Health - Care Act Fact Sheet 1

February 2016

**Local authorities can make a referral for an  
advocate at any point during the care and  
support process.**

To make a referral  
or for more information  
please contact Asist



staffordshirereferrals@asist.co.uk  
www.asist.co.uk



Asist, Tollgate Court Business Centre,  
Stafford, ST16 3HS



Phone 01785 246709 or 0300 800 1000  
or text 60777 and start your message  
with the word Asist (call charges may  
apply).

Office hours are: Monday to Friday 09.00 - 17.00

Referrals can be made by telephone **or** with an  
advocacy referral form, available on our website.

Asist offers free sessions to raise awareness about advocacy -  
please contact Asist for further information.



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advocacy services  
in staffordshire

## Advocacy under the Care Act in Staffordshire



making advocacy a right not a privilege