

Getting independent advice and support



Information sheet A2

January 2020

We understand that you may be making important decisions about how you live and need all the best information and help to make sure the changes you make are right for you.

Although we have lots of information available to help you, you may find it useful to talk with someone completely independent from us.

They can cover and perhaps explain in better ways what some of the complex processes and possibilities are for you. They can also represent you and speak up for you if you would like and need them to.

Independent advocacy service

Advocacy is when someone independent helps another person to understand what they are being told and to make sure their opinions are heard.

Understanding the care and support system can often be daunting, especially if you have no one to talk things through with. Our staff will always try and help you themselves, but an advocate may be able to cover and perhaps explain in better ways what some of the complex processes and possibilities are for you.

An advocate can help you tell other people what your needs or wishes are if you are unable to do this yourself. They will support you to speak for yourself whenever possible, but they can speak for you if you want them to.

If we think you would benefit from the support that an advocate can provide and you have no one else available to you who can do this, such as a family member or friend, we will ask an advocate to become involved.

In Somerset our independent advocacy service is provided by Swan Advocacy.

Contact details:

Swan Advocacy

Somerset office

Hi-point

Thomas Street

Taunton

TA2 6HB

Phone 03333 44 7928

Email Somerset@swanadvocacy.org.uk

Website www.swanadvocacy.org.uk

Your opportunity to feedback

We welcome your comments about the services you receive. If you would like to tell us what you think, please either:

Contact us by going to our website, www.somerset.gov.uk, or

- Speak to your social care worker
- Phone Somerset Direct on 0300 123 2224, or
- Contact the Adults and Health Customer Experience Officer:

Floor B2 East

County Hall

Taunton

TA1 4DY

Email: customerexperience@somerset.gov.uk

This document is also available on request in Braille, large print, tape, disc and can be translated into different languages.