

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.

Rochdale & District Mind is committed to and compliant with the standards set through Quality Mind in Management (QMIM).

Comments & Complaints

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

An evaluation form is also available on request.

A complaints leaflet is available on request. This will explain the steps you must take to make a complaint.

Contact Information

The service is available:
Monday-Friday 9am-5pm

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.

We also have regular surgeries in the community where you can access the service.

Advocacy in Mind Rochdale & Bury Service

advocacyrochdale@rochdalemind.org.uk
Tel: 01706 752344
Fax: 01706 353281

Tameside & Glossop Service

advocacytameside@rochdalemind.org.uk
Tel: 0161 339 7928
Fax: 0161 343 6087

Rochdale & District Mind Website
www.rochdalemind.org.uk

Registered Charity No: 519916
Company Registration No: 2210699



For better
mental health

Advocacy In Mind

Bury, Rochdale, Tameside & Glossop



INDEPENDENT MENTAL HEALTH ADVOCACY

Do you know your rights?

Are you being listened to?

The service is independent free
and confidential.

Independent Mental Health Advocacy



SPEAK OUT

AND BE INVOLVED IN YOUR CARE

We are an independent organisation and offer one to one support to people experiencing mental health issues in hospital or in the community who are residents of Bury, Rochdale, Tameside and Glossop.

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 our service users and will only act with their consent working on the issues they feel are important. We also provide non instructed advocacy to clients who are unable to instruct on an issue at that time.

Referral And Criteria

The Mental Health Act provides the legal right to Independent Mental Health Act Advocacy (IMHAA) to people subject to compulsion. IMHAAs are specialist advocates who are trained to work within the framework of the Mental Health Act.

We also accept referrals for inpatients who are not detained and community referrals will be accepted for people who are care co-ordinated under the Care Programme Approach (CPA).

We have an open referral system so anyone can refer.

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 things will be written down, but records kept will be available to you.

Some Issues We Can Support You With

If you are detained under the Mental Health Act the IMHAA is trained to support you to obtain information and understand the following:

- 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 and the reasons for it.

All of our service users can be supported with the following issues:

- Support you in meetings.
- Information about your care & treatment.
- Increased involvement in your care & treatment.
- Access complaints.
- Support to access other services.
- Help to challenge decisions you disagree with.
- Benefits/Debt/housing.
- Access to a solicitor.