



ONSIDE Advocacy is independent of the local authority. It's the role of our advocates to ensure you are treated fairly and with respect.

Referrals

Most referrals are made by Adult Social Care. If you or someone you know would benefit from a Care Act advocate, please contact our Access hub to discuss further.

Contact details

If you would like further information, support and guidance about Care Act Advocacy or any of our other Advocacy services, please contact us on the details below:

Care Act Advocacy



ONSIDE Care Act Advocates help people be involved in their care and support, across Herefordshire & Worcestershire

The Care Act 2014 places a duty on Local Authorities to ensure people are involved as much as possible when decisions are being made about their care and support.

A Care Act Advocate will work with someone to:

- Help them understand the Care Act process and their rights
- Communicate their views, wishes and feelings
- Provide support and representation at meetings and when talking to professionals
- Where appropriate, challenge decisions affecting them

Care Act Advocacy



The Local Authority must arrange for a Care Act Advocate to provide support to any person if they are considered to have substantial difficulty being involved in the decision process for their care, and there is no one appropriate/available to support them. These difficulties may include:

- Understanding and/or retaining relevant information
- Using or weighing up information
- Communicating wishes, views and feelings

“ It made such a difference to have someone on my side who understood the system. I just wouldn't have been able to sort this out without your support! ”



Care Act support is provided by our team of trained and experienced staff and volunteers.

Care Act Advocates can support:

- Adults with care and support needs
- Young People moving from Children's Care to Adult Care
- Carers with care and support needs
- Young carers with care and support needs

Care Act Advocates can work alongside people and assist with processes such as:

- Needs Assessment
- Carers or Young Carers Assessment
- Care and Support Planning
- Review of Care and Support Plan
- Safeguarding Enquiry/Safeguarding Review
- CHC checklists, Assessments or Reviews

ONside is a well established local charity covering Herefordshire & Worcestershire and has extensive experience supporting the community with a wide range of services