

How to refer



You can call us, e-mail or write to us at our contact details overleaf. For the work to go ahead, we will need the cost to be funded by a service provider. Therefore, if you are a private individual we will need to consider with you how your advocacy could be publicly funded.



Confidentiality

Usually everything the individual says to their advocate is kept confidential within The Care Forum. However, there are rare occasions when we may have to breach confidentiality and are obliged by law to notify other organisations and services. Our confidentiality policy will be explained in full at our first meeting with the individual.



Complaints

We sincerely hope you do not have reason to complain about our service. However, if you do, please contact our Chief Executive at the contact details on this leaflet.

Contact us

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Phone 0808 808 5252

Fax 0117 965 0200

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Spot Purchase Advocacy

The Care Forum

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the care forum



The Care Forum is a Registered Charity No: 1053817 and a Company Limited by Guarantee in England No: 3170666



Spot Purchase Advocacy

Advocacy purchased on a case-by-case basis



the care forum

What is spot purchase advocacy?

Spot purchase advocacy is a single piece of work commissioned on a case by case basis, rather than as part of a bigger contract. Spot purchase advocacy can help when there is no contract to provide that particular piece of work. It can be commissioned by health or social care services, including mental health services.

What can an advocate do?

- Find out what an individual wants from services
- Support the individual to have their voice heard by services
- Help individuals to make difficult decisions for themselves
- Explore whether the individual is receiving the services to which they are entitled

This advocacy can be on an instructed basis with an individual who can make an informed decision about what they want, or on a non-instructed basis with an individual who does not have mental capacity to make an informed decision.

What can an advocate not do?

- Take action without consent of the individual
- Pass on information without the individual's consent
- Act as a counsellor, social worker or legal advisor
- Make decisions on behalf of the individual

Examples of spot-purchase advocacy work

Mrs Ahmed was already known to the advocacy service. During this time, she had to attend a child protection conference in relation to her three children and she asked if her advocate could attend. She felt that she was not heard by the social workers and that the goal posts kept shifting. She was frightened that her children would be taken away from her. The social worker was aware that communication with Mrs Ahmed was proving difficult and this had already led to a formal complaint. Therefore, social services

funded an advocate for four hours to attend the conference with Mrs Ahmed, to help her to understand what was happening and to ensure that she could make her views heard in the meeting.

The Care Forum advocates can also undertake Paid Representative work for people subject to a DoLS authorisation; litigation friend work; and Rule 3A Representative work for those that may be deprived of their liberty in a supported living or other setting.

The Care Forum is an independent registered charity that has provided advocacy services for nearly 20 years. We provide advocacy throughout the old Avon area and we are experienced in statutory advocacy roles, including Care Act, IMCA and IMHA. All of our advocates have undertaken relevant training. Advocacy Services @ The Care Forum has achieved the Advocacy Quality Performance Mark.

Self-Advocacy Workshops

The Care Forum can deliver self-advocacy workshops to groups of individuals. These workshops will build skills and resilience in groups of individuals whilst also seeking to improve wellbeing. The workshops can empower people to take control over their lives in order to mitigate against social factors that are likely to contribute to feelings of disempowerment and low self-efficacy and to tackle social determinants of physical and mental health.

Workshops are delivered to 8–12 participants either as a stand-alone session or a series of six workshops allowing issues to be covered in more depth. Content of sessions can be tailored to the needs of a specific cohort. Examples of topics could be:

- What is advocacy?
- Assertiveness – diplomacy versus confrontation
- Listening skills and negotiation

Tariffs

Professional Advocacy:

£30/hour (inclusive of VAT) plus travel costs (40p/mile)

It can be useful to boundary the piece of work, either by issue or by the amount of time you are willing to purchase.

Self-Advocacy Workshops:

£225 per 2.5 hour workshop, delivered by two trained advocates (exclusive of travel costs)