



Spiral Skills

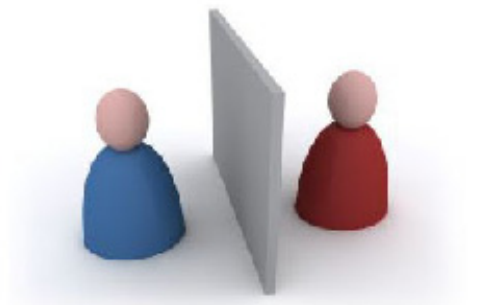
Advocacy Service

Who are we?

Spiral Skills is part of a registered charity called Learning First. Spiral Skills operates a free and confidential advocacy service for people using health and social care services in Northumberland, Durham and the North East. Our services reflect many years experience in the independent advocacy sector.

Sound familiar

- People do not explain things to me and they use words that I don't understand.
- They keep telling me what I should do, but they don't ask me what I want to do.
- I don't understand my options.
- I am anxious about a meeting I have to attend.
- I'm not happy with my treatment. What can I do?
- Other people have more say in my life than I do.
- No one ever listens to my point of view.



An advocate can help in situations such as:

- At meetings—Care Programme Approach (CPA), reviews, child protection, appeals ect
- During assessments
- Talking to professionals
- Finding out information and exploring options
- Signposting to other services

Advocacy can be useful whenever someone feels that their rights are not being respected, when an organisation or authority is not listening to them and/or in situations when they find it difficult to make their views heard. An advocate is independent and will represent your wishes without judging them or putting forward their own personal opinion.

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