

Confidentiality

Spiral Skills offers confidentiality to all people using the service and unless you want us to share your information we will keep it private. The only exception to this is when we think you or other people are at risk or if we are ordered by a court to share information.

Comments

We are interested in what you think about the work that we do. All comments whether verbal or written will be replied to. If you are unhappy with our service and wish to complain you should speak to a member of the advocacy staff as soon as possible. They may be able to sort it out immediately or alternatively will assist you to put your complaint in writing.

Could you be a Volunteer?

If you are interested in supporting people in being heard, improving services and enabling individuals to make choices then please contact us.

We provide:

- Full training
- Ongoing support
- Out of pocket expenses
- A rewarding experience
- A chance to make a difference

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.

When can I contact Spiral Skills?

The Spiral Skills service is available from 9 to 5 Monday to Friday. We are not an out of hours emergency response service.



Spiral Skills Advocacy Service
Chevyside
Yetholm Place
Newbiggin Hall
Newcastle upon Tyne
NE54EB

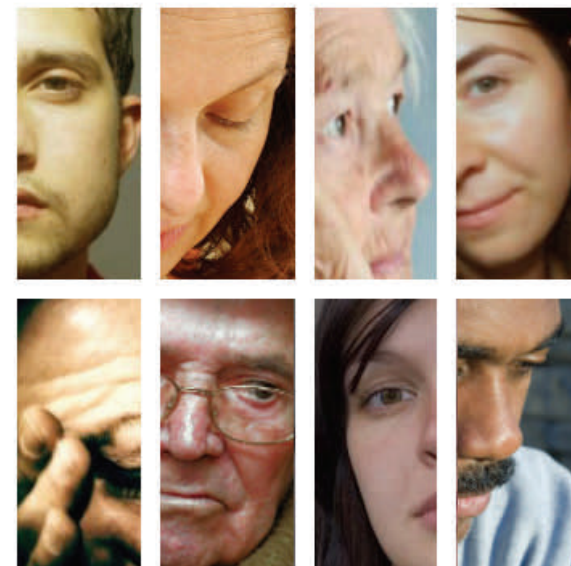
Phone 0191 2715353
Fax 0191 2714922

Email info.spiral.skills@learningfirst.org.uk

www.spiralskills.org



Do you have something to say and feel no one is listening?



We don't aim to solve all your problems but what we will do is treat you with respect, listen to your concerns and support you whilst you work through your difficulties.

Sound familiar?

- I don't understand my options.
- People do not explain things to me and they use words that I don't understand.
- I am anxious about a meeting I have to attend.
- I'm not happy with my treatment. What can I do?
- There are always so many people at the meeting that I feel intimidated and afraid to say what I feel.
- I want to move out of residential accommodation into a place of my own but I don't know where to start.
- Other people have more say in my life than I do.
- They keep telling me what I should do, but they don't ask me what I want to do.
- No one ever listens to my point of view.
- Sometimes I feel no matter how loud I shout no one hears what I'm saying.



Advocacy is ..

- Based upon equal partnership and collaboration.
- A safeguard, upholding the rights of service users. Both rights under policy and law, and rights as citizens.
- Independent of service provision.
- An innovative and practical way to promote social inclusion.
- A method to facilitate the improvement of services.
- Client centred and client led.
- Support for service users to seek resolution to issues which concern them.
- Empowering, supporting service users to make informed decisions about their care and treatment and to take greater control of their lives.
- About speaking up, or being helped to speak up. It is about making sure that people have the skills, confidence, and support to stand up for themselves.

An advocate does not ..

- Make decisions for you.
- Tell you what to do.
- Mediate or offer counselling.
- Make judgements about you.
- Make assessments about your needs.

An advocate can help in situations such as:

- At meetings i.e. Care Programme Approach (CPA), reviews, child protection, appeals and tribunals
- During assessments
- Resettlement—care / nursing home
- Talking to professionals
- Finding out information and exploring options
- Making a complaint
- 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. Your advocate's first loyalty is to you.

