Welcome Guide

Advocacy Service

About Belfast Advocacy Service

Alzheimer's Society

Together we are help & hope
for everyone living with dementia

Welcome to Alzheimer's Society

We are the UK's leading dementia charity and the only one to provide expert support to people living with dementia today, while also campaigning to make dementia a priority and funding groundbreaking research to change the landscape of dementia in the future. As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

If you have any concerns about dementia, visit **alzheimers.org.uk** **or call the Alzheimer's Society Dementia Support Line** on **0333 150 3456** (Interpreters are available in any language. Calls may be recorded or monitored for training and evaluation purposes).

Contents

1 Introduction

This guide provides information about our advocacy service.
It sets out what you can expect from us and our staff. It details the aims of the service and guidelines about the service.

If you have any questions about anything in this guide or the information programme, please contact us.

Office Address

Alzheimer's Society
30 Skegoneill Street
Belfast
County Antrim
BT15 3JL

T: 028 9066 4100

E: nir@alzheimers.org.uk

2 About our Advocacy Service

Advocates empower and support people with dementia or carers of people with dementia to express their views, wishes and concerns without making decisions on their behalf or in their 'best interests'. Advocates support people with dementia or carers of people with dementia in their choices and rights and will provide information and support to help them to access services across all providers.

Our advocates aim to make you to feel more involved, in control and able to express your views by:

- ensuring your voice is heard and change systems and practices to enable you to be listened provide the service at a place convenient for you
- giving you more confidence to deal with issues
- protecting and giving you a better understanding of your rights
- helping to prevent crisis situations
- improving your relationship with your family support system and/or improving relationships with other services.

Our advocacy service complies with the key principles of the Advocacy Charter, Quality Standards for Advocacy Schemes and associated code of conduct.

Although you are accessing our advocacy service, you may still be entitled to an Independent Mental Capacity Advocate (IMCA). The

IMCA will provide statutory advocacy related to best interest decisions and will consult with our advocate in addition to family and friends, where appropriate.

The advocacy service cannot support you with the following:

- personal care, for example, an advocate cannot assist you with medication; getting in and out of bed; washing and dressing; going to the toilet
- daily activities, hobbies and interests, for example, the advocate cannot 'befriend' you to provide companionship
- services offered by social workers, solicitors or other expert professionals.

If you need support with the above matters and we are unable to meet your needs through the advocacy service, please ring our local office and ask for our dementia support service; they will be able to inform you of other local services that are available.

The advocacy service is free of charge for service users.

What you can expect from us

After we receive a request to contact you, the following steps will take place:

1. A member of staff will speak with you to find out if the service can meet your needs. They will ask you for some information about yourself.
2. You will be asked to give your consent to receive the advocacy service. Where possible we will ask for your written consent.
3. Your advocate may arrange to visit you at home or meet up with you at a convenient location and time. The advocate will complete an assessment of your needs. They may ask you questions about your life history, daily routine and preferences to find out how we might support you best.
4. Your advocate will work with you to develop a personalised support plan. Your support will also highlight any agreed actions. Where appropriate, we will also work with your friends and family. You will be provided with a copy of your support plan to keep.

5. After we have talked about your support needs, we may give you information about other organisations that can help. With your agreement, we may also make referrals to these organisations on your behalf.
6. You can stay in touch with your advocate if you have any questions or if your needs change. Please contact your advocate on **07713780033**.
7. We will continue to support you until we have met your support needs and carried out agreed actions. But, you can come back to the service anytime in the future, for example, if your situation changes or you are in further need of advocacy. You can also telephone our **Dementia Connect support line** on **0333 150 3456** if you require any information related to living with dementia.
8. If a time comes when the advocacy service is no longer appropriate for your needs, we will support you to access alternative services that may help.

Cancellations or changes

We understand that sometimes your plans change. If you wish to rearrange or cancel a visit, please contact the local office on **028 9066 4100.**

3 Advocacy Service Staff

About our advocates

All our advocates have undergone specialist dementia training.

Our staff and volunteers are carefully selected and undergo a full Disclosure and Barring Service (DBS) check where necessary for their role. They also complete a comprehensive induction programme when they join us.

Your advocate is **Heather Hagan.**

You can contact your advocate by calling them on **07713780033** or emailing them at **Heather.Hagan@alzheimers.org.uk**. The service opening hours are: **Mon – Fri, 9am – 5pm**

About our Advocacy Manager

The **advocacy manager** will supervise and support the advocates in the service. They are also available to address any comments or questions you might have.

You can contact the manager using the details below:

Barry Smyth
028 9066 4100
Barry.Smyth@alzheimers.org.uk

4 Service Guidelines

Health and safety

We comply with all relevant legislation so that we can keep you and our workforce safe.

We hold appropriate employers and public liability insurance cover. If we meet with you at home as part of our assessment process, we will need to do a risk assessment to ensure that we know about any potential risks to you or our advocates. We will also talk about how we can work together to minimise these risks.

If you have a key safe fitted, we'll take note of the code if necessary so the advocate can let themselves in. The advocate would only use it only with permission from you or a carer/representative.

