

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 information and support from somebody?

If so, then you may benefit from advocacy.

What is Advocacy?

Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain the services they need.

An Advocate works in partnership with the people they support to ensure that an individual's views are heard, respected and acted upon.

How to Contact Your Advocate

You may contact the advocate directly by calling the number on the front of this leaflet. The number is also displayed on the notice boards. If they cannot answer the phone immediately, you may leave a message and the advocate will call you back the same day if possible, and make an appointment with you at the earliest convenient time.

You may also like to ask a staff member to contact the advocate on your behalf.

Additionally the advocate will visit the wards; you may ask to see the advocate when they visit.

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.

The Lakeside Advocacy Service is supported by funding from:



**Mind in
Ealing
& Hounslow
Ltd.**

LAKESIDE INDEPENDENT ADVOCACY SERVICE

*West Middlesex Hospital,
Isleworth, TW7 6AF*

Tel: 0208 483 1407

Fax: 0208 321 5028

***For free Independent
Mental Health Advocacy
Service contact:***

Sue Efthimiou (female)

sue.efthimiou@mind-eh.org

Femi Apata (male)

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

Website: www.mind-eh.org

How can advocacy help you?

- Support at meetings with your doctor and other professionals.
- Representation or support at CPA's and Ward Rounds.
- Understanding issues relating to welfare rights and benefits.
- Support in clarification of issues relating to medication and treatment and your rights.
- Finding a solicitor or other external professional help.
- Making a complaint.
- Help with writing official letters.
- Any issue that is important to you.

What can you Expect?

You Can:

- Talk to your advocate privately and in confidence.
- Stop using the service anytime.
- Ask to see your Advocacy records.
- Choose to be present when the advocate discusses any issue concerning you with others.

A Confidential Service

We will not share any information about you with other professionals, except that we have a duty to report anything you say about harming yourself or someone else. We will let you know if we have to report any such information.

An Enabling Service

Our Advocates will work to support you by empowering and encouraging you to speak for yourself. We will further provide you with information to enable you to access services appropriate to your needs so that you can manage your own life.

Professional Service

Our advocates are trained and have been chosen for their understanding of mental health issues and the practice of advocacy. They offer a professional Independent Mental Health Advocacy (IMHA) service in line with current mental health legislation. Mind in Ealing and Hounslow also provides advocacy in the community and, where it be-

comes necessary, a referral can be made to the community advocate.

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 the views, suggestions and complaints of all our clients. We welcome your views on any aspects of our service to enable us continue to offer higher quality services in future.

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

Tel: 0208 992 0303