

SD- 05

POLICY AND PROCEDURE

Advocacy

Approved by:

Eit O'Sh

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CARRIGLEA CAIRDE SERVICES

Procedures Manual

Title: ADVOCACY

1.0 Scope

1.1 Advocacy for service users

2.0 Aims and Values

2.1 To ensure that service users are empowered in the use of self-advocacy through training and awareness sessions.

2.2 To ensure that service users are aware that they have rights, choices and a say in decisions.

2.3 To ensure that service users are provided with information about the purpose of advocates.

2.4 To clarify the role of staff in the advocacy process.

2.5 To ensure that service users are aware that they can access an independent external advocate

3.0 Contents

6.0 General terms

7.0 Self Advocacy/Peer Advocacy

8.0 Information on and access to advocacy services

9.0 Staff involvement

10.0 The role of the advocate

11.0 The Structure for Advocacy Services

4.0 Referenced Documents

SD-47 Service User Meetings-Provision of Information

Person Centred Plan

Service User Guide/Information Pack

5.0 Responsibilities

5.1 The manager, senior staff and all staff.

Procedure No: SD-05		Manual Section
Issue No: 2		Page 1 of 5
Issue Date:	Authorised By: Vincent O'Flynn, Chief Executive	

6.0 GENERAL TERMS

- 6.1 Advocacy is a means of empowering people by supporting them to assert their views and claim their entitlements.
- 6.2 Staff should provide training in advocacy to service users as part of a general training programme in life skills and independence.
- 6.3 Advocacy groups should have terms of reference and an agreed code of conduct for the running of meetings – e.g. election of officers/representatives, confidentiality, etc.
- 6.4 Notes should be taken at the meetings by either a service user or staff and given to the manager of the relevant area for information.
- 6.5 If an issue needs to be addressed, a service user or staff should be nominated to raise it with the relevant person.
- 6.6 Items addressed should be reported back by the nominated representative to the next advocacy meeting.
- 6.7 Service users should be kept informed of current advocacy events and be given the opportunity to meet with an independent advocate
- 6.8 The purpose and process of advocacy should be explained to service users in appropriate communication formats.
- 6.9 Formal training may be attended externally and service users should be supported to attend the training if they so wish
- 6.10 Service users should be encouraged to share their training experiences and report back any points of interest to the rest of the advocacy group
- 6.11 Nominated staff should be given training in facilitating advocacy meetings.

7.0 SELF ADVOCACY / PEER ADVOCACY

- 7.1 Service users should be encouraged to self advocate by providing them with the relevant training, information and support to empower them to speak for themselves.
- 7.2 Service users should also be encouraged to get the support of a fellow service user or a group of service users in order to raise an issue.
- 7.3 Residential service users should attend a weekly house meeting at which they discuss issues regarding their daily living and any issues that may affect their life.

Procedure No: SD-05		Manual Section
Issue No: 2		Page 2 of 5
Issue Date:	Authorised By: Vincent O'Flynn, Chief Executive	

8.0 INFORMATION ON AND ACCESS TO ADVOCACY SERVICES

- 8.1 Service users should be part of an advocacy group where they will receive training in advocacy and support around advocacy issues. This will be done through day services.
- 8.2 Service users should be made aware of the existence of an internal advocacy group that they can be part of
- 8.3 Service users and their families should also be made aware that an external independent advocate is available through the National Advocacy Service. **The advocate for Co. Waterford can be contacted on 086-0400974 or 051-370004.** A poster including a photograph of the independent advocate and contact details is displayed in all day services and residential homes.
- 8.4 This information should be included in *Service Users Guide/Information Pack* and details of the independent advocate's name and contact details are also displayed in a prominent place in all homes and day services.
- 8.5 See also policy and procedure on *Service user Meetings-Provision of Information*.

9.0 STAFF INVOLVEMENT

- 9.1 An Advocate can be a friend, family member, staff or anyone the service user chooses, but generally, family members act as advocates for service users.
- 9.2 A named member of staff (usually the keyworker or link worker) may act as an advocate for a service user, provided the unit manager is fully informed of the arrangement and, where possible, the service user has made the decision for that person to be their advocate and this information is entered in their *Person Centred Plan*.
- 9.3 In a situation where a service user has communication difficulties their keyworker/linkworker can act as interpreter between the service user and the independent advocate should the service user so wish.

10.0 THE ROLE OF THE ADVOCATE

- 10.1 An advocate should remember that they are speaking on behalf of a service user because they are a concerned friend and not a worker
- 10.2 An advocate should at all times remember and respect the rights to confidentiality of the service user unless their safety is at risk.

Procedure No: SD-05		Manual Section
Issue No: 2		Page 3 of 5
Issue Date:	Authorised By: Vincent O'Flynn, Chief Executive	

- 10.3 An advocate must remember that they are working towards.
- helping service users make their own choices and decisions
 - supporting the service user to increase his/her skills and enable him/her to do things of his/her choice, in so far as is reasonably possible
 - ensure that the service user is always treated with dignity and respect.

11.0 ADVOCACY STRUCTURE AND COMMUNICATION CHANNELS

The attached chart shows the structure for the facilitation of advocacy within the services and the channels of communication between.

- Various internal advocacy groups within the services
- Internal advocacy groups and external advocacy groups
- Advocacy groups and the management of the Services.

Procedure No: SD-05		Manual Section
Issue No: 2		Page 4 of 5
Issue Date:	Authorised By: Vincent O'Flynn, Chief Executive	

The following is the structure for Advocacy in the Services.

The Hub & Gateway	Anne le Roy	SWL	Horticulture	Activation	Saoirse	Sunrise
groups meet weekly	groups meet weekly	2 groups meet weekly	group meeting monthly	group meeting monthly	group meeting fortnightly	Monthly meeting with staff

All for One Advocacy

(Central Committee meets Quarterly)

4 reps from Anne le Roy/Gateway (Chairperson of each group)
 1 rep The Hub (Chairperson)
 2 reps from SWL (Chairperson of each group)
 1 rep from horticulture(chairperson)
 1 rep from activation (chairperson) staff supported
 1 rep from Shalom (chairperson) staff supported
 1 rep from Sunrise House (chairperson) staff supported
 3 reps from Seasamh
 3 reps from Waterford Advocacy
 1 rep from National Advocacy Platform
 Staff facilitators all areas
 Service managers all areas
 Invited Guests
 External Advocacy Rep from the Citizens Information Services if requested
 Coordinators- Chairperson & Secretary of All for One Advocacy

- Minutes sent to all listed representatives for approval
- Minutes sent to the CEO and all members of the Quality Committee
- Minutes sent to residential homes and day services for discussion at house/team meetings
- Representatives of the advocacy committee meet twice yearly with the Board of Directors

Procedure No: SD-05		Manual Section
Issue No: 2		Page 5 of 5
Issue Date:	Authorised By: Vincent O'Flynn, Chief Executive	