



**Digital  
Advocacy Hub**

# **Help if you have difficulties planning your care**



**Easy  
Read**

# Easy Read



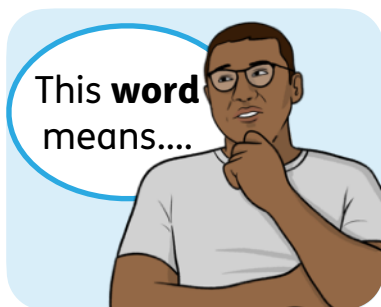
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



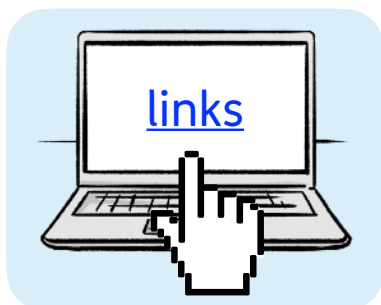
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



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

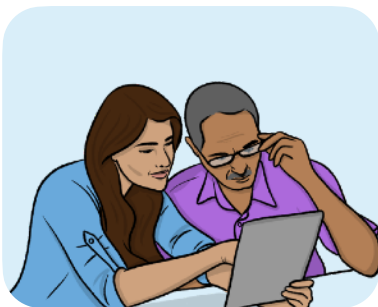


This information is from the n-compass Digital Advocacy Hub - we tell people about their rights.

We will tell you about:



- **Substantial difficulty** - this is one or more problems you have with making decisions.



- **Appropriate person** - this is someone who can support you to plan or check your care.

# 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.

# When you might need support



You might need help with planning or checking the care and support you get.



In the law, this is called having a **substantial difficulty**.

To have a substantial difficulty, you must have issues with one or more of these things:



- Understanding information.



- Remembering the information.



- Thinking about what information is more important.



- Telling people about your decisions and what you want to happen.



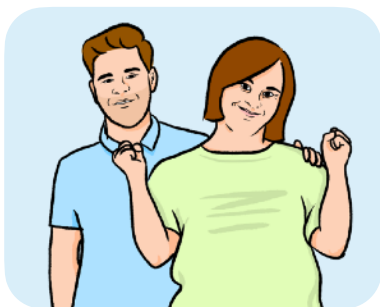
# Getting support from the right person



The law says that you must have the right person to help you - this is called an **appropriate person**.



This person will help you with checking or planning your care and support.



If you do not have an appropriate person, you can get support from a Care Act Advocate.



The local council will help find a Care Act Advocate to support you.

# Who can be an appropriate person?



Your appropriate person could be one of your family members, a friend or a carer.

They must:



- Be someone you are happy to have supporting you.



- Be happy to support you.



- Be able to explain the local council's care systems to you in a way you understand.

Your appropriate person must also:



- Help you to take part in the council's care systems.



- Know how to get information for you about local services so you can decide what is best for you.



- Help you understand what choices you have to make about your care and support.

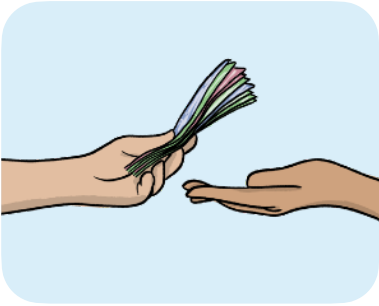


- Help you to ask the council to check your care and support.



- Help you to complain if you are not happy with your care and support.

Your appropriate person should not be:



- Someone who is paid to care for you.



- Someone who has harmed or abused 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.



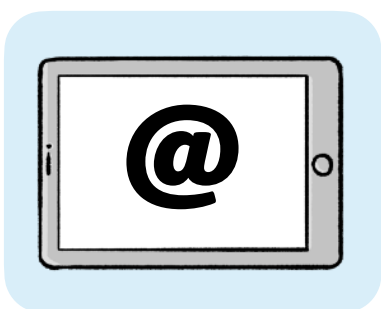
You can also ask your social worker for a Care Act Advocate if you need one.

# 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](http://www.n-compass.org.uk/our-services/advocacy)



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

[www.ncompass.signvideo.net](http://www.ncompass.signvideo.net)