

What to expect from Assert

To be listened to.

To be treated with respect and
dignity.

Confidentiality.

Not to be put under pressure.

To have your views respected.

*Have we got it wrong or not
quite right?*

Comments, Suggestions or
complaints about our service
please write, call or email.

For more Information contact:

Anna, Kerry, Carol or Kay

at:

2a Grosvenor Park

Tunbridge Wells

Kent

TN1 2BD

01892

Email: annad@twmhr.org.uk

Website: www.twmhr.org.uk

**An Independent Mental Health
Advocacy service is available to those
who live in West Kent and who are
subject to the Mental Health Act
either in hospital or at home.**

**Contact as above or advocates on the
wards at Priority House Maidstone.**

**A Project under the umbrella of
Tunbridge Wells Mental Health
Resource Ltd.**

Charity No. 1049854



Advocacy and IMHA service

Telephone 01892 542088

**Supporting People To
Have A Voice**

What is Advocacy?

- Advocacy is taking action to help people say what they want, secure their rights, respect their views and represent their interests.
- Advocates work in partnership with the people, and encourage clients to direct the work.
- We try to understand each person's own background, culture and individual experience, and work in a way which suits their wishes.
- Advocates are independent and have no links with NHS, benefits or Social Services. We do not discuss your affairs with anyone unless you ask us to.
- The service is free

General Advocacy

What can advocates do?

- Help you to express your views about your care, treatment, housing, financial needs or future plans to the people who matter.
- Support you in ward rounds, at out-patients appointments, core group meetings and discussions with service-providers.
- Make contact with solicitors, advice services and other agencies so you can access specialist knowledge when you need it.
- Search for information and useful contacts so you can explore all the choices and make an informed decision

IMHA

Independent Mental Health Advocate

IMHA's are trained advocates who are trained specifically to work within the framework of the Mental Health Act to meet the needs of patients.

- People who are detained in hospital, or living in the community but having to keep to certain rules (under sections of the Mental Health Act) have the right to independent advocacy.
- These IMHAs are specifically trained to work within the Mental Health Acts. Their role is to:
- Explain how the law affects you, inform you of the rights you have, and the rights other people have in relation to you.
- Help you to appeal to a Hospital Managers' hearing or Mental Health Tribunal.
- Raise any concerns you have about your care, treatment, the restrictions put on you, or what is written in your notes and records.
- Help you prepare for meetings and go to them with you, so you can take an active part in planning your treatment and recovery.