



**Digital
Advocacy Hub**

Keeping you safe



Safe



**Easy
Read**

Easy Read



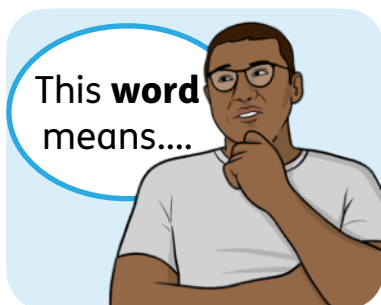
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



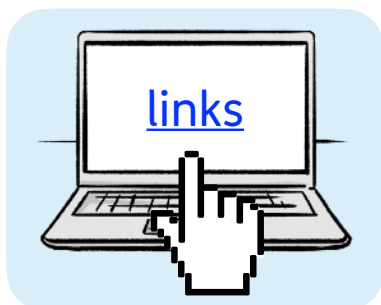
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



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.

What is in this booklet

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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 **safeguarding** - this is the way that organisations keep people safe from harm.

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.



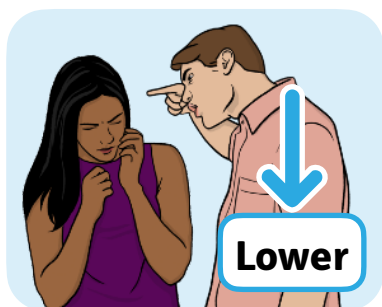
Advocates do not make decisions about your care themselves.

What is safeguarding?



Safeguarding is a way that organisations can try to stop people being harmed.

Safeguarding should:



- Lower the chance of people with care or support needs being **abused** - this is when someone hurts you or treats you badly.



- Stop abuse or **neglect** whenever it is possible.

Neglect is when someone does not look after you in the right way.



- Keep people safe while letting them live in the way that they want to.



Safeguarding should also:

- Support people to improve their lives.



- Tell everyone about what to look out for, so that everyone can take part in safeguarding others.



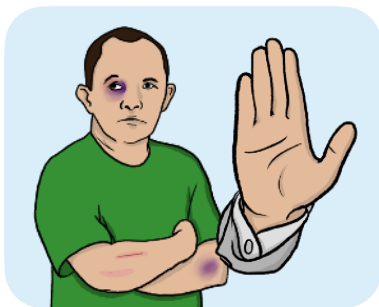
- Try to sort out any problems that have led to people being abused.

How safeguarding should work

Safeguarding should:



- Support people to make their own decisions about their care and support.



- Stop harm from happening.



- Deal with any concerns in a way that does not control what people do too much.



- Protect people from being abused or neglected.

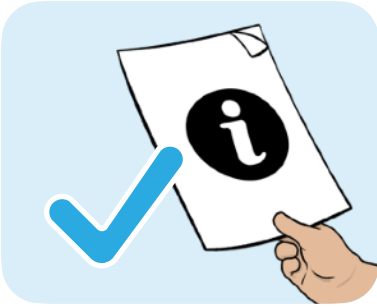


- Include people in the local area to look out for safeguarding concerns.

Safeguarding should also:



- Support professionals to work together to keep people safe.



- Include professionals sharing as much information as they can with people who are being safeguarded.

What we mean by abuse and neglect

There are many types of abuse and neglect. Some of these are:

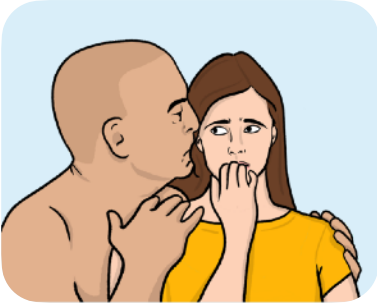


- **Physical abuse** - this is harming someone's body.



- **Domestic violence or abuse** - this is when you are harmed by a family member or someone you live with.

Some other types of abuse and neglect are:



- **Sexual abuse** - this is anything sexual that you have not agreed to.



- Abusing someone by making them scared, or making them believe something that is not true.



- Abusing someone by stealing their money or something they own.

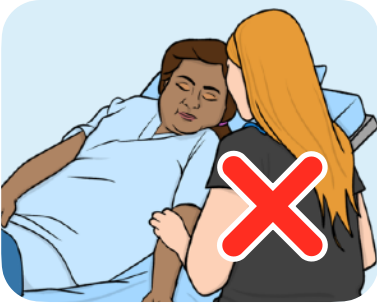


- **Slavery** - this is when people are made to work without any choice or pay.



- **Discrimination** - this is when you are treated badly or unfairly because of your gender, race, religion, disability, health condition or sexual orientation.

Some other types of abuse and neglect are:



- **Organisational abuse** - this is when an organisation does not provide the right level of care or support.

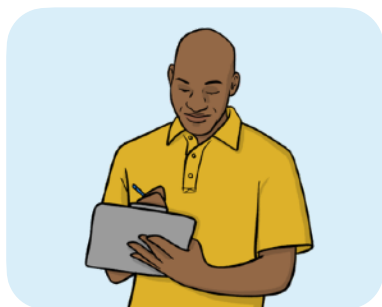


- **Neglect** - this is when someone does not look after you in the right way.



- **Self-neglect** - this is when you cannot look after yourself in the right way.

Who should I tell if someone is not safe?



The law says that the local council must look into it if someone thinks a person is being abused or neglected.



The local council must decide what help is needed and what to do.



All health and care services will have their own safeguarding systems.

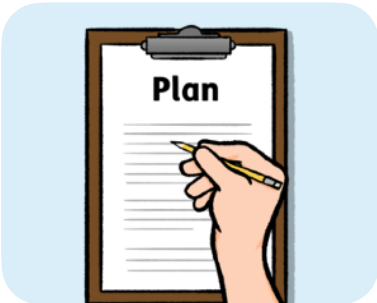


They must then tell the local council about any concerns they have.

What happens next



After the local council has looked into the matter, they will decide what to do next.



Usually, they will write an extra part in your care plan about what should happen to protect you from harm.

This could include:



- Steps to keep you safe in the future.



- Any extra support or treatment you might need.

The extra part in your care plan about what should happen to protect you from harm might also include:



- Any advocacy that you might need.



- Changes that need to be made to how you get care and support.



- How to support you if you want to take the safeguarding issue to court.



- How to manage any risks in the future.



- Anything that has happened to the person or organisation that harmed you.

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.



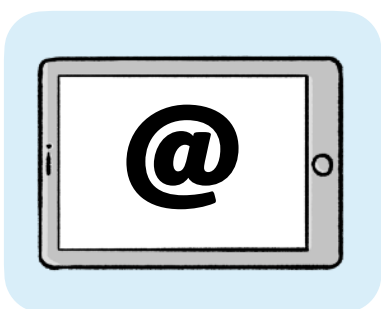
You can also ask your social worker for a Care Act Advocate if you need one.

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