

# Need support to speak up?

We are here for you

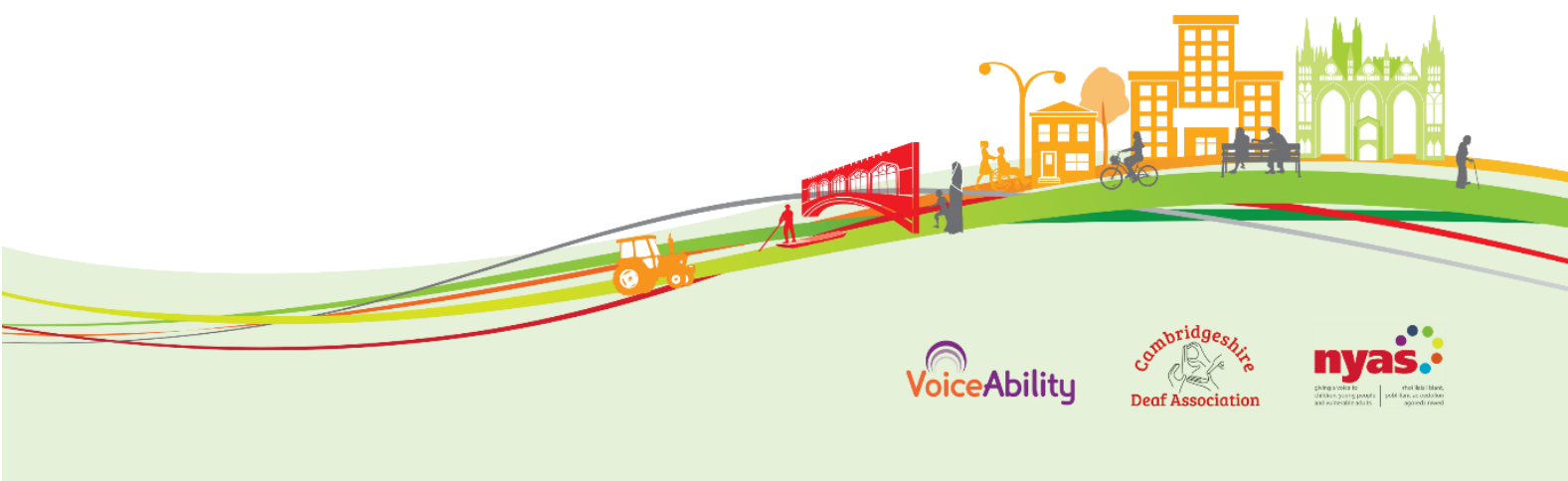
**TotalVoice**  
Cambridgeshire and Peterborough

Supporting you to be heard, to understand your rights, choices and options and to make your own decisions about health and social care.

**Free**

**Independent**

**Confidential**



## **Total Voice services will:**

- Support you to be heard
- Help you understand your rights, choices and options
- Enable you to make your own decisions about health and social care
- Get support from the people around you in your community
- Give the people around you the skills to support you
- Give you the tools to do as much as you can for yourself

## **Who can use Total Voice services?**

We support Adults, Carers and Children and Young People Looked After or In Need. Our service can support people with:

- Physical disabilities
- Learning disabilities
- Autism
- Mental ill-health
- Sensory impairments
- Social or health care needs
- NHS Health complaints

## **Getting the right service for you:**

When you contact the Total Voice team, we will listen to your experience and work with you to make sure you get the right service for you.

If Total Voice cannot give you the support you need, we can let you know which local organisation might be better for you. We can even contact them on your behalf if you want us to.

## **Communication**

We will support you to access an interpreter or a BSL practitioner if you need one.

Your advocate will do all they can to make sure that any information meets your own communication needs.

## **Total Voice is...**

A partnership of specialist advocacy organisations, VoiceAbility, Cambridgeshire Deaf Association and NYAS.

Between us, we provide a range of advocacy and community services across the Cambridgeshire and Peterborough area.

To find out more information about which services you can access, please visit [www.totalvoicecp.org](http://www.totalvoicecp.org) or get in contact with us.

### **Total Voice will support you to:**

- Talk about your situation
- Identify what you want to happen
- Make a plan and work towards it

### **Sometimes you might want us to:**

- Explain what rights you have
- Find out information for you
- Let you know the choices you have
- Help you make important decisions
- Help you prepare for meetings
- Go to meetings with you or on your behalf
- Support you to raise concerns or make a complaint

# Total Voice Services:

## Dedicated support line

Knowledgeable advocates can support you to get the information and tools you need to help yourself.

## Local Website

With service information and self help tools.

[www.totalvoicecp.org](http://www.totalvoicecp.org)

## Group Advocacy

Sometimes lots of people have similar issues.

Voices are stronger together.

## Community Workshops

Your friends and family can be helped to better support you during care and support processes (like assessments and reviews).

## **Peer Support**

Work with trained volunteers who have lived experience of using health and social services.

## **Face to Face Advocacy**

Professional advocates will work with you individually when you need them, at a place that suits you.

**Contact us on:**

**0300 222 5704**

**Textphone 07860 018481**

**For Children and Young People who would like to speak with a NYAS advisor, please call 0808 808 1001 or email [help@nyas.net](mailto:help@nyas.net)**

**Address: Cambridge Office**  
Mount Pleasant House  
Huntingdon Road  
Cambridge CB3 0RN

**Peterborough Office**  
Total Voice  
27 London Road  
Peterborough PE2 8AN

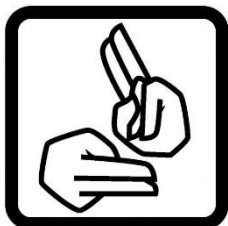
**Email: [tvcp@voiceability.org](mailto:tvcp@voiceability.org)**

**Website: [www.totalvoicecp.org](http://www.totalvoicecp.org)**

A referral form and guidance can be downloaded from our website [www.totalvoicecp.org](http://www.totalvoicecp.org)

## Need this leaflet in another format?

Contact the Total Voice team on 0300 222 5704 and we will help you to get the information you need.



**Available for deaf and hearing impaired people**



VoiceAbility Charity number 1076630.

Company number 3798884.

CDA Charity number 1062578.

NYAS Charity number 1012485.