

Confidentiality

Everything you discuss with your advocate will be kept confidential within Mind in Salford, and our records are **not** available to hospital staff, social workers or other professionals.

Our client files are audited by an independent quality assurance body in our presence.

We would only break confidentiality if there was an immediate threat to yourself or others.

Feedback and Complaints

If you have any feedback or complaints, please contact our office.



0161 710 1070

info@mindinsalford.org.uk

Mind in Salford, The Angel Centre, 1 St Philips Place,
Salford, M3 6FA

Mind in Salford is a Charitable Incorporated
Organisation, Charity Number: 1156625



Independent Mental Health Advocacy



Listening | Supporting | Enabling

Struggling to get your point across?

Want to know your rights?

Need someone on your side?

Someone confidential and independent?



**We provide advocacy to hospital
patients, and in the community.**

What does an Advocate do?

An advocate helps you to:

- Express your views
- Secure your rights
- Represent your interests
- Obtain services you need

We offer one to one support in private, and our service is free, confidential and independent.

We are here to support you and, if you need it, we can represent you.

An Advocate will

- ✓ Listen to YOU
- ✓ Be on YOUR side
- ✓ Work with you at YOUR pace
- ✓ Treat you with RESPECT

An Advocate will not

- ✗ Tell you what to do
- ✗ Judge you
- ✗ Make decisions for you

We can help you by:

- Exploring your options
- Helping you make informed decisions
- Resolving issues with your care and treatment
- Accessing information (eg health records)
- Accessing other services
- Helping you write letters and make phone calls
- Explaining the complaints process and progressing complaints
- Help you understand your rights under the Mental Health Act
- Going with you to meetings

Our advocates can go with you to:

- Ward rounds
- Care programme approach (CPA) meetings
- Meetings appealing your section
- Medication reviews
- Discharge (section 117) meetings