To help you feel safe, we'll do the following:

- ensure our staff carry Alzheimer's Society photo identification badges
- ensure our advocate has completed the necessary training
- ensure our staff and volunteers do not change the relationship they have with you from a professional one. Our staff and volunteers will not share their personal information with you
- only visit you by appointment. If we need to change an appointment we'll let you know as soon as possible.

Money and valuables

Our staff won't buy anything from you or sell things to you. They also won't accept money from you or lend or give you money.

Please don't ask our dementia advisers to deal in any money matters not directly involved in your support.

For example, our advocates can't:

- take on Power of Attorney or act as executor of your will
- use your supermarket loyalty cards for their own purchases
- sell or dispose of goods on your behalf.

Donations

Your donations ensure that Alzheimer's Society can be there for every person affected by dementia. Your gift helps us to challenge perceptions, fund research and improve care and support. If you would like to make a donation, please go to our website for details of how you can donate and support our work.

https://www.alzheimers.org.uk/get-involved/make-donation

Gifts

Our staff and volunteers can receive small gifts of appreciation. However if you wish to give a more substantial gift then prior discussion and agreement with the relevant manager is needed.

Data protection and confidentiality

We need to collect and use information about you to deliver a safe service that is tailored to your needs. We will explain to you what information we are recording and how it will be used.

We may also use this information to contact you from time to time to ask about the service and how we can develop or improve what we do. For more information about how we use your data please ask for a copy of our leaflet called 'Your Personal Data'.

We comply with the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and will keep your personal data secure. You can request to see the information that we hold at any time by making a request in writing to:

Information Security Manager, Alzheimer's Society, Suite 2, 1st Floor East Wing, Plumer House, Tailyour Road, Plymouth PL6 5FS.

We'll keep your information confidential and won't use it for anything except providing, managing and evaluating services. The only exception to this will be when there is genuine concern for the safety and wellbeing of you or others.

Where we provide services with another organisation we will let you know who that organisation is and what information will be shared to deliver the service.

Safeguarding

What safeguarding means for people who use our services:

Everyone has the right to live in safety, free from abuse and neglect. Abuse and neglect can occur anywhere: in your own home or a public place, while you are in hospital or attending a day centre or care home. You may be living alone or with others. The person causing the harm may be a stranger to you, but more often than not the person is known, and it can be the case that you usually feel safe with them. They are usually in a position of trust and power, such as a health and care professional, relative or neighbour.

I think I am being abused or neglected: what can I do?

Who to talk to if you feel you are being abused or neglected:

- don't worry about making a fuss – tell someone you trust as soon as possible
- speak to friends or support workers, who may have an understanding of the situation and be able to take steps quickly to improve the situation
- you can also talk to professionals such as your GP or social worker about your concerns, or you could ask to speak to your local council's Adult Safeguarding team or co-ordinator. Local authorities have social workers who deal specifically with cases of abuse and neglect
- you can ring the Hourglass (formerly known as Action on Elder Abuse) helpline on 080 8808 8141 for confidential help and advice on all aspects of elder abuse
- if you believe a crime is being, or has been, committed – whether it's physical abuse or financial – talk to the police or ask someone you trust to do so on your behalf.

5 Giving Feedback

We are committed to providing you with the highest quality services and we welcome feedback from people with dementia, their family and carers to help us develop and improve our services.

We strive to provide a high quality experience in all areas of our work, aiming to provide services in a way that is:

- helpful and polite
- efficient and accurate
- sensitive and supportive
- informative and appropriate.

If you have any praise or comments about us, please let us know.

We understand that sometimes things can go wrong and that you may wish to make a complaint. If you would like to make a complaint about our service, please read our complaints policy and feedback to us so that we can put things right and improve our services in the future. Our complaints policy can be accessed online or requested from a member of staff or volunteer.

You can feed back by:

1. Visiting our website (**www.alzheimers.org.uk**) and searching for 'Feedback' within the search bar to access and complete our online feedback form
2. Speaking to one of our staff or volunteers who will pass on any feedback you would like to make. If you wish to speak directly to a manager, please ask one of our staff or volunteers for the relevant contact information
3. Contacting the Customer Care team between 8am and 10pm on: **0330 333 0804**
4. Emailing the Customer Care team at any time on: **enquiries@alzheimers.org.uk**
5. Writing to the Customer Care team at:

Customer Care,
Alzheimer's Society,

Suite 2, 1st Floor East Wing,
Plumer House,
Tailyour Road,
Plymouth, PL6 5FS

6 Summary of Local Contact Information

Ciara Jemphrey, Local Services Manager,
Ciara.Jemphrey@alzheimers.org.uk

Edelle McMahon, Singing for The Brain Leader
Edelle.McMahon@alzheimers.org.uk

Heather Hagan, Dementia Advocate Heather.Hagan@alzheimers.org.uk

Melanie Witherall, Dementia Adviser
Melanie.Witherall@alzheimers.org.uk

Svea Nagel, Dementia Adviser & CrISP Coordinator
Svea.Nagel@alzheimers.org.uk

Alzheimer's Society Dementia Support Line

If you need advice on living with dementia, contact our

Alzheimer's Society Dementia Support Line on **0333 150 3456**

The support line is open from Monday to Wednesday 9am – 8pm Thursday and Friday 9am – 5pm Saturday and Sunday 10am – 4pm

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