

Advocacy for Long Term Conditions

A voice for people with Long Term Conditions



Advocacy is all about giving you a voice and a choice

Living with Long Term Conditions Advocacy Service

Could this service help you?

- do you feel you aren't being listened to when you go to appointments?
- do you feel anxious and/or confused about your condition and treatment options?
- would you like someone to support you to express your wishes?
- do you feel that you don't know what support is available to you?
- are you finding it difficult to cope on your own?



Our service is free, independent, confidential and non-judgemental

Advocacy: how we can help

helps you say what you want, represent your opinions and access the services you need to help you love later life!

How an advocate can help

With your permission, our advocates can write letters, make telephone calls, attend appointments and meetings with social care and healthcare professionals, offer support, research options and opportunities.

Our advocates will:

- listen to you and spend time getting to know you and your needs so that you are in a good position to help you express your views in managing your health condition.
- help ensure that you feel in control of your condition and receive the assistance and support you require to help you live your life on your terms.
- support you to gather information, giving you the opportunity to make an informed choice from all of the options available to you.
- be independent from other people in your life, such as your family, care manager or health worker.

Our advocates will not:

- reveal information about you or your condition without your consent. Your Advocate will only act with your agreement.
- offer advice, opinions or judgements about what is best for you, or persuade you to follow a particular course of action.
- breach confidentiality, unless you or someone else's safety is at risk.

To receive this service you need to be:

- over 50
- living in Northumberland
- affected by a long term condition

Contact our Long Term Conditions Advocacy Team:

For more information about how we can help you please contact us on: **01670 784 800** and ask to speak to **Deborah McGarrity** about the Long Term Conditions Advocacy Service. Please note that our advocates are not always in the office, but if you leave us a message, we will return your call.

Age UK Northumberland Advocacy Service

We also have a general advocacy service for people over 50, living in Northumberland. For further information, please contact: 01670 784 800

Age UK Northumberland

Age UK Northumberland is an independent local charity which provides services for older adults throughout Northumberland. In common with all Age UKs, our central service is free information, advice and advocacy. Other services are designed to meet local needs and currently include: day care and personal care, exercise and falls prevention classes, lunch clubs and day centres.

Contact Details

t 01670 784 800

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ageuk.org.uk/northumberland

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