

Independent Care Act Advocacy Service



For more information please contact us:

Age UK Leicester Shire & Rutland
Lansdowne House, 113 Princess Road East, Leicester. LE1 7LA

Tel: 0116 204 5110
advocacy@ageukleics.org.uk

Web: www.ageukleics.org.uk
Find us on social media:



Age UK Leicester Shire & Rutland



@ageukleics

Independent Care Act Advocacy

Following the introduction of the 2014 Care Act, Local Authorities now have a legal duty to offer access to independent Advocacy to anyone engaging in adult social care processes who is struggling to understand or retain information or to communicate their own views and wishes.

The Local Authority must arrange an independent advocate to facilitate:

- The involvement of a person in their assessments
- Preparation and review of their care and support plans
- Support throughout safeguarding adult enquiries and reviews under the Care Act 2014

This applies if the Local Authority considers that the person would experience **substantial difficulty** in understanding the processes or in communicating their views, wishes or feelings and there is no **appropriate individual** to help them.

The legal duty applies in all settings including in the community, care homes or prisons.

What do advocates do?

- Offer a free, independent service
- Help you to access and understand information
- Give you time and space to consider your options
- Defend and promote your rights and responsibilities
- Respect your decisions

What don't advocates do?

- Make choices for you
- Give legal advice
- Provide Personal Assistant services
- Provide emergency support

“Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need”

Action4Advocacy

Who is Independent Care Act Advocacy for?

The service is available to anyone living in Leicester City and the counties of Leicestershire and Rutland for:

- Adults
- Young people going through transitions
- Care leavers
- Carers
- Young carers
- Prisoners currently detained in the area

who are subject to Social Care processes and are struggling to engage with or understand the process.

How can I access the service?

We do expect that the majority of referrals will come to us directly from Adult Social Care. If however, you or someone you know is undergoing a Social Care process (e.g. Assessment or Review) and is struggling to engage with that process and has not already been referred for Independent Advocacy Support you can contact us by telephone, fax, email or post details of which are on the front of this leaflet.



How can we help you?

Information & Advice [Open Monday to Friday, 11:00am - 4:00pm] **0116 299 2278**

A free and confidential service to assist with issues affecting your quality of life including: finances & welfare benefits; housing & property; leisure activities.

Day Care Services **0116 222 0572**

Social support in a community setting including care, entertainment and companionship, with optional transport if required.

Home Care **0116 299 2266**

Assistance with domestic tasks to make living at home that little easier to manage. Services include: food preparation; cleaning & ironing; shopping; collecting prescriptions; personal care; companionship.

Personal Assistants **0116 299 2266**

A flexible service to give you help with household management, getting out and about and to appointments.

Handyman & Gardening **0116 299 2266**

A 'no job too small' household maintenance service including: gardening; home security & safety; basic decorating; home maintenance.

Respite **0116 299 2266**

Fully trained Respite Workers offer carers a break from the stress and demands of caring for someone. We also offer dementia respite by workers experienced and trained in dementia care.

Befriending Services **0116 299 2233**

A free service offering regular visits or phone calls to people who are socially isolated or feel alone.

**We are a local charity
with a national name
...giving local older
people a voice**