Care Act Advocacy

Oxfordshire

This service is delivered by POhWER as part of the Oxfordshire Advocacy Hub.
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The Care Act 2014, is a law about care and support for adults in England that came into effect on 1st April 2015.

The Care Act introduces a duty on local authorities to involve people as much as possible when their care and support is being assessed or reviewed or when they may be subject to safeguarding concerns. This duty includes arranging for an independent advocate when the person needs help to be involved in the process and has no one suitable to help them.

**This can be when the local authority is:**
- Carrying out a needs assessment
- Carrying out a carer’s assessment or a young carer’s assessment
- Preparing a support plan or a care and support plan
- Revising a support plan or a care and support plan
- Making safeguarding enquiries or arranging for a Safeguarding Adults Review

POhWER offers an information and advice support service if you are unsure if an advocate is needed or what type of advocate you need.
Care Act Advocates

Local authorities must offer an independent advocate to support and represent someone during these processes if they believe that they are deemed to have substantial difficulty:

• Understanding information about the decisions
• Remembering information
• Using the information to be involved in the decisions
• Being able to tell people their views, wishes and feelings

And there is not an appropriate person available to support and represent the person’s wishes.

A Care Act Advocate will work with a person:

• To understand the process
• To decide the best way to support and represent them, considering their communication needs
• To help them understand their rights under the Care Act
• To support them to understand how their care and support needs can be met and help them to make decisions about their care and support arrangements.
• To communicate their views, wishes and feelings and what outcomes they want
• To support them and represent them at meetings or when communicating with professionals
• To help them challenge a decision or process, made by the local authority, they are unhappy with
• To support those people lacking capacity in non-IMCA situations.
How to get in touch

Email - oxfordshireadvocacyhub@pohwer.net

Telephone - 0300 200 0082 (charged at local rate)

Minicom - 0300 456 2364

Text - send the word ‘pohwer’ with your name and number to 81025

Skype - pohwer.advocacy (8am to 6pm Monday to Friday)

Fax - 0300 456 2365

Post - PO Box 14043, Birmingham, B6 9BL

Website - www.pohwer.net/oxfordshire

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Access to information

• We provide leaflets and information in a variety of languages and formats, Easy Read, audio and DVDs

• We have access to translation and interpreting services

• We use communication toolkits, Makaton and other signing techniques

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