

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 for Croydon Service is a partnership between Advocacy for All and Mind in Croydon.

The Independent Mental Health Advocacy (IMHA) Service, set up under legislation in 2007, is run as part of the Advocacy Service and can be accessed through it.

## Who can make a referral?

- You
- Family
- Friends
- Health professionals
- Voluntary Organisations.

## How to contact us

To make a referral for a mental health advocate contact us on:

**Tel: 020 8763 6730**

**Email: [advocacy@mindincroydon.org.uk](mailto:advocacy@mindincroydon.org.uk)**

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.

*For other advocacy needs contact:*

*Tel: 0345 310 1812*

*Email: [referrals@advocacyforall.org.uk](mailto:referrals@advocacyforall.org.uk)*

*Web: [www.advocacyforcroydon.org](http://www.advocacyforcroydon.org)*

## A FREE SERVICE



Advocacy for Croydon is a partnership between:  
Advocacy for All (Charity No. 1064855)  
and  
Mind in Croydon (Charity No. 1073880)

*In accordance with Data Protection Law, we will only use your personal data for those purposes for which you have given your permission. A full copy of our Privacy Statement is available at [www.mindincroydon.org.uk](http://www.mindincroydon.org.uk)*

**advocacy**  
for CROYDON

## Independent Mental Health Advocacy Service (IMHA)

A FREE SERVICE

**mind**  
for better mental health  
in Croydon

## What is Advocacy about?

- Encouraging clients 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 or if you are living in the community and wishing to access mental health services or are currently on a community treatment order (CTO).

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

An advocate can support you, being present when you put your views across, or by speaking on your behalf.

The Advocacy Service operates independently of the mental health services. We listen to individuals in a non judgemental way.

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 (applies to inpatient and community clients):

- Listening to you and helping you have your voice heard, including empowering you to speak for yourself.
- 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.
- Signposting you to other services who can provide support to meet your needs.



## 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 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.