# **ASK 4 Advocacy – Care Act Referral Form**

This referral form is for **Independent Care Act Advocacy**.

**Incomplete forms may be returned which can result in delay in allocating an advocate.**

Referral forms can be emailed via secure email to: advocacy@touchstonesupport.org.uk

If you do not have a secure email system you can password protect the form and send the password in a separate follow-up email.

**Referral Information:**

**NB:** Advocacy under the Care Act is only appropriate where a **Social Care process** is planned or is taking place (as listed below). The Care Act stipulates that a person must be considered likely to experience **‘Substantial Difficulty’** participating in the process before advocacy is appropriate.

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| **Eligibility:** | Yes / No | Please provide details: |
| Does the person requiring advocacy have **substantial difficulty** in engaging with, or understanding the referral issue? (e.g., difficulty understanding, retaining, using / weighing up information or communicating their wishes and feelings) **NB:** If the person does not have substantial difficulty referral under The Care Act will **not** be appropriate.  |   |   |
| Does the person requiring advocacy have an appropriate person (family member or friend) to support through assessment, care planning, review or safeguarding processes? If so, a referral may not be appropriate unless it is agreed by **both** parties that advocacy would be helpful. |  |  |
| **PleaseIndicate Social Care Process(s)** *below:* |
| **Safeguarding**  |  | **Care Review**  |  | **Assessment of Need**  |  | **Preparation of care /support plan**  |  |

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| How did you hear about this service?  |   | Date of referral  |   |
| **Client Details:** (person requiring advocacy)  |
| Name:  |   |
| Date of Birth (DD/MM/YY):  |  |
| Home Address:   | Current Address / ward / unit (if different):  |
| Postcode:  | Postcode:  |
| Home tel number:  | Current tel number:  |
| Can we leave a message?  | Yes [ ]   | No [ ]  | Email: |  |

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| **Referrer Details:**  |
| Name:  |   |
| Role / Job Title:  |   |
| Organisation:  |   |
| Place of work: (ward / unit / team - including address)  |   |
| Phone Number:  |   | Mobile:  |   |
| Email Address:  |   | Secure email:  |   |

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| **Health and Safety:**  |
| Are there any current **Risk Issues** we need to be aware of? If **Yes** please provide details below and risk assessment if available.  | Yes  |   | No  |   |
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|[ ]  Environment? |[ ]  Behaviour of others? |
|[ ]  Animals / Pets? |[ ]  Alcohol or drugs? |
|[ ]  Behaviour of relevant person? |[ ]  Other? |

Further Information: |
| **Please note that risk which is disclosed, or emerges, at a later date may mean that we change the way that we work and that we reserve the right to change the advocate if we believe it to be necessary.** |

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| **Other relevant information about the person requiring advocacy.** Please select all that apply.  |
| Learning Disability  |   | Mental Health Disability |   |
| Physical Disability  |   | Sensory Disability  |   |
| Long Term Health Condition  |   | Acquired Brain Injury / Stroke  |   |
| Autistic Spectrum Disorder |   | Dementia  |   |
| Cognitive Impairment  |   | None  |   |
| Other (please state):  |    |
| Prefer not to say |   | Not Asked  |   |
| **Please state how the person requiring advocacy communicates.** *Please select all that apply.*  |
| British Sign Language (BSL)  |   | Gestures  |   | Verbally  |   |
| Cue Cards  |   | Makaton  |   | Writing  |   |
| First Language (please state)  |   |   | Other (please state)  |   |

**Monitoring:**

The following information is **essential** to help us create equal opportunities for individual’s resident within our local communities. We use this information anonymously to identify if the diversity of the people accessing our services fully reflects the communities we serve. When it doesn’t this information helps us to make new links with services and organisations, support equality and diversity and promote equal access to our services.

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|  | **Ethnicity** |
| White: British  |   | Asian/Asian British: Bangladeshi  |   |
| White: English |  | Asian/Asian British: Indian |  |
| White: Scottish |   | Asian/Asian British: Pakistani |   |
| White: Welsh |  | Asian/ Asian British: Kashmiri |  |
| White: Irish |  | Asian/Asian British: Chinese |  |
| White: Northern Irish |   | Asian/Asian British: Other |   |
| White: Other  |   | Mixed: White/Black African  |   |
| Black/Black British: African |   | Mixed: White/Black Caribbean  |   |
| Black/Black British: Caribbean  |   | Mixed: White/Asian  |   |
| Black/Black British: Other |   | Mixed: Other  |   |
|  Other: Arab |  |  Other: Gypsy / Traveller |  |
|  Other: Any Other Ethnic Background  (please state)  |  |
|  Prefer not to say |   | Not asked  |   |

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| **Religion** |
| Buddhist  |   | Muslim  |   |
| Christian  |   | Sikh  |   |
| Hindu  |   | Jewish  |   |
| No Religion  |   | No Belief  |   |
| Other (please state)  |   | Prefer not to say  |   |

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| **Gender** |
| Woman |   | Man |  |   | Non-binary  |   |
| Trans Woman |   | Trans Man |  |   | Prefer not to say  |   |
| Other (please state) |  |  |  | Not asked |  |

