

GENERIC ADVOCACY EASY-READ GUIDE

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What is generic advocacy?

Have you got a problem?



Do you feel no-one is listening to you?



An advocate may be able to help!



Confidentiality:

Advocates won't tell anyone what has been talked about unless you:



- Give the advocate permission or consent



- You have told us you intend to hurt yourself or others



- Have done something that breaks the law



Advocates do these things:

- Listen to you
- Get to know you



- Help you to think about what you want
- Help you to tell people what you want and make sure they listen to you



Advocates don't do these things:

- Tell you what to do
- Take other people's side



An advocate can help if you have a problem with:

- Care and Treatment
- Medication
- Food



- Money
- Activities



- Staff
- Residents
- Or any other problems



If you are in Hospital The advocate will visit the apartments/wards on a regular basis to speak to Patients.



There might be a regular meeting for the Patient's to meet with the Hospital Manager and the advocate. This meeting is for Patients to talk about any problems they might have. This is called a Community Meeting or Patients Forum.



You can contact your advocate by telephone; this service is free to the Patients.



Staff members can contact the advocate for you to arrange an appointment.

