

**Make sure you are fully involved in
your care and support**



A guide to Advocacy Services in Knowsley

Support to:

- Get your voice heard
- Know what is happening
- Understand your choices and make your own decisions

What is social care and support?



Care and support can mean lots of things. It could be getting help with things like washing and dressing or visiting friends and family



Your local council should work with you to get you the care and support you need to be safe and happy.

This is called looking after your **well-being**.

Getting care and support



You

You should be fully involved in all stages of getting any care and support you need.

This includes going through:

- A care and support assessment
- A care and support planning process
- A care and support review
- A safeguarding process



A safeguarding process is when you or someone you know feels that you are not safe

Someone will make sure you are safe. A team of safeguarding professionals will then look at what has happened.

This is to make sure you stay safe

Being fully involved

The words 'fully involved' means you should be able to:



- Understand what is happening
- Understand information that is given to you
- Remember information that is given to you
- Understand choices
- Make decisions about what you want to happen
- Communicate what you want



If you think that you will find any of these things very hard, you might need an advocate.



What is advocacy?



Advocacy is about helping you get what you need.



An advocate can support you to speak up, or they might speak up on your behalf if you need them to.



An advocate will help you to be fully involved in decisions about your care and support.

Advocates are independent. This means they do not work for the council or any other care provider.



What will an advocate do?

An advocate can help you to:



- Understand what is happening
- Understand your choices and make your own decisions
- Tell others what you want and about your views and feelings
- Make sure you get your rights
- Make sure that plans say what you need them to say



Decisions might have been made about you that you are not happy with.

Your advocate can help you write a report about the things you don't like. The advocate will write the report for you if you are not able to.



Who can work with an advocate?

You may be able to work with an advocate if you are:



- An adult who needs care and support



- A carer of an adult

- A carer of a young person who is about to start using adult services



- A young person who is about to start using adult services



It does not matter if you live at home with your parents, on your own, or in a care home. You may still be able to get an advocate

You can also get an advocate if you are in hospital or if you are in prison.

You, or someone you know, can ask about advocacy.



Together will contact an advocate for you if you need one.



knowsley-advocacy@together-uk.org



0151 486 4085

07484935748

Co-produced with Knowsley BIG



and



Made with **Photo Symbols**[®]

Adapted from VoiceAbility leaflet VAL68