

“Advonet

Supporting & Promoting Advocacy

Newsletter April 2013

New Advonet Services

Leeds Independent Health Complaints Advocacy (LIHCA)



LIHCA Team (left to right) :

Anne-Marie Ledson, Nazia Khan, Kim Gillespie
Julie Robertshaw, Shamsi Bagheri

Leeds Independent Complaints Advocacy (LIHCA) is a new service under the Advonet umbrella. LIHCA is a **free, confidential and independent** service that supports people through the NHS complaints process. Our service is for residents within the Leeds Metropolitan District area, even if the treatment was elsewhere. There are no restrictions on who can use our service, so don't hesitate to contact us if you have concerns about NHS care, we'll be happy to help.

The LIHCA team all have experience of working in advocacy either with ICAS who used to provide NHS complaints advocacy or Advocacy Support who provide support to BME groups. We work together as a team to support clients in the most appropriate way.

LIHCA gives people the opportunity to speak to someone independent of the NHS to discuss their options and what they would like to achieve through making a complaint. We can provide information about the NHS complaints procedure and can support people through the process in a way that best suits their individual needs.

We are getting used to our new office in Roundhay Road and our neighbours at Leeds Advocacy have been very welcoming and supportive.

Anne-Marie Ledson, LIHCA Co-ordinator

Accessing Advocacy in Leeds just got easier!

There is now a new and simple way of accessing advocacy in the city through one single point of access. This will make it easier for service users and professionals to access independent advocacy. One phone call is all that it takes and our advocacy assistants will work behind the scenes to ensure the referral is placed with the right organisation. This number will service both non-statutory and statutory advocacy (IMHA and IMCA).

You can make a referral for any advocacy need by phoning one telephone number: 0113 244 0606 . Alternatively you can fill in a form online by visiting our website: www.advonet.org.uk

Re-launch of Advonet



Mick Ward

On the 13th of March we re-launched Advonet. Mick Ward from Leeds City Council Adult Social Care Commissioning was our guest speaker and talked about the new contract for advocacy in the city.

Managers of the consortium (Paul, Philip, Derek) spoke briefly about the set up of consortium, the other subcontractors, Leeds Independent Health Complaint Advocacy (LIHCA) and the new single point of access for anyone wanting to make an advocacy referral in Leeds. Hilary, the Co-ordinator of Advonet showcased our new logo, website and publicity materials.

We enjoyed meeting everyone who came – and ate plenty of delicious cakes!

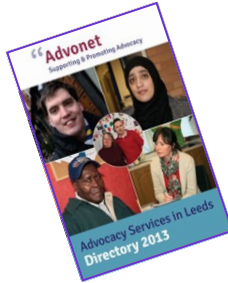
Don't forget Advonet has moved to: Unity Business Centre, 26 Roundhay Road, Leeds, LS7 1AB.

Our new phone number is 0113 244 0606

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Advonet has produced a new A-Z directory of Advocacy Services in Leeds and a new leaflet outlining what advocacy is, when it's useful and the role of an advocate. If you wish to order copies of these, please contact us.



Congratulations to Advocacy Support!

Advocacy Support has recently achieved the Quality Performance Mark (QPM). Bushra explains:

The QPM process is split into two sections: a desk top assessment and a site visit. Talking to Action for Advocacy (A4A) and other organisations who had already gone through it was a great start. The QPM booklet gives seven key indicators and I provided a portfolio of evidence showing how we met them. Once submitted we received minimal few recommendations which I incorporated and moved to the next stage.

The site visit entailed interviews with management, staff, volunteers and clients, assessing casework and recording systems.

The day was a little stressful but ran smoothly and the feedback was very positive.



Advocacy Support Team

The process has been educational and it's worth knowing that we are working to the right quality and standard for ourselves, workers and clients.

Bushra Javed, Advocacy Quality Co-ordinator, Advocacy Support

Training

We ran an Effective Advocacy and Negotiation Skills course in January that was oversubscribed so we



EANS Training

held another one in February, as well as the course in March which was targeted at volunteers who work full-time during the week. The next session will be on Wednesday 15 and Thursday 16 May 2013.

We also held two half-day training sessions on Time Management for all Advonet members in February. Some of the participants feedback included: "It helped me to decide which tasks were important and urgent, important but not urgent, not important but urgent and not important and not urgent!" "It really helped me in my personal life to set long-term goals and see them through".

Advonet Communications Event



Geoff Ashton, facilitator, passes the microphone

In January workers from Leeds Advocacy, Advocacy Support and Advocacy for Mental Health and Dementia, the three core member organisations of Advonet consortium, got together to better understand what each organisation does, develop shared ethos and encourage networking. It was independently facilitated by Geoff Ashton who donated his services for the day. The event was informative, productive and has given the Board more to think about!

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