

Self Advocacy



What is the Self Advocacy Tool Kit?

Self advocacy is a term used to describe the method in which a person can get their views and wishes heard by others, and to ensure that these views and wishes are acknowledged and understood by others.

This is important; being heard means that you are able to be part of decision making about things that affect you and make sure that your Rights in any matter are upheld.

This Tool-kit can be used to help you get your views, wishes and opinions across to others so that you can be at the centre of your care & support to play an active part in decision making for issues that affect your life.

Self Advocacy



What can the Tool Kit help me to do?

| | |
|--|---|
| Effectively plan for and make your wishes known at meetings about you or the services you receive. | ✓ |
| Plan phone calls and get your point of view across clearly. | ✓ |
| Consult with professionals about your views and wishes. | ✓ |
| Raise issues and complaints with care or support providers. | ✓ |
| Use the formal complaints process to solve problems. | ✓ |

Consulting



In the context of care and support provided by the Local Authority or the NHS services, all professionals or practitioners should consult directly with the person regarding their proposed (or already provided) care and/or support services. Consulting (or discussing) is the way in which agreements can be made in order to secure the most suitable service or care provision for that individual.

Step 1

Identify your goals:

- What **MUST** you achieve?
- What would you **LIKE** to achieve?
- What is your 'bottom line' ?
- What would you settle for?
- What would you absolutely **NOT** settle for?

Step 2

Gather Information:

- What information do **you** need in order to be able to consult with them?
- What information will **they** need from you?
- Are you aware of any information they might have that could influence the consulting i.e. funding issues?

Step 3

Points to consider:

- What allowances could **I** make that would still get me a good result?
- What allowances could I ask that **they** make, that would help to get a good result?
- Do I need to ask for advice? E.g. Citizens Advice Bureau or similar?
- Where would I feel most comfortable when discussing my care or support?
- Would I need to have someone with me when discussing? Who might this be?

Step 4 Use the template or planner that suits your need.

Meeting Planner



Purpose of Meeting:

Who is attending this meeting today?

| | | | |
|-------|------------|-------|------------|
| Name: | Job title: | Name: | Job title: |
| Name: | Job title: | Name: | Job title: |

What do I want to say?
(how I feel, any problems I have, what I feel I need)

What do I want to happen?

Things I do not want to happen:

ACTIONS / OUTCOMES:

| <i>Actions</i> | <i>By whom & When.</i> |
|----------------|----------------------------|
| | |
| | |
| | |
| | |
| | |

NOTES

Phone Call Planner



Purpose of phone call;

Who I am calling:

Job Title *(if relevant)*

Phone Number:

Day & Time of call: / / ___ : ___

What do I want to say?

(how I feel, any problems I have, what I feel I need)

What do I want to happen?

Things I do not want to happen:

ACTIONS / OUTCOMES:

Actions

By whom & When.

| <i>Actions</i> | <i>By whom & When.</i> |
|----------------|----------------------------|
| | |
| | |
| | |
| | |
| | |

NOTES

Please take note:



My name:

Date & Time of note: / / :

To:

Job Title:

Company /Organisation:

What I would like you to know:

What I would like to happen & by when:

Who I would like to help me with this:

Please sign & photocopy this sheet for my file.

Signed:

Job title:

Date:

Please take note:



Staff member: Name

Date & Time of note: / / :

Client Name:

Actions taken:

Result/Outcome:

