

27 March 2017

Our Ref: RFI 19489

Dear

**Freedom of Information Act 2000
Information in Relation to Advocacy Services from 2014 to date**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for the information relating to the above which you requested on 26 January 2017. I note that you clarified in your email on 22 March 2017 that your request relates to advocacy services in respect of mental health.

A response to each of the questions raised has been provided by Adult Services & Mental Health Directorate and is attached in Appendix A.

Under the terms of the legislation, if you are unhappy with this response you have the right to seek a review within the Trust in the first instance. If you wish to do so, please write to me at the address below.

If after such a review you are still unhappy with the response, you have the right to appeal to the Information Commissioner who will undertake an independent review. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

**L McAree (Miss)
Head of Information Governance &
Directorate Support**

Enc

1. *Which Body is/was funded to carry out advocacy services within the Northern Trust, 2014-15, 2015-16, 2016-17 financial years.*
- A1. All responses provided below relate specifically to Mental Health Services, South Eastern Health & Social Care Trust.

Mindwise & CAUSE for carers are funded to provide advocacy services.

The Trust also employs a Peer Coordinator (Band 5) within the Trusts Peer Advocacy Volunteer Service.

2. *How much per annum was spent on funding this advocacy service during each of those financial years?*

Organisation	2014/15	2015/16	2016/17
Mindwise	£122,848	£122,848	£122,848
Cause (carers)	£41,131	£41,131	£41,131
SET Peer Advocacy Volunteer Service	£33,159	£34,480	£37,205

3. *Please outline in detail a comprehensive outline of the exact remit of this service.*

Mindwise

- Patient advocacy service offering independent, informed support to mental health clients across the SET area (Downpatrick, Lisburn Ards & North Down). The role of the service is to advise, represent, negotiate and enable the client to secure social and economic benefit.
- There are weekly advocate clinics on each of the hospital sites – 3 hours per week (Down Inpatients, Ulster Hospital, Laganvalley & Downshire Low Secure and PICU):
- Drop in sessions: 30 hours per week x 48 weeks English Street
- Advocacy across SET X60 hours/week x 48 weeks
- Lisburn Sector 18 hours/week
- Down Sector 18 hours/week
- North Down & Ards 24 hours/week
- Carer support / advocacy Down area is also included within this contract

Cause

- Carer advocate 30 hours/week x 48 weeks – Lisburn Sector
- Carer advocate 17.5 hours/week x48 weeks – Ards & North Down
- 20 carer support groups/year Trust wide

Examples of advocacy services provided include: benefits advice; legal rights; sourcing respite; meeting with Trusts; Information, advice & signposting; attending meetings/appointments with family members.

Trust Peer Advocacy Volunteer Service

The Trust's Peer Advocacy Service is available for service users who live within the Trust locality.

The Peer Advocacy Service aims to support service users to express their thoughts and preferences about their own mental health needs.

The Trust offers training courses for people who wish to become Volunteer Peer Advocates.

Criteria re access to the Peer Advocacy Service include:

- Aged 18 or over.
- Accessing SEHSCT mental health services.
- Experiencing mental health issues and reside in the SEHSCT locality.

The Peer Advocacy Service provides a service to the following Acute inpatient and Addictions ward as below:

Lagan Valley Hospital (Ward 12)	Monday Wednesday	10.00 am-12 noon 1.30pm-3.30pm
The Ulster Hospital (Ward 27)	Tuesday Friday	10.00am-12 noon 1.30pm-3.30pm
The Downshire Hospital (Acute Inpatient Ward)	Wednesday	10.00am-12 noon
The Downshire Hospital (Ward 15)	Wednesday	1.30pm-2.30pm
Lagan Valley Hospital (Ward 11)	Monday Thursday	10.00am-12 noon 10.00am -12 noon

4. *Please clarify if this advocacy service is restrictive to certain types of mental health issues or if it is completely inclusive to all queries about mental health.*

Both contracted services are fully inclusive to all queries about mental health and for all mental health issues.

The Trust's Peer Advocacy Service is fully inclusive to all queries about mental health and for all mental health issues.

5. *How does the SE Trust define 'advocacy' within this service i.e. what is the paid Body paid to do here.*

Advocacy for Mindwise service is defined as – ensuring a person is assisted, supported and empowered to make decisions, and to provide the appropriate support they need when they have either self-referred or been professionally referred for support with a range of matters such as mental health care issues, social security issues, benefit appeals, mental health reviews, housing matters and the signposting to other appropriate services who are best placed to resolve the particular problem at that time.

Cause Carer Advocacy is defined as - help tailored to what carers need to cope in the care-giving role. A Carer Advocate can meet with carers face-to-face at a location convenient for them or discuss issues with you over the phone.

Carer Advocates are there to listen to and offer practical and emotional support in order to:

- Learn more about their loved one's mental illness and treatments
- Understand services and how to engage effectively with professionals
- Discover more about other support services for them and their loved one(s)
- Deal with crisis, self-care and carer rights.

The remit of the Trust Peer Advocacy service which is led by a peer advocate coordinator and managed by the by Service Improvement Manager, is to manage and develop a peer advocacy network across the Trust area which provides a listening ear, befriending, information sharing, facilitation of service user groups and the promotion of service user involvement in planning mental health services.

- To provide a Peer Advocacy Service to all mental health inpatient wards and community facilities within the Trust's area.
- To ensure adherence to the 'Advocacy Code of Practice'.
- To develop a robust recruitment process for peer advocates in line with the Trust volunteering committee.
- To train, develop and encourage peer advocates and trainee peer advocates to work as part of a team.
- To assist peer advocates and trainee peer advocates to plan programmes and achieve project goals for their areas, ensuring they have accurate, appropriate and non-stigmatising information through the peer advocacy network and supervision.
- To undertake regular supervision sessions with peer advocates.
- To identify Peer Advocate development needs and access appropriate training opportunities.

- To monitor peer advocate workloads, and in conjunction with the service Improvement Manager review and evaluate the Peer Advocacy Service and procedures.
- To keep up to date records of peer advocates / trainee advocates.
- To provide statistical information, activity reports and progress reports to the Trust on a regular basis.
- To ensure policies and procedures are adhered to.
- To support the implementation of any relevant local, regional or national guidance regarding peer advocacy.

6. *Is the jurisdiction only SE Trust area?*

The Trust contract and Peer Advocacy Service provides advocacy to individuals who reside within the Trust locality.