

Carer's Advocacy Service

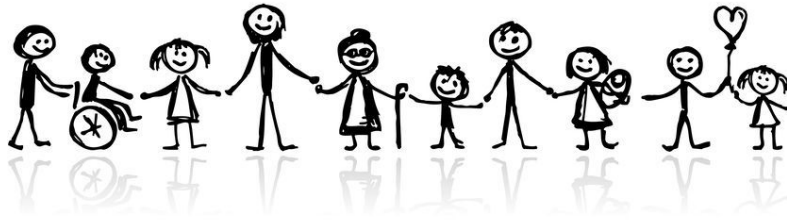
Are you a carer whose loved one is staying in a Cygnet hospital? If you would like information on your rights, support in speaking up and being heard, help to raise a concern or just an opportunity to talk to someone independent of the hospital - then get in touch with one of our advocates today.

This is a free service designed to help you to be involved in the care of your loved one.

Phone line: 0808 175 0787 (freephone)

Email: carers@katemercer-training.com

Experienced advocates available to listen, inform and support you



What is Advocacy?

Advocacy helps you to express your views and makes sure your voice, opinion and experiences are properly heard by health or care services. Advocates do this by providing confidential support that is independent from the health or care services you and your loved one might access.

It often involves supporting carers to understand

- their rights, as well as the rights their loved one has
- the processes their loved one is going through (including legal processes)
- how to navigate systems.

An advocate works for YOU - not the hospital! At Black Belt Advocacy we only share information with the hospital if you tell us to, or if we are worried about somebody's safety .

We also tell Cygnet what themes and problems carers are experiencing. This is anonymised so families cannot be identified. The reason we do this is so we can help Cygnet improve what they do and to keep your loved ones safe.

Get in touch for a chat, if you are looking for information or need some help.

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