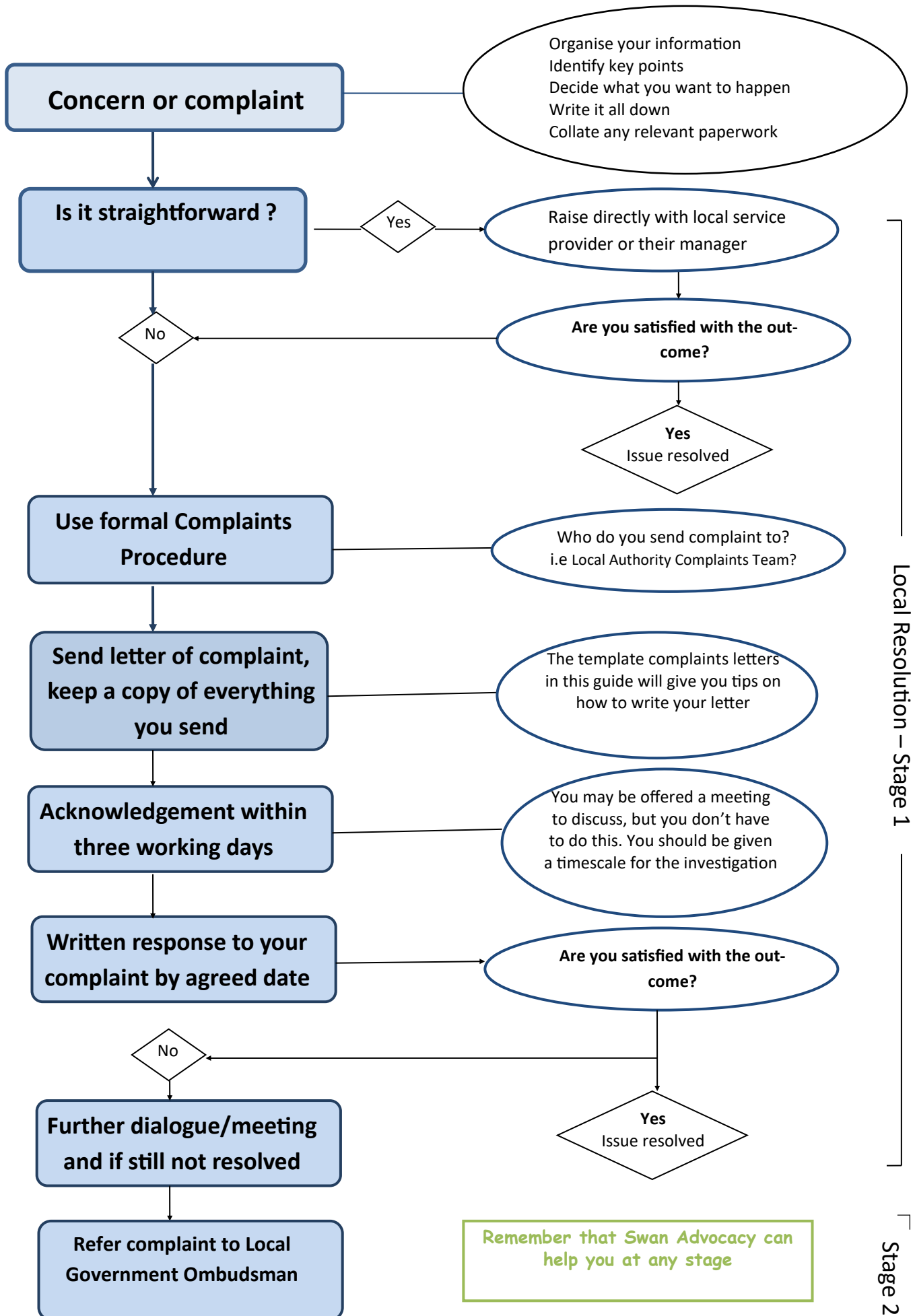
Please sign & photocopy this sheet for my file & return this copy to client.

Signed:

Job title:

Date:

Formal Complaints Process Flowchart.



Complaint Template



Date and Year

Mr/Mrs/Ms/Dr. Specific Person

Job title

Address

Address

Postcode

Date

Dear

Ref: Complaint regarding

I am writing to you in order to make a complaint about;

- *Outline the facts of the complaint, try to keep an objective approach and exclude any emotions or judgements out of your description of the problems. [bullet points can be useful if more than one issue exists]*
- *Give specific details about the complaint. What exactly has gone wrong, what has or has not happened, what has been the impact of this problem. [bullet points can be useful if more than one issue exists]*
- *Add specific times and dates to the specific details as well as key names of workers or others involved. What were you told and by whom?*
- *Identify and describe any information you were given regarding service/matter prior to the problem, and describe what were you led to expect [if applicable]*
- *Describe any steps you have already taken to try and resolve the matter.*
- *Add copies of any relevant letters, documents or other evidence.*
- *State clearly what you like to happen in order to resolve the problem, and by what date you would like this to happen.*

I would be grateful if you would respond to me in writing at the above given address to confirm receipt of this complaint at your earliest convenience.

I look forward to hearing from you in the very near future.

Yours sincerely,