

## Advocacy Support Services in Derby City

### Services

Independent advocacy services are provided in the Derby city area by One Advocacy. One Advocacy is part of Citizens Advice Mid Mercia. One Advocacy provides the following independent advocacy support services:

- Care Act Advocacy
  - Needs Assessments
  - Preparation of Care and Support Plans
  - Review of Care and Support Plans
  - Safeguarding
- Independent Mental Capacity Advocacy (IMCA)
  - IMCA 39a
  - IMCA 39d
  - Long Term Accommodation Move (LTAM)
  - Serious Medical Treatment (SMT)
  - Care Reviews
  - Safeguarding
  - Relevant Person's Paid Representative (RPPR)
- Independent Mental Health Advocacy (IMHA)
  - Patients detained under Section 2 of the Mental Health Act
  - Patients detained under Section 3 of the Mental Health Act
  - Informal patients
  - CTO (Community Treatment Order)
  - Forensic patients (Ministry of Justice)
- NHS Complaints Advocacy (ICAS)
  - Complaints about treatment delivered by NHS or treatment paid for by NHS
  - Parliamentary and Health Services Ombudsman

One Advocacy holds the National Development Team for Inclusion (NDTi) Quality Performance Mark (QPM). More detailed information about the advocacy support services and eligibility criteria can be found on the Citizens Advice Mid Mercia website at:

[www.citizensadvicemidmercia.org.uk/advocacy](http://www.citizensadvicemidmercia.org.uk/advocacy)



## Advocacy Support Services in Derbyshire

### New independent advocacy service appointed

A new independent advocacy organisation has begun work in the Derbyshire County Council area.

Cloverleaf Advocacy has been appointed as the new advocacy service in the Derbyshire area, which was previously provided by Derbyshire Mind. In the Derby City Council area, the provider remains Citizens Advice Mid Merca.

Jude Boyle, commissioning manager at Derbyshire County Council, explained: "Cloverleaf Advocacy is there to support people who have 'substantial difficulty' in being involved in decisions about their care.

"The advocacy service aims to ensure everyone has a voice and is heard when it comes to decisions that affect their lives.

"Over time, Cloverleaf Advocacy is looking to increase peer and self-advocacy support within the area."

Cloverleaf's Chief Executive, Suzi Henderson said: "We will work with people in Derbyshire to ensure they have a voice, whatever challenges they face, and can maintain choice and control over their lives.

"We aim to empower people, ensure their rights are upheld, and help them to build the skills needed to speak up for themselves wherever possible.

"For those already receiving advocacy in Derbyshire, we will ensure continuity of support delivered by a team of qualified advocates."

#### What is independent advocacy?

Advocacy is helping people say what they want, secure their rights, represent their interests, and get the support they need.

An advocate is someone who supports and speaks up for others, often those who are vulnerable, helping them to gain independence and ensuring their rights and needs are recognised and addressed. This can include help with social care services, health services and others.

In many cases, someone's right to advocacy is set out in law.

#### Independent Mental Health Advocacy

This is for people detained under the Mental Health Act and subject to guardianship or Community Treatment Order.

Advocates can help people to:

- understand their rights under the Mental Health Act
- have their say about their care and treatment, prepare for ward reviews and meetings and access legal advice and support.

#### Independent Mental Capacity Advocacy

This is for people aged 16+ who lack capacity to make decisions about where they live, or serious medical treatment, and who do not have anyone unpaid in their lives who can support or represent them. The advocate will write a report for the professional making the decision in the person's best interests.

#### Independent Health Complaints Advocacy

This is for anyone who wants to make a complaint about an NHS funded service. Advocates can help people to write complaints letters, put their views forward at resolution meetings, or escalate complaints to the Ombudsman.

#### Care Act Advocacy

This is for people who have 'substantial difficulty' in participating in local authority-led social care processes, including needs assessments, care reviews, safeguarding and care planning. The person must also have no-one else appropriate who can support them through the process.

#### Community Advocacy

This provides support to adults with social care or mental health needs on a range of issues that can impact on their day-to-day lives. Community advocates equip those who need their help with information and knowledge, so that they can make more informed decisions and have a better understanding about their human rights.

For more information or to make a referral, please contact Cloverleaf Advocacy by calling 01924 454 874 or emailing [referrals@cloverleaf-advocacy.co.uk](mailto:referrals@cloverleaf-advocacy.co.uk)

Find out more on [Cloverleaf's website](#).

