

# The Advonet Group

Providing Independent Advocacy

# Advocacy in Care Homes

Helping to make care home  
residents' voices heard



# What is Advocacy?

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**Our advocacy services are free, confidential and Independent.**

Our Advocates listen to what **you** want and support you in putting forward your point of view when you feel;

- No-one is listening to you
- You don't agree with decisions that are being made about you
- You can't get the help you need
- You don't know who to speak to

## What is Advocacy in Care Homes?

As part of their services, care homes commission Independent Advocacy for their residents.

An independent advocate spends time within the care home, building up relationships with residents and staff.

Advocacy promotes residents having a voice, feeling involved and included in not only their care and treatment but in the home within which they live.

Where a resident lacks capacity to be included in decisions, the advocate will ensure their preferences are considered.

The advocacy service is separate from the Care Home itself and the advocate listens to what residents want.

# What advocates do

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We advocate for the residents by promoting, defending and safeguarding their rights and entitlements. This is because we are aware of the legislations and changes in health and care.

The advocate can:

- Advocate at care review meetings
- Help get access to services
- Help to monitor care
- Assist with disputes/complaints
- Assist with future decision making

## Testimonials

A Spanish-speaking resident had difficulty understanding. This prevented him from being involved in his care and future planning. The advocate explained to the care home that an interpreter might be able to help us and the resident. As a result, the advocate helped voice the resident's end of life wishes. His wish is for his body to be taken back to Spain.

The advocate supported a resident in getting money from his dad (appointee). The resident was unable to go out or have appropriate clothing. The advocate contacted the resident's dad and relevant people involved in his care. This helped the resident's dad understand that the money he had taken legal responsibility for was to help fulfil his son's needs.

# Contact us

We have a first contact team that can help you. To find out which advocacy service is the right one for you or to make a referral, you can contact us by phone, email, post or via our website.



**0113 244 0606**

**Opening times: Monday-Friday, 9am-5pm**



**Email us at [office@advonet.org.uk](mailto:office@advonet.org.uk)**



**Text: Include your name then send to 07719 859 694**



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