

Not being listened to?

As Wigan Council's Independent Advocacy provider, we offer a range of confidential, completely independent advocacy services to help you make choices about your life, understand your rights and **get your voice heard.**



Why might I need a Care Act advocate?

The Care Act places a duty on local councils to provide Independent Advocacy for people who find it difficult to have a say in their own care and support, and don't have someone to help them do this.

How can a Care Act advocate help me?

A Care Act advocate will aim to give you as much control as possible in your own life, by:

- Giving you information and helping you to understand it, so you can make choices around your own life, care and support
- Giving you a voice, to speak up about things that concern you
- Helping you to understand the reasons for important decisions and the different options available to you
- Speaking for you, to protect your rights and interests, if you are unable to do this for yourself
- Going to meetings for you and finding groups that may support you

A Care Act advocate will make sure that any decisions are made as a result of YOUR wants and needs.

Our advocates are independent

This means that we work for YOU, not social services, care homes, the police or any other organisation, including My Life, the charity we are part of.

Anything you tell us will remain confidential unless we are concerned for your safety.

When should I get a Care Act advocate?

The Care Act says you may need an advocate in situations such as:

- When you are going through a social care assessment, sometimes called an adult needs assessment or support planning
- When you are going through a carer's assessment, to see if you need support because you care for someone else
- When you are moving from children's to adult care. This is called transition planning
- When your social worker wants to review your care and support plan
- When your social worker thinks you are in danger because you are vulnerable or have been abused and you have meetings to help you address this. This is called an adult safeguarding enquiry

If you think you may need an advocate for any reason at all, please contact us

We work with people with a range of support needs, including older people and those with learning disabilities and mental health issues.

If you have a friend or a family member who you want to be your advocate, we may also be able to help them understand their role.

How can I get an Independent Care Act advocate?

An advocate may be arranged for you by your carer, a care manager, a social worker or any other professional or you can refer yourself.

We are independently audited by the National Development Team for Inclusion. We have policies to support our work. Should you wish to see these, please contact us.

Contact us

Tel:
01257 472900 and press option 2.

Email:
advocacy@my-life.org.uk

Web:
www.my-life.org.uk/advocacy

Office hours
Monday to Friday, 9am-5pm.