

# About us

HF Mencap advocacy services have been helping residents since 1999. While we focus on individuals with learning disabilities and autism, our Community Advocate is funded to support a wider range of individuals and their families or carers.



**Sophie Moniz**  
**Community Advocate**

The community advocacy service is funded to provide advocacy to adults who are 18 or over living in the borough of Hammersmith and Fulham and meets one or more of the following criteria:

- people with learning disabilities and/or autism
- people with mental health problems
- people with a brain injury
- people with physical disabilities
- people with sensory impairments (sight and hearing problems)
- older people and people with dementia
- people with a long-term illness
- People with profound and multiple disabilities or complex health needs.

## How do I get support from a advocate?

If you would like support from an advocate you can be referred to us by a health or care service professional.

In some cases, a carer or family member can also make a referral or you can contact us yourself.



### How to make a referral



Go online and make a referral via our online form: [www.hfmencap.org](http://www.hfmencap.org)



You can make a referral by contacting our advocate:

[Sophie.moniz@hfmencap.org](mailto:Sophie.moniz@hfmencap.org)



07496418892



If you have questions about eligibility please contact us.



## Community Advocacy Service

Our services empower individuals to make informed decisions, advocate for themselves, and obtain the necessary support to achieve their goals.



# What is advocacy?

Advocates are independent professionals who help people understand their rights and options and voice their views.

This helps to make sure that people are involved and included in as much as possible in decisions about their health and care.



## An advocate **CAN** support someone to:

- understand their rights
- understand any processes and decisions they are subject to
- understand their options
- communicate their views, wishes and feelings
- make their own choices challenge a decision



## An advocate **DOES NOT**:

- offer legal advice
- offer counselling or befriending
- tell people they support what decisions to make
- tell health or social care professionals what decisions to make

If someone can't express their views, our advocates will use various communication methods to understand their wishes and protect their rights.

HELP



# Why do people need advocacy?

This service is very helpful for people who need support to deal with an issue they are facing.

For example they:

- Are finding it difficult to put their views across or don't feel they are being listened to
- Are in a situation where they feel vulnerable or that they could be at risk of abuse
- Need help to access services relating to their health, lifestyle, or independence
- Are struggling with an issue and feel they would benefit from some support

**Our service is free, confidential and independent.**

**However we have a safeguarding duty to report if someone is at risk of harm or abuse.**

**This is explained within the advocacy agreement when a new case is taken on.**

# Other information

Our advocate will acknowledge your referral within 5 to 7 working days. We prioritise cases based on demand. While we aim to avoid waiting lists, they may occasionally occur.

If you are placed on a waiting list, we will keep you updated on when your case may be taken on.

For statutory advocacy cases in Hammersmith and Fulham, please refer to [www.librapartnership.co.uk/advocacy-services/lbhf](http://www.librapartnership.co.uk/advocacy-services/lbhf).



## Client Feedback

Gathering valuable feedback at the conclusion of every case is an integral part of our commitment to continuous improvement. However, if you have any concerns or compliments, you can contact us at [info@hfmencap.org](mailto:info@hfmencap.org) or call and request to speak with our Advocacy Manager.

**Main Telephone number: 02087485168**

**Address: HF Mencap 99 Addison Gardens, W14 0DT**

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