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| **Sexuality** |
| Heterosexual  |   | Lesbian / Gay Woman |  | Gay Man  |   |
| Bisexual  |   | Prefer not to say |  | Not Asked |   |
| Other (please state) |   |

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| **Ex-Service Personnel** |
| No |   | Yes (Spouse)  |  |   | Prefer not to say |   |
| Yes (Self) |   | Yes (Dependent)  |  |   |  |   |

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| **Touchstone Service User Privacy Statement**Touchstone is committed to protecting and respecting your privacy and keeping your data secure. By providing us with your data you are giving us your consent to process your data. We will only process your personal data to provide you with the service that you have requested from us and provide (anonymous) feedback to our commissioners and funders. To read our Service User Privacy Notice, please visit:<https://www.touchstonesupport.org.uk/home/contact-us/service-user-privacy-notice/> Or for our Privacy and Cookies Policy, please visit:<https://www.touchstonesupport.org.uk/home/contact-us/privacy-policy/>Or contact us: Touchstone House, 2-4 Middleton Crescent, Leeds, LS11 6JU, telephone: 0113 271 8277 or via email: office@touchstonesupport.org.uk |

## **Referral Form Guidelines**

Please read these guidelines to assist you in completing the Advocacy referral form for all types of advocacy provided through Ask 4 Advocacy.

Incomplete forms will require following up with the person who has completed it and this may create a delay in allocating an advocate and commencing advocacy work.

**Such forms may be returned for completion.**

**Advocacy type**: There are different types of advocacy which sit under different legislation and include statutory and non-statutory. Please select the type of advocacy required which includes General, Community Mental Health, Parents Advocacy, Health Complaints, Care Act (CCA), Independent Mental Capacity (IMCA) and Independent Mental Health Advocacy (IMHA). For further information on the types of advocacy you can refer to Ask 4 Advocacy Standard Operating Procedures (SOPS).

**Please select only one form of advocacy per referral**.

* *Please contact to discuss if unsure which advocacy type is most appropriate*

All referrers or individuals requiring advocacy must complete **all** the fields in part 1. This is the minimum information required to accurately determine how we can best support the person requiring advocacy and to ensure Advocacy is the right service for them.

1. Client details refer to the person requiring advocacy (relevant person/client). Inaccurate contact details will result in a delay in commencing work and/or gaining instruction from the client.
2. **Consent** is required where a person has capacity to instruct an advocate on their behalf. Advocates cannot be retained where a client with capacity has not given consent for the referral. Should a client say they do not want an advocate an advocate will not be allocated. Where an individual lacks capacity to instruct, consent to act is provided by the referrer/decision maker.
3. Reason for the advocacy referral needs to clearly state what the advocacy issue or barrier that is preventing the client from being involved and having a say in decisions being made is. It is not sufficient to say the person requires ‘support’. It’s important to include any needs, meeting dates or priority issues which will help when processing and allocating referrals.
4. Referrer details are required so we can follow up if further information is required.
5. Individuals can often be supported by family or friends to advocate on their behalf. Where an appropriate person has been requested or identified please include their details. If a person is not considered appropriate please state why. Having a difference of opinion does not automatically mean a person is not appropriate to consult with and/or advocate for the client.
6. Information about risks is required as advocates’ often lone work and we need to ensure the safety of both staff and clients by managing any risks disclosed. Ask 4 Advocacy manages risk and works on the basis of current risk rather than historical risk unless this remains relevant.
7. Other relevant information enables us to offer an appropriate level of support based on the client’s needs including communication methods.

Any supporting documents such as capacity assessments, care plans etc. should wherever possible, accompany the referral form. Any delays in receiving or accessing relevant documents will result in delays in advocacy work starting and progressing.

**Monitoring:**

*Non-binary* refers to individuals who don’t see themselves as either male or female. Individuals identifying as non-binary may ask you to use gender neutral pronouns such as they/their rather than he/she. Please do not ask non-binary individuals the sex or gender assigned to them at birth as this is irrelevant.

*Trans* male/female refers to individuals who are transitioning to the gender they identify with.

*Pansexual* refers to individuals who are romantically, emotionally, sexually attracted to people regardless of their sex and gender identity.

**Returning the referral form:** Referral forms can be emailed via secure email to: advocacy@touchstonesupport.org.uk. If you do not have a secure email system you can password protect the form and send the password in a separate follow-up email.

**Referral Process:** Once received, the referral form will be checked and entered onto our secure database system. Any incomplete forms will need to be follow-up and this may delay allocating an advocate.

Once the information has been checked the case will be placed on the waiting list and allocated to a named advocate. Please be aware that allocating means that the named advocate will then plan in a time to meet the client to gain consent and instruction, where they have capacity, and contact other relevant professionals.

Referrals received where dates for Best Interests or other meetings have been set to occur in a short timescale may result in a request to reschedule the planned meeting to enable the advocate to be present. Where meeting dates have still to be arranged please ensure you consult with the named advocate when arranging these dates to ensure they are available along with other professionals.

**Advocacy work:** Advocacy supports a person’s statutory and human rights and their involvement in decision making processes. For advocacy to be meaningful time is required to ascertain the person’s wishes, views and opinions and where capacity is lacking those of family, friends and other professionals. This information is then used to ensure the person has a say. Referrals that do not allow sufficient time for this to take place don’t support the advocacy principles under which we work.