

**Our aim is to support and enable people to become and remain central to the decisions that are made about their life.**

“Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain the services they need. Advocates and advocacy schemes work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality and social justice”

**(Action for Advocacy 2006)**

## How to contact Advocacy

If you want more information about the advocacy support we can provide, or how to get in touch with social services, then please contact us.

The services are available Monday to Friday between 9 am and 5 pm.

Telephone: **020 7358 7007**

Email: **Richmond@ch1889.org**

Website: **www.ch1889.org**

By post: **Cambridge House Advocacy**  
**303A Mortlake Business Centre,**  
**20 Mortlake High Street,**  
**London SW14 8JN**

## Richmond Single Point of Access

# Advocacy



## What is an advocate?

An advocate supports people to be as fully involved as possible in decisions which affect their lives. They work with people to ensure their views, wishes and feelings are communicated and heard, speaking on their behalf where necessary.

## Richmond Advocacy

We are providing advocacy support to vulnerable individuals living in Richmond.

We support adults with:

- Mental health needs
- Physical disabilities
- Learning Disabilities
- Autistic Spectrum Disorder
- Sensory Impairment
- Older People
- People who need community services.

We can help you ask for services you need, search for the right support or even change or challenge any health or social care services you currently receive.

We do not deal with benefits, financial or housing issues

## How can our advocacy service help?

Advocates can help people to:

- Understand their situation;
- Access and understand information;
- Explore choices and options;
- Communicate their views, wishes and feelings;

- Make sure their rights are respected;
- Make a complaint or challenge a decision they are unhappy with.

The Advocate works with people living in their own homes or in supported accommodation. The advocate works on behalf of the client taking instruction from them.

We also work with people who lack capacity using non-instructed advocacy. We can support people to ask for services, promote individuals' rights and inclusion and ensure the person is kept at the centre of decisions made about them.

## How do I refer? Can I refer?

Self-referrals are welcome. Referrals can also be made by family and friends and social care, health care or medical professionals.

If you need to get in touch with us with a query or you want to make a referral to one of these services the contact details are on the reverse. We look forward to hearing from you.

## Confidentiality

All of our information is treated in strict confidence, we only pass on information that you have agreed to share unless we believe that you or someone else is in danger. Please request a full copy of our confidentiality policy

## We will not

- Make choices for you
- Give legal advice
- Provide befriending or support work
- Provide emergency support

## The Advocacy Service

This is a free independent and confidential service for people living in Richmond with learning disabilities, older people, adults with physical disabilities and sensory impairment or those seeking to access social care services to address issues relating to their social and NHS care

**Cambridge House is independent from adult social care and health services and the service is free.**

