



# Independent Care Act Advocacy



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The care act is a law about care and support for adults in England.



It means that the council must involve you when your care and support is being looked at.



It also means that the council must make sure you have an advocate if you find it difficult to have a say in your care.



An advocate will help you if you do not have anyone else who can support you.

# The council must offer you an advocate if:



You have trouble understanding information about decision you need to make



You have trouble remembering information



You have trouble using information to be involved in the decisions you need to make



You have trouble telling people your views, wishes and feelings

# An advocate will work with you:



**You**

An advocate is there for you



To help you to understand information and processes



To help you to understand your rights under the Care Act.



To support you to understand how your care and support needs can be met.

# An advocate will work with you:



To help you to make decisions about your care and support arrangements



To help you to tell others your views, wishes and feelings and what you want



To support you at meetings or when talking with professionals



To help you to challenge a decision made about you by the council that you are unhappy with

# What do these words mean?



## **Advocacy**

This is about understanding your rights and choices.



## **Advocate**

An advocate is a person who will help you to make sure your voice is heard.



## **Care Plan**

A care plan is a document that says what needs to be done to support you.



## **Care review**

A care review is a check to see if the outcomes in your care plan are being met.

# Access to Information



- We provide leaflets and information in a number of languages and formats: Easy Read, Large Print, audio and video.



- We have access to translation and interpreting services



- We use communication toolkits, Makaton and other signing techniques

# Contact us



Telephone 0300 456 2370 (charged at local rate)



Text the word pohwer with your name and number to 81025



Email [pohwer@pohwer.net](mailto:pohwer@pohwer.net)



Write to POhWER, PO Box 17943, Birmingham, B9 9PB



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