

## Code of Practice and Quality Standards

The activities of the Advocate are guided by our Code of Practice. A full copy of the code is available on request.

Our Quality Performance Mark (QPM) awarded by Action for Advocacy demonstrates our commitment to providing a quality service.

## Comments & Complaints

Your feedback is important to us. If you wish to make a comment please contact us by telephone, email or in writing.

Evaluation forms and complaint forms are available on request.

## Contact Information

We visit the hospital wards on a weekly basis. Ask ward staff or call the office for the time and date of our next visit.

### Advocacy in Mind

#### Rochdale & Bury

[advocacyrochdale@rochdalemind.org.uk](mailto:advocacyrochdale@rochdalemind.org.uk)

Tel 01706 752 344

Fax 01706 353 281

#### Tameside & Glossop

[advocacytameside@rochdalemind.org.uk](mailto:advocacytameside@rochdalemind.org.uk)

Tel 0161 339 7928

Fax 0161 343 6087

Rochdale & District Mind Website  
[www.rochdalemind.org.uk](http://www.rochdalemind.org.uk)

Registered Charity No. 519916  
Company Registration No. 2210699



For better  
mental health

## Advocacy In Mind

Bury, Rochdale, Tameside & Glossop



# INDEPENDENT ADVOCACY FOR OLDER PEOPLE

Do you know your rights?

Are you being listened to?

The service is independent,  
free and confidential.

## Independent Advocacy Services



# SPEAK OUT

## AND BE INVOLVED IN YOUR CARE

We are an independent organisation offering one to one support to older people experiencing mental health issues.

We can assist people to:

- access information and services
- explore their choices and options
- defend their rights
- express their views and concerns

We are instructed by you and we will only act with your consent. We also provide non instructed advocacy to clients who are unable to instruct on an issue at that time.

## Referral and Criteria

We have an open referral system where anyone can make a referral.

If you are subject to detention under the Mental Health Act, you have a legal right to Independent Mental Health Advocacy (IMHA). The IMHA is a specialist advocate who is trained to work within the framework of the Mental Health Act.

We also accept referrals from inpatients who are not detained and community referrals will be accepted for people who are care coordinated under the Care Programme Approach.

## Confidentiality

All matters discussed with an Advocate are kept confidential, unless it is felt that the information is threatening to the client or others.

## Some Issues We Can Support You With

- Your rights under the Mental Health Act.
- Any conditions or restrictions to which you may be subject to under the Mental Health Act.
- Any medical treatment you are receiving or may be given under the Mental Health Act.
- Support you in meetings.
- Information about your care & treatment.
- Increased involvement in your care & treatment.
- Access & make complaints.
- Support to access other services.
- Help to challenge decisions you disagree with.
- Benefits/Debt/Housing.
- Access to a solicitor.