



**Digital
Advocacy Hub**

When you can get support



**Easy
Read**

Easy Read



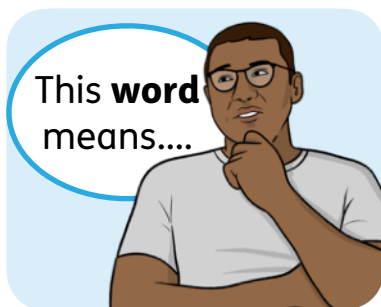
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



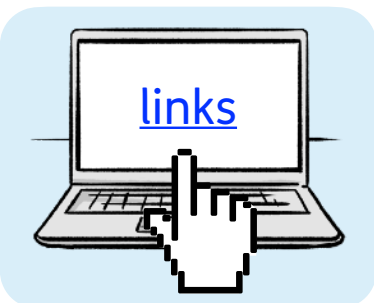
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

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About this booklet



This information is from the n-compass Digital Advocacy Hub - we tell people about their rights.



We will tell you about when and how you can get support.

What is Care Act Advocacy?



The Care Act 2014 is a law that says how people should get the care they need.



The government made this law to try to give people more say over the care they get.



In this law, it says that people can get an **advocate** if they need one.

An **advocate** is someone who helps you to speak up or speaks up for you.

An advocate can help you:



- Take part in **assessments** - this is when your care needs are checked.



- Take part in checking the care that you get.



- Make decisions about your care and support.



Advocates do not make decisions about your care themselves.

What is a Care Act assessment?



A **Care Act assessment** is a way for your local council to find out what your care and support needs are.



In the assessment, someone from your local council will check:

- What your needs are.



- What support you need in your everyday life, like making a meal.



- What you want to do in your life, like making more friends.



- Other things in your life, like if you live on your own.



The council will use a system to work out which organisations will support your needs.



The council must do an assessment if you need care and support.



The assessment will:

- Include you and someone else you want to be there to support you.



- Find out what your needs are and what support you need in your life.



The council must also think about any services that could help you stay healthy for longer.

Can you write your own assessment?

Yes, if you can, you can write down:



- What your needs are.



- What you need support with in your life.



The local council will need to support you and check that you have written down all of your needs.

Who can get support?

You can get support if:



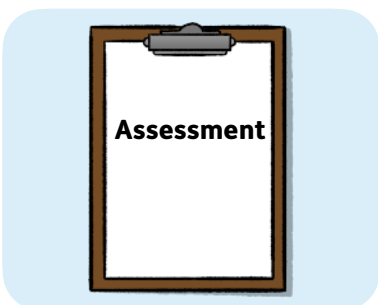
- Your care and support needs are because of a health or mental health condition.



- You are not able to live the life that you want to without the care and support you need.



Your local council will give you advice about what support you can get in your local area.



The council must give you a copy of their assessment and what they decide.

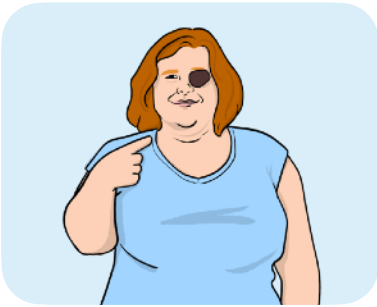
What is care and support planning?



Everyone's needs are different.

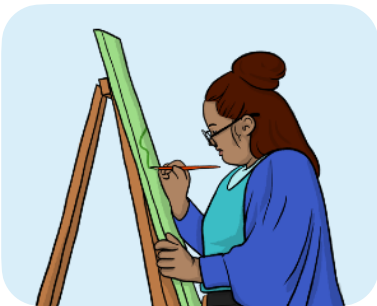


Care and support planning helps to find out the best way to support your needs.

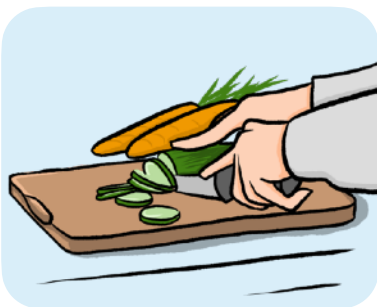


The plan thinks about:

- What needs you have.



- What you want to do in your life.



- What you can do for yourself.



The plan also thinks about what other care and support you could get in your local area.

What are outcomes?



Outcomes are what you want to happen in your life.

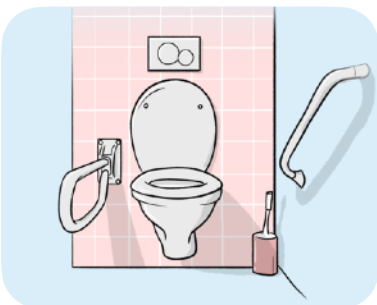
You can get support if you need help to achieve your outcomes in at least 2 of these areas:



- Eating the right healthy foods.



- Washing yourself.



- Going to the toilet.



- Dressing yourself.



- Living in your home safely.



- Keeping your home a safe place to live.



- Keeping relationships with family and friends.



- Taking part in **volunteering**, education, training or work.

Volunteering is when people give their time for free to help out.



- Using services in your local area.



- Caring for a child.



Achieving the outcomes must be important to you, to make you feel good - this is called your wellbeing.

What do Care Act Advocates do?



A Care Act Advocate can support you by:

- Visiting you in your home or where you are living at the time.



- Speaking to you in private about your care.



- Helping you to see your records about your care.



- Meeting with professionals who are part of your care.



- Standing up for what you want to happen.

A Care Act Advocate will:



- Listen carefully to what you tell them.



- Support you to speak up or speak up for you if you need them to.



- Make sure you are part of decisions made about your care.

How can I get a Care Act Advocate?



Your health or care professional will usually contact a Care Act Advocate if you need one.



They can send details about what you need support with to n-compass.



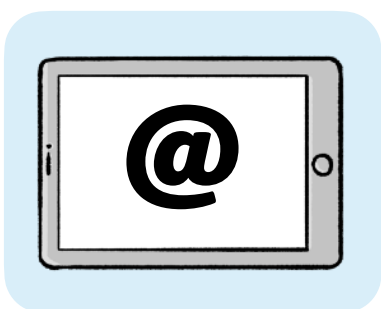
You can also ask your social worker for a Care Act Advocate if you need one.

Find out more



To find out more about how we could help you, you can look at our website here:

www.n-compass.org.uk/our-services/advocacy



You can contact us by sign language video using this website:

www.ncompass.signvideo.net