








**Wirral
Advocacy Hub**



Here to help you have your voice heard and your views and wishes genuinely considered when important decisions are being 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 you communicate with Health and Social Care Services
-  Access the services you need and 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 Wirral Advocacy Hub can help you please give us a call;
0300 2000 083**

"I didn't know where to turn or what else to do. My advocate helped me see through the fog to work out what choices and rights I had."

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

GENERIC ADVOCACY & SOCIAL CARE COMPLAINTS

Generic Advocacy can support individuals that do not meet the criteria for statutory support as described above in accessing and dealing with Health & Social Care Services or making a complaint about social care services.

You don't have to wait to be referred, get in touch if you would like to find out more;

Contact Details

Telephone: **0300 2000 083**

Email: **wirraldutyadvocate@n-compass.org.uk**

Website: **www.wirraladvocacyhub.org.uk**

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