

The Advocacy Service aims to promote the interests and rights of anyone in the Croydon community who may be suffering from mental health problems.

The Advocacy Service is an independent organisation funded by NHS Croydon and managed by Mind in Croydon. The Independent Mental Health Advocacy (IMHA) Service set up under legislation in 2009 is run as part of the Advocacy Service and can be accessed through it.

Who can make a referral?

- Yourself
- Family
- Friends
- Health Staff
- Voluntary Organisations.

How to contact us

Telephone: 020 8763 6730

Email: advocacy@mindincroydon.org.uk

Address:

Mind in Croydon
26 Pampisford Road
Purley, Surrey
CR8 2NE

Office Hours:

Monday - Friday 9am to 5pm

BY APPOINTMENT ONLY

If no one is available to take your call please leave a message and we will get back to you.

***** A FREE SERVICE *****



For better
mental health

Mind in Croydon's

Independent Mental Health Advocacy Service (IMHA)

***** A FREE SERVICE *****



Mind in Croydon is a registered charity
No. 1073880

www.mindincroydon.org.uk

What is Advocacy about?

- Encouraging users to speak for themselves
- Being included in the decision-making process
- Being treated equally
- Challenging assumptions
- Explaining your rights

How can Advocacy help?

Sometimes people find it difficult to express concerns about their treatment or care while they are in hospital. It can be particularly difficult if you are on a 'section' or if this is your first time in hospital.

However, you have the right to be heard; your opinions should be listened to by the professional staff.

An advocate can help you either by supporting you when you wish to voice your concerns or by representing your concerns if you feel you are unable to do so.

The Advocacy Service operates independently of the mental health services. You will be listened to and treated with respect.

It offers you the opportunity to talk to someone in confidence about issues relating to your treatment.



How does it work?

Advocates work as instructed by the client. We therefore work differently according to the needs and wishes of our individual clients. Some common examples of advocacy work include:

- Listening to you and helping you have your voice heard.
- Supporting you, at ward rounds and Care Programme Approach meetings
- Supporting you when discussing your treatment plan with your doctors and nurses or social workers
- Providing clear information about rights, medication and any aspect of treatment while in hospital.
- Supporting you in gaining legal advice and representation if necessary.
- Providing information on community groups and support networks while in hospital and when you are discharged

Community Advocacy

We are also available to people living in the community or who have recently been discharged from hospital, who may be suffering from mental health problems. We provide support services for community care and treatment concerns, including people who are on a CTO (Community Treatment Order)

We can assist you with a range of issues and if needed, refer to other professionals for advice and representation. This includes solicitors, welfare rights workers, the Health Service or to the relevant Ombudsman.

Independent Mental Health Advocates

IMHA Advocates are specially trained to work within the framework of the Mental Health Act.

Your Rights

Anyone who is being treated compulsorily in hospital or in the community under a section of the Mental Health Act (and some other people) has a right to an IMHA Advocate.

An Independent Mental Health Advocate can help you understand:

- Your rights under the Mental Health Act
- The rights that other people have in relation to the Act
- The parts of the Act that apply to you
- Any conditions or restrictions to which you are subject
- Any medical treatment you are receiving and the reasons for that treatment

And can:

(with your agreement)

- Meet with you in private
- Look at your medical (and social services) records
- Speak to the people treating you
- Accompany you at meetings with the people treating you
- Represent you by speaking or writing on your behalf

An IMHA advocate can also give you general advocacy help on things not connected to treatment under the Mental Health Act and the same advocate will normally be able to continue to help you even if you are no longer under a section.