

hello my name is...



# Jayne Davey Manager



**Suffolk**  
user forum

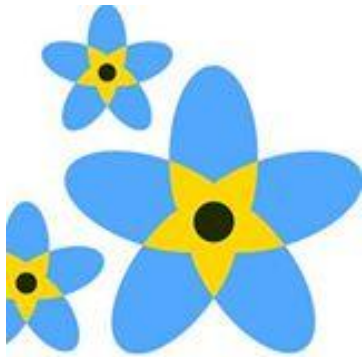
your voice for emotional  
and mental health

# Suffolk User Forum

- ▶ A service user-led mental health charity.
- ▶ ***‘Everyone has a story’***- We believe that only people with lived experience and their family carers are the experts on what it is like to live with emotional distress and mental ill health.
- ▶ It is through open conversations with service users, patients and family carers we provide a platform for sharing anonymous feedback to commissioners and service providers about what's working well and what needs to be developed to provide improved outcomes.

# Our Focus on Dementia

- ▶ SUF is a dementia friendly organisation
- ▶ Over this year part of our work has focused on Dementia and Human Rights.



*Human Rights are a set of basic rights and freedoms that we all have because we are human. These rights apply to everyone; we are born with them, and although they can sometimes be limited or restricted, such as being detained under the Mental Health Act, they cannot be taken away.*

Having a voice also means being supported, to know your rights, to have the information you need, to understand options and to make the choices.

## **This is the role of Advocacy.**

*It supports people living with dementia to have control of their journey. To be their own person with individual and unique experience, feelings, needs and wishes.*

# Advocacy in Suffolk

This is delivered through a multi agency partnership called **Total Voice Suffolk.**

[www.voiceability.org/services/suffolk/total-voice-suffolk](http://www.voiceability.org/services/suffolk/total-voice-suffolk)

**Alzheimer's  
Society**

Leading the  
fight against  
dementia

**Suffolk  
Family Carers**  
Living Fuller Lives

**Suffolk  
ageUK**

**SCA**  
Suffolk Community Advocacy

**VoiceAbility  
Suffolk**

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**A**  
Ace Advocacy

**IMPACT**

# The Suffolk Advocacy Partnership

Family carer and service user feedback through SUF has led to an innovative project promoting rights through Informal Advocacy.

► In partnership with



# Dementia - legal rights to Advocacy

## 1. Independent Mental Health Advocate (IMHA)

- ▶ Explaining and exercising your rights.
- ▶ Request a review of your section through access to a mental health tribunal.
- ▶ Understanding how to raise concerns about your experience and/or care in hospital.
- ▶ Helping you to find out information about your treatment.
- ▶ Preparing and supporting you at meetings, ward rounds or care reviews.
- ▶ Being fully involved in your care planning.
- ▶ Helping you to find out whether any conditions or restrictions apply to you.



## 2. Independent Mental Capacity Advocates (IMCAs)

- ▶ Gives people who have an impairment, injury or a disability which results in them being unable to make a specific decision for themselves, the right to receive independent support and representation.
- ▶ Find out about your views, wishes and feelings about the decision.
- ▶ Communicate your views, wishes and feelings to decision makers.
- ▶ Provide information to you and to the decision makers to help work out what is in your best interests.
- ▶ Applying the principles of the Mental Capacity Act;
- ▶ Acting in the person's best interest.

hello my name is...  
😊

## James and I am the Mental Health Advocate for SUF.

### What I do

- ▶ Informal advocacy
- ▶ Visit wards weekly
- ▶ Have the time to talk to patients
- ▶ Pick up small problems which can make a big difference
- ▶ Raise the profile of advocacy
- ▶ Refer to VoiceAbility if needed
- ▶ 222 social contacts in first four months



# What is Advocacy?

Advocacy means getting support from another person to help you express your views and wishes, and to help make sure your voice is heard.

Someone who helps you in this way is called your advocate.



# An Advocate can:

- ▶ Listen to your views and concerns.
- ▶ Help you explore your options and rights (without advising you in any particular direction).
- ▶ Give you information to help you make informed decisions.
- ▶ Help you contact relevant people, or contact them on your behalf.
- ▶ Support you to write letters.
- ▶ Accompany and support you in meetings or appointments.



# An advocate will not:

- ▶ Give you their personal opinion.
- ▶ Give you advice.
- ▶ Solve problems and make decisions for you.
- ▶ Make judgements about you.



# Fred's story

## Informal Advocacy



- ▶ Fred has dementia. The care home staff found Fred difficult.
- ▶ He was frequently short tempered with staff.
- ▶ He was described as challenging when it came to receiving care and support.
- ▶ The staff tried to be friendly. They would walk past Fred smiling at him and say things like 'You ok today Fred?'
- ▶ They often ruffled his hair or gently squeezed his cheek.

**The Advocate spoke to Fred, listened to him and asked him questions to get a better understanding of his distress.**

- ▶ The Advocate found out that Fred has never been called Fred.
- ▶ Fred's friends all know him as Frederick.
- ▶ His work colleagues and customers had always called him Mr Jones.
- ▶ He was a retired bank manager.
- ▶ He said the staff treated him like a child.

# Introducing, Mr Frederick Jones

- ▶ Fred wanted to be known as Mr Frederick Jones.
- ▶ It's what can seem to be the small things that can make the biggest difference!







**Your Voice**

For emotional &  
mental health  
in Suffolk

## Contact us

Tel: 01473 907087

Email:

[hello@suffolkuserforum.co.uk](mailto:hello@suffolkuserforum.co.uk)

[www.suffolkuserforum.co.uk](http://www.suffolkuserforum.co.uk)



# Helpful information

- ▶ **MyBrainBook** puts people with dementia at the centre of decisions about their care. It is a personalised online tool delivering facilitated support to people with dementia, their carers and family. While MyBrainBook enables your doctor or social care worker to understand you and your needs better, loved ones can also login and keep in touch with you through an online chat facility.

<http://mybrainbook.com/>

- ▶ **“This is me tool”**

[https://www.alzheimers.org.uk/site/scripts/download\\_info.php?downloadl](https://www.alzheimers.org.uk/site/scripts/download_info.php?downloadl)

- ▶ Issues around mental capacity can be complicated, however there is a very helpful, jargon-free Code of Practice available on the gov.uk website that you might find useful.

**<https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>**

- ▶ Communication is not just talking, it is body language, facial expressions and gestures. See the Alzheimer's Society Factsheet: Communicating

**[www.alzheimers.org.uk](http://www.alzheimers.org.uk)**

- ▶ Human Rights - Find out more at **[www.bihhr.org.uk](http://www.bihhr.org.uk)**