

WHY HAVE ADVOCACY?

Advocacy exists to ensure that an individual's background or circumstance (education, confidence, disability, etc) does not lead to discrimination. With advocacy people are able to fully engage, direct and utilise services that affect them, ensuring their voice is heard. Additionally, we aim to help an individual develop their **self advocacy** skills, so increasing their empowerment and independence.

WHAT MODEL DO WE USE?

Primarily we use a professional/crisis **instructional model** of advocacy that focuses on specific (problem) issues. This means most work is (generally) short term, and that anyone using the service is placed at the heart of the decision making process that affects them.

On rare occasions **non-instructional** models may be used to protect the rights of those individuals that lack capacity and/ or are unable to speak for themselves.

WHO ARE MATRIX SD&T Ltd?

Matrix Advocacy Service are part of Matrix Service Development & Training, a not for profit company limited by guarantee.

Matrix provides advocacy services for adults and older people with mental health problems, drug issues, an Independent Mental Capacity Advocacy (IMCA) Service, Independent Mental Health Advocacy (IMHA), and has facilitated Service User Projects. A range of training courses are operated by our sister company Matrix Training Associates.

www.matrixsdt.com

www.matrixtrainingassociates.com



If you would like to know more about **Matrix Advocacy Service** for people with mental health problems, or to arrange to see an advocate, please contact the relevant number for your area:

NORTH WEST SURREY TEAM

(Covering community/in-patient mental health advocacy in Runnymede, Spelthorne, West Elmbridge & Woking)

01932 723759

nwsadvocacy@matrixsdt.com

We will respond to all enquiries within 2 working days—please leave a message if no one answers

Comments and Complaints

We welcome your comments or complaints to further improve our Advocacy Service. In the first instance contact in writing:

Mr Tony Roddis
Director
Matrix SD&T
2 The Green
North Waltham
Hampshire
RG25 2BQ



MATRIX ADVOCACY SERVICE



FOR PEOPLE WHO EXPERIENCE MENTAL HEALTH PROBLEMS



WHO IS THE SERVICE FOR?

For anyone with a diagnosed mental health problem living in the appropriate area, attending specialist services (including the voluntary sector) or on a mental health ward.

USING THE SERVICE

If you think you could benefit from the support of an advocate then just call our number on the back of this leaflet or ask a member of staff to contact us.

GENERIC

Although the service is primarily around the care and treatment you receive (or do not receive) from specialist mental health services, we can assist with many different issues or support you to access and engage services that can help you.

THE SERVICE IS...

- For Individuals
- Independent
- Confidential
- Impartial
- Generic
- Free

WHAT DO YOU WANT?

An advocate will talk to you about the problem you are experiencing and, if you wish, help you identify the outcome you are seeking.

ADVOCACY

is about placing the client at the heart of the decision making process by ensuring that they are informed of their rights and supported so that their voice is heard about decisions that affect their lives. Additionally it aims to develop their ability to advocate for themselves.

EXAMPLES OF WHAT WE DO?

- Support and/or preparation for meetings e.g. CPA, ward rounds, consultants, keyworkers, etc.
 - Referral to specialist organisations e.g. CAB, legal, debt, etc
- Information about local services
- Helping to make complaints
- Accessing medical records
- Helping with benefits
- Housing issues

CHOICES

An advocate will help you identify the choices you have, and the possible consequences of those choices, so that you can make an informed decision about a course of action.

RIGHTS

An advocate will ensure you know your rights and (sometimes more importantly) how to exercise them.

SUPPORT

An advocate will support you to speak up for yourself whenever possible, and assist you to access other specialist services if appropriate.

DECISIONS ARE YOURS

The final decision will always be yours– an advocate can only assist in helping you come to a decision you are happy with.

NON-JUDGEMENTAL

The advocate will not make judgements about decisions made by you unless the decision compromises the integrity of the advocacy service.

CONFIDENTIAL

Information will not be shared with anyone outside of Matrix unless you give your permission. *(This may be broken in exceptional circumstances — please ask to see our policy)*