

# Rethink

Advocacy



## Camden and Islington advocacy service

This is a free service



This leaflet tells you what  
help we offer

## What is advocacy



If you need some extra help and support, an advocate can help you.



An advocate will try to help you to sort out the problems that you need support with.



They will support you to speak up for yourself. Or they can speak up to other people for you.



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From the 1st October, Rethink will be running advocacy services across Camden and Islington.

# What an advocate can do for you



An advocate is someone who can:

- listen to you to find out what you think and what you want to happen



- help you to get the information you need to make decisions



- make sure you have a voice in decisions that are about you



- support you to tell other people what you want and need



- help you feel more in control



- make sure your **rights** are respected.

Your **rights** are things you are allowed to do and how you should be treated by other people



- support you to be a **self advocate**. This means speaking out for yourself and making sure your views are heard

# Working with your advocate

Your advocate can help if you have a problem with thing like your:



- house or where you live



- care and support



- health and medication



Your advocate can also help if you want to **complain** about a service.

**Complain** means telling a service you are not happy.



You might not be happy with the care you were given or how you were treated.



# About our services

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We are an **independent** service. This means we do not work for other services like the NHS or local councils.



The law says that some people need to have an advocate. We have advocates for people who are:



- being helped using the **Mental Health Act**.

The **Mental Health Act** is a law to help people with serious mental health problems.



- being **detained** under the Mental Health Act. Being **detained** means being kept in hospital even if you don't want to be



- being helped using the **Mental Capacity Act**. **Mental capacity** is about being able to understand and remember information so you can make your own decisions



The **Mental Capacity Act** is a law says people can make their own decisions.

It also protects people who cannot make their own decisions about some things.



We also help people who want support from an advocate, but the law does not say they need to have one.

## For more information

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If you would like to know more about our services, you can contact us:



**By phone:**

**0300 7900 559**

You will hear a recorded message.



Press number 2 on your phone to speak to someone.



**By email:**

**[candi@rethink.org](mailto:candi@rethink.org)**



We are open in the week from 9am to 5pm.