

Age Concern Okehampton and Torrington

Help us to help YOU!

AGE concern
Okehampton & Torrington

Q Are advocates independent and impartial ?

A People feel more able to speak to someone who does not have any control over their care or access to services. This makes it important that our advocates are **independent** of those services.

Advocates are not meant to be **impartial**.

Advocates are there to express their client's wishes as if they were their own. An advocates first duty is to support their client. It is important that those advocates stay, and are seen to be, independent of those services.

We aim to promote the health of all older people and to help make their later lives a more fulfilling and enjoyable experience

If you have any query, concern or wish to start or stop using this service please contact us on:

Tel: 01837 55838 or leave a message and your telephone number on the answer phone if we are busy

Voluntary services are normally provided Mondays to Fridays - it can be helpful to make an appointment

We need to hear your comments and complaints as they help us to improve what we do. Contact us as above and ask for the Chief Officer

Reg: Charity No: 1011780

Advocacy



Age Concern Okehampton and Torrington
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When do people use advocacy and what is the advocates role?

Q When do people use advocacy?

A Advocacy can be useful when someone finds it difficult to make them self heard or understood.

You may have a problem with bills, letters and forms. Our advocates can speak on your behalf and make the arrangements that you want to make.

Q What is the advocates role?

A Advocates help ensure that people have control over their own lives when they can no longer handle call centres and tackle large forms.

We will support what is in YOUR best interest.

The Advocacy Service What you can expect

We offer Advocacy support for older people who need to be represented when dealing with other people, Care homes, agencies or council authorities.

Q What is Advocacy?

A Sometimes you may find it hard to speak up for what you want ant to make sure your views are heard.

We can help you speak up for what you want and make sure your views are heard.

We can help you work out what choices you have and explore options with you.

The Advocacy Service Our Goals

Advocacy is about taking actions to help people:

Express their views and wishes

Secure their rights

Have their interests represented

Access information and services

Explore choices and options

Advocacy can help people become more aware of their own rights, to exercise those rights and be involved in and influence decisions that are being made for their future.

We would ask you not to offer the volunteer any payment but Age Concern Okehampton and Torridge would welcome a donation.