

ECAY 5003

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Demonstrate a critical understanding of the impact of advocacy provision on service users.



Focus:

- Carer,
 - Empowerment,
 - Stigma,
 - Marginalising,
 - Labelling,
 - Advocacy/
advocates (aim, purpose).
- Legislations,
 - Barriers,
 - Critique,



Advocacy/ advocate

Social Care Wales (2022) define advocacy/advocates as services that should work in partnership to help, and support people to express their wishes, needs, and rights.

The Code of Practice guide advocates how they should follow Legislations, Advocacy Charter, and policies to maintain good working practices.

(Adams, 2007)

The Advocacy Charter

The Advocacy Charter

ADVOCACY HELPS YOU TO HAVE YOUR SAY IN WHAT HAPPENS IN YOUR LIFE. ADVOCACY IS SUPPORTING YOU IN SPEAKING OUT ABOUT WHAT YOU NEED.

CLARITY OF PURPOSE

This means we will be clear and honest about what we can and cannot do for **YOU**.



PUTTING PEOPLE FIRST

This means we will ask **YOU** what you want to happen and give information for **YOU** to make choices.



INDEPENDENCE

This means we can do the things that are important to **YOU** and not have to try to please other people or groups.



SUPPORTING ADVOCATES

This means we will help and support advocates so we can advocate for you and help **YOU** speak out.



ACCOUNTABILITY

This means we will have ways of checking what we do for you.



ACCESSIBILITY

This means we will not ask you for money and we will use simple language and information that **YOU** can understand.



EMPOWERMENT

This means we will help you to speak up for yourself and have **YOUR** say in how groups work.



CONFIDENTIALITY

This means that we will keep information about you private and safe and not pass it on to people unless you have said we can.



COMPLAINTS

This means you should be able to complain if you are unhappy with your advocate and have help from people outside the group to do this.



EQUAL OPPORTUNITY

This means we will treat **ALL** people fairly and equally and have a policy that says how we will do this.



aa⁴ action for advocacy

The full version of the Advocacy Charter and a range of supporting literature and publications are available from **Action for Advocacy** • PO box 31856 London SE17 3XR • Charity number 1103575 • Tel (020) 7820 7868 email: info@actionforadvocacy.org.uk • www.actionforadvocacy.org.uk

(BackChatOnline, 2014)

Advocacy

Is...

- Non-judgmental,
- Empowering,
- Assertive,
- Standing up for a person or group,
- Standing alongside the person or people, who's been pushed to the margins of society,
- Listening,
- Helping the person or group to understand their choices, and the consequences of these choices might be,
- Helping the individual to understand what makes them valued,
- Safeguarding,
- Person-centred approach,
- About to establish consent from the service user,

Is not....

- ☐ About making decision for someone,
- ☐ Mediation,
- ☐ Counselling,
- ☐ Befriending,
- ☐ Care and support work,

(Royal College of Psychiatrists London, 2012)



Legislation

Wales

Part 10 Code of Practice (Advocacy) under the Social Services and Well-being (Wales) Act 2014

About:

- improving people's lives, who need care and support.
- guides for carers, and people who provide care.

(Social Care Wales, 2022)



However, Professor Luke Clements (2018) argued that although sections 181-183 in Social Services and Well-being Act 2014 – Independent advocacy, provides settings and regulations about 'advocacy ', the Welsh Government, in contrast to England, has not implemented them.

Furthermore, he appointed The Part 10 Code of Practice (Advocacy) (chapter 10 para 47) where:

'Local authorities must arrange for the provision of an independent professional advocate when a person can only overcome the barrier(s) to participate fully in the assessment, care and support planning, review and safeguarding processes with assistance from an appropriate individual, but there is no appropriate individual available;'

He contends, even so, Codes tell of types of advocacy; however, they do not instruct what 'form advocacy authorities must commit to satisfy their obligations and what it means by an 'independent advocate'.



Stigma's given to service users

Not a lot of people with mental health problem are heard and treated as they should. As the World Health Organisation (2003) appointed people with mental health issues mostly feel alienated, differentiated, and stigmatized.

As the society mostly call them:

- stupid,
- lazy,
- violent,
- out of control,
- possessed by demon,
- irresponsible,
- without conscience, and many more.....



Example of people stories

Declan Nolan (2021) is a person that can provide both sides of the story of being a service user and service provider. Where he himself has stated that when we are not heard we feel unvalued, and it is not empowering or a partnership when only one side decides everything. That is what led Nolan to become an advocate for mental health services. The reason why Nolan decided to take the matter into his own hands was because of the bad experiences he had in the past. And the thing that Nolan said matters the most to becoming a good service provider is to treat each other as equals and giving them a name and acknowledging them, those being the most important steps into partnership.

Barriers and positive outcomes

- Lack of mental health services,
- Lack of parity between mental health and psychical health,
- Poor quality of care in mental hospitals,
- Right to self-determination and need for information about treatments,
- Lack of service facilities active community participation,
- Lack of housing and employment,
- Stigma associated with mental disorders, resulting exclusion,
- Insufficient implementation of mental health policy, plans, programmes and legislation,
- The placing of mental health on government agendas,
- Improvements in the policies and practices of governments and institutions,
- Changes in laws and governments regulations,
- Improvements in the promotions of mental health and the prevention of mental disorders,
- The protection and promotions of the rights and interests of person with mental disorders and their families,
- Improvements in mental health services, treatment and care,

(WHO, et al., 2003)



Conclusion

To conclude my presentation, Adams (2007) appointed empowerment and advocacy that are crucial in the mental health system to 'avoid perpetuating tokenism'. Furthermore, he argues that empowerment in the mental health system has a political aspect. When carers and people who use services experience disempowered and exclusion, this is a form of disenfranchisement. Lipsky's (2010) argument is that ' people who are not able to purchase services in the private sector must seek them from government if they are to receive them at all. Indeed, it is taken as a sign of social progress that poor people are granted access to services if they are too poor to pay for them '.

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