

# Number of people supported

2019 - 2020

Care Act Advocacy **199**

**216** IMCA/DoLS

Community DoLS **12**

**124** Out of Borough DoLS

Parents Advocacy **55**

**88** Volunteers Advocacy

Complex Advocacy **75**

“

I could not have communicated with the parent effectively without the advocate

“

My advocate has been fantastic. This place breeds paranoia but I started to trust her. She tells me how things are, she is like a breath of fresh air. She has been with me through good and bad times. Keep up the good work



## Visit us

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## Contact us

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“

My client is very lucky to fall within the Dudley borough for advocacy support as the advocate has been amazing



“

She made it simple so I understood

# review of the year

2019 - 2020

dudley  
advocacy

“

She was the only one who listened and understood

## Case studies

### "Barry"

One of our volunteer advocates supported Barry with issues around housing, social exclusion, finances and healthcare. He has been supported to access mental health support and therapy, ensured that the repairs in his home are completed, supported at OT assessments which resulted in him having equipment that will help with his physical health problems and also improve his mental health and general well-being.

For the first time in his life, Barry is now being listened to, supported to have his human rights upheld and is learning to speak up for himself.

769 people were given advocacy support this year

This equates to 64 people per month

### "Amy"

Care staff were trained to give Amy medical support by way of a PEG feed, however, the blanket response from her local authority was that only district nurses could carry out certain procedures. This was a very restricted policy that did not allow Amy to go on outings for a day or a holiday because she had to wait for district nurses to come into her home three times a day.

The Community DoLS advocate raised this issue with the local authority and engaged the local authority in a robust dialogue around Amy's restrictions and her human rights. The advocate also explained to the local authority that if staff were allowed to deliver the medication she requires and thus could plan her days out to maximise the amount of free time off site and go on holiday as well.

After negotiating with the local authority, they did relax their policy around PEG feeds and Amy now enjoys days out and holidays with staff.

Staff informed the advocate that Amy's whole demeanour has changed since this has happened, and she is much happier and engaging with every aspect of her care regime.

### "Carol"

Carol is a parent who has a learning disability and has of child with profound disabilities. Following an incident, the local authority removed Carol's child from her care using Emergency Police Powers, this and subsequent actions resulted in her child coming into the care of the local authority.

There were serious concerns about the conduct of the local authority whilst the child was in residential care. Within the court proceedings initiated by the local authority, they planned to have part care of the child, however, after the first hearing, child the was returned to her care with the Judge citing that it was better for the child to be in the care of her mother than in the care of the local authority. The case concluded with no court order and an end in proceedings.

The Parents Advocate continues to support Carol with child in need meetings, a formal complaint and support in seeking legal assistance under the remit of negligence.

Volunteers dedicated 103 hours of their time to helping others per month

### "Ashley"

The Complex Advocate supported Ashley when the person who moved in next door created a lot of noise due to their 'behaviours that challenge'. There was a great risk that the noise could have significantly affected Ashley's mental health, and his physical health too.

Ashley does not verbally communicate therefore the advocate represented Ashley at professionals' meetings. The advocate spoke to staff, consulted paperwork, and observed Ashley to understand how the noise was affecting him. The Advocate raised concerns about how the noise could lead to choking, aspiration and even death due to his medical condition. The Advocate focused on Article 8 of the Human Rights Act and expressed that Ashley's had a right to enjoy his own home. Ashley is now back to enjoying the peace of his own home again.

thank you for your help and support through this process, it's all new to me. I'm glad to see somebody knows what they are talking about

427 people were supported under our statutory services

## Reflecting and looking forward

In 2019, Dudley Advocacy began providing a Community DoLS service for Dudley. The Community DoLS service is for people who are living in the community, usually in supported living or their own home but still have safeguards placed on them. Our Chief Officer and our Complex Advocate continued to work on different tenders with Dudley Council. Our Parents Advocacy service has also carried out work for Wolverhampton CCG in addition to the work carried out in Dudley which is funded by the Tudor Trust.

Towards the end of the year, Dudley Advocacy together with other organisations had to change the way we work due to the COVID19 pandemic changing all aspects of our lives. The staff team changed the way they offered support to ensure that people continued to be supported when they needed it more than ever. This took innovation, imagination and most of all working together to obtain peoples views and wishes at a time when they could have easily been ignored.

she helped me put more things in place for out in the community. I found it easy to understand with the pictures she used

## Outcomes

Advocacy support enabled a variety of outcomes obtained for people which changed their lives in positive and empowering ways including:

- Being listened to and receiving answers
- Increased independence
- Involved in decisions about their life
- More socially included
- Less discrimination
- Better quality of life
- Access to other services
- Rights being upheld
- The risk of abuse/neglect has been reduced
- Being treated as an equal citizen

Thank you to our funders, DMBC and Tudor Trust for their continued support.