Care Act Advocacy
at University Hospital Lewisham

Support to:

• Get your voice heard.
• Know what is happening.
• Understand your choices and make your own decisions.
Care and support can mean lots of things. It could be getting help with things like washing and dressing or visiting friends and family.

Your local council should work with you to get you the care and support you need to be safe and happy.

This is called looking after your **well-being**.
You should be fully involved in all stages of getting any care and support you need.

This includes:

- Assessing your care and support needs.
- Planning your care and support.
- Reviewing your support.
- A safeguarding process.

A **safeguarding process** is when you or someone you know feels that you are not safe.

Someone will make sure you are safe. A team of safeguarding professionals will then look at what has happened. This is to make sure you stay safe.
Being fully involved

The words ‘fully involved’ means you should be able to:

- Understand what is happening.
- Understand information that is given to you.
- Remember information that is given to you.
- Understand choices.
- Make decisions about what you want to happen.
- Communicate what you want.

If you think that you will find any of these things very hard, you might need an advocate.
What is advocacy?

Advocacy is about helping you get what you need.

An advocate can support you to speak up, or they might speak up on your behalf if you need them to.

An advocate will help you to be fully involved in decisions about your care and support.

Advocates are independent. This means they do not work for the council or any other care provider.
What will an advocate do?

An advocate can help you to:

- Understand what is happening.
- Understand your choices and make your own decisions.
- Tell others what you want and about your views and feelings.
- Make sure you get your rights.
- Make sure that plans say what you need them to say.

Decisions might have been made about you that you are not happy with.

Your advocate can help you write a report about the things you don’t like. The advocate will write the report for you if you are not able to.
You may be able to work with an advocate if you are an adult who needs care and support, and you do not have friends or family who are able to support you.

Who can work with an advocate?

You, or someone you know, can ask a staff member at the hospital about advocacy.

They will contact an advocate for you if you need one.
Contact us on:

📞 0300 330 0642

✉️ uhladvocacy@voiceability.org

🌐 voiceability.org/lewisham