

# Information Sheet



## 22. What is Advocacy?

Advocacy is a free, confidential and independent service offering support for people with mental health issues, learning disabilities, promoting independent living and general support for people with health issues.

An advocate can help by:

- Listening to you
- Support you to speak up
- Speak up for you
- Support you to make choices
- Make phone calls for you
- Support you to be heard
- Go to meetings with you

For further information, refer to the contact links below: -

The Cheshire Advocacy Hub consists of Age UK Cheshire working in partnership with Cheshire Centre for Independent Living (CCIL) to provide statutory advocacy services to adults with health and social care needs living in Cheshire East.

### **Cheshire Centre for Independent Living**

Sension House, Denton Drive, Northwich, CW9 7LU

**Referrals for all client groups should be made via the contact methods below.**

### **Age UK**

Cheshire Advocacy Hub :

Telephone Number: 033 33 66 00 27

Email: [advocacy@ageukcheshire.co.uk](mailto:advocacy@ageukcheshire.co.uk)

Website: <http://www.cheshirecil.org/>

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## Healthwatch - Independent Complaints Advocacy

The Healthwatch advocacy service is provided by the Carers Federation. This is a free independent service providing support to patients who want to make a complaint about any part of their NHS treatment.

Merseyside and Cheshire Independent Healthwatch Advocacy can:

- ✓ Explore the options available at every stage of the complaints procedure
- ✓ Provide confidential support from someone who is independent of the NHS
- ✓ Write effective letters to the right people
- ✓ Prepare for meetings and maybe even go with you
- ✓ Contact and speak to third parties if required

Address:

The Gateway Conference Centre

71 London Road

Liverpool

L3 8HY

Freephone Helpline: 0808 801 0389

Fax: 0151 298 3275

Email: [merseysideandcheshire@healthwatchadvocacy.co.uk](mailto:merseysideandcheshire@healthwatchadvocacy.co.uk)