

What Can You Expect From The Community Advocate?

You can:

- Talk to your advocate in confidence.
- Stop using the service anytime.
- Choose to be present when the advocate discusses anything concerning you with other professionals.
- You have the right to see any advocacy records we keep on you.
- You have the right to complain about your advocate if you are not happy with any aspect of the service.

Equal Opportunities and Diversity

Mind in Ealing and Hounslow is committed to promoting diversity.

Our service is tailored to suit the needs of all as far as possible, without any discrimination on grounds of disability, ethnicity, or religions. A Translation service can be arranged where necessary, but this will be by appointment only.

How Can You Contact Community Advocacy?

You can contact the Mind Community Advocate at the Priory Community Centre in Acton. It's near the swimming pool, just off Acton High Street.

The address and contact information is on the front of this leaflet.



The Hounslow Community Advocacy Service is supported by funding from:



Mind in
Ealing
&
Hounslow
Ltd.

For better
mental health

Hounslow Community Advocacy Service

The Priory
Community Centre
Acton Lane, Acton
London W3 8NP

Tel: 0208 993 7179

Mobile: 07904 434 913

Open: Tuesday, Thursday
and Friday 9:00am—5:00pm

*For free Independent
Advocacy Service contact*

Andrew Ravensdale

Email:

andrew.ravensdale@mind-eh.org

Head Office
Mind in Ealing & Hounslow
The Priory Community
Centre
Acton Lane, Acton
London W3 8NP

Tel: 0208 992 0303

Fax: 0208 993 8151

E-Mail: info@mind-eh.org

Do You Feel:

- Isolated, low or depressed and that no one listens to you?
- Unable to speak freely about your problems?
- That you lack support and confidence?
- You need advice and support from somebody?

If so, then you may benefit from advocacy support.

Mission Statement

Our mission is to make it possible for people who experience mental distress to live full lives, and play their full part in society.

Improving Our Services

We are committed to constantly finding ways of improving the range and quality of the services we offer to our clients. We do this through paying attention to views, suggestions and complaints of all our clients. We therefore welcome your views on any aspect of our service, to enable us to continue to offer high quality services in future.

What Is Community Advocacy?

Sometimes one may find that because of a disability or difficulty of social attitudes, they are unable to express themselves or represent their own interests as well as they would have liked to. They may also not have the necessary information about the services and resources that are available to them, or how to access them. In those circumstances an advocate can help to ensure that an individual's views are heard, respected and acted upon.

An advocate takes action to help people say what they want, secure their rights, represent their interests and obtain the services they need. The Advocate works in partnership with the people they support and takes their side, supporting them to speak for themselves.

Making a Complaint

We take care to ensure that our service is fair and appropriate to clients' needs and circumstances. However, should you feel the need to complain about any aspect of our service, you can do so in the first instance to:

Operations and Finance Manager,
Mind in Ealing and Hounslow
Priory Community Centre
Acton Lane, London W3 8NP

How Can Advocacy Help You?

The advocate will:

- Put you in touch with mental health services.
- Provide information about your illness and treatment.
- Provide information about benefits and housing.
- Support you at meetings with your doctor.
- Contact specialised counselling services where needed.
- Find a solicitor for you.
- Support you with employment issues.
- Help you make a complaint.
- Help you with writing official letters.
- Help you understand your rights.
- Provide information about how to access a GP service.
- Support you in taking steps to gain skills, training and employment opportunities.
- Where necessary, the advocate will also direct you to other service providers who are more suited to your needs, while continuing to support you.