

POL61 – Advocacy Policy and Procedure

Serendipity Healthcare Ltd
Unit 5 Millennium Way, Dunston, Chesterfield, Derbyshire, S41 8ND



1. Purpose

- 1.1 To protect the best interests of the Service User, and to support the philosophy of care at Serendipity Healthcare Ltd.
- 1.2 To support Serendipity Healthcare Ltd in meeting the following Key Lines of Enquiry:

| | |
|-----------|---|
| CARING | C2: How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible? |
| EFFECTIVE | E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support? |
| EFFECTIVE | E7: Is consent to care and treatment always sought in line with legislation and guidance? |
| SAFE | S1: How do systems, processes and practices keep people safe and safeguarded from abuse? |
| WELL-LED | W4: How does the service continuously learn, improve, innovate and ensure sustainability? |
| WELL-LED | W5: How does the service work in partnership with other agencies? |

- 1.3 To meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd is registered to provide:
 - The Care Act 2014
 - The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
 - Mental Capacity Act 2005
 - Mental Capacity Act Code of Practice
 - Mental Health Act 2007

2. Scope

2.1 The following roles may be affected by this policy:

- Registered Manager
- Other Management

2.2 The following Service Users may be affected by this policy:

- Service Users

2.3 The following stakeholders may be affected by this policy:

- Advocates
- External health professionals
- Local Authority
- NHS

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3. Objectives

- 3.1 Staff act at all times with the best interests of the Service User in mind.
- 3.2 Staff have access to advocacy services and a timely approach to referral.
- 3.3 Serendipity Healthcare Ltd has a culture of inclusion and empowering Service Users to have a voice, choice and control.

4. Policy

- 4.1 Service Users who appear to have no support from persons outside of Serendipity Healthcare Ltd, or who appear likely to benefit from advocacy support, will be referred to the local advocacy service or the local social services department.
- 4.2 Where appropriate, Service Users subject to the Mental Capacity Act 2005 or the Mental Health Act 1983 may be referred by the responsible NHS body or Local Authority for representation by a statutory independent advocate.
- 4.3 The Care Act 2014 places a duty that there is the provision of an independent advocate. Serendipity Healthcare Ltd will ensure that there is contact information available for Service Users and staff to access their local service.

5. Procedure

- 5.1 If a Service User is found to have no apparent support outside of Serendipity Healthcare Ltd, they will be asked if they would appreciate the services of the Advocacy Team.

The advocacy service will be contacted if requested by the Service User and an advocate will be invited to meet the Service User.

The advocate for the Service User will be welcomed and their details will be entered on the Service User's Care Plan as a key point of contact.
- 5.2 With the permission of the Service User, the advocate may be invited to review meetings. The advocacy service can be invited to support the Service User in the upholding of their human rights. Serendipity Healthcare Ltd will contact the advocacy service if there is any change in the assessment of the Service User.

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6. Definitions

.1 Advocacy

- Advocacy, in all its forms, seeks to ensure that people, particularly those who are most vulnerable in society, are able to:
- Have their voices heard on issues that are important to them
- Defend and safeguard their rights
- Have their views and wishes genuinely considered when decisions are being made about their lives

Reviewed 31st January 2022

Lisa Ward
HR Manager