

## About SWAN

South West Advocacy Network (SWAN) is a charity specialising in delivering independent advocacy.

We have developed a model which ensures everyone, including the most vulnerable members of our communities, have the same rights and opportunities as their fellow citizens.

## Consent and Privacy

You have the right to refuse advocacy at any time.

Advocates will always ask you for consent before doing anything on your behalf.

In order to deliver our service we will need information from you that helps us support you.

We are responsible for keeping that information safe.

**Read our full Privacy Notice on**  
[www.swanadvocacy.org.uk/privacy](http://www.swanadvocacy.org.uk/privacy)



## Contact us

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We can provide this information in different languages and formats, including easy read.

Registered Charity Number: 1125679

Company Number: 65992429



## Pan Dorset Carers Advocacy Service

working across Dorset,  
Bournemouth, Christchurch  
& Poole



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## What is advocacy?

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

Advocates, and advocacy providers, like SWAN, work in partnership with the people they support and take their side.

## What is a Carers Advocate?

Carers Advocates are specialist independent advocates who work in partnership with the carer and the cared for to ensure they are supported to have their needs met and their rights respected and upheld.

## Who can be supported by a Carers Advocate?

All Carers aged 16+ who care for individuals, who may or may not be known to Adult Social Care, but who are residents of the pan Dorset area.

## What support is available?

The Carers Advocate can support and represent you, and the person you care for, during:

- Care and Support: Assessments, Planning and Reviews
- Carer's Assessments

Your Advocate can also provide general, issue based advocacy to express your needs and wishes, ensure your rights and interests are represented, and to ensure you are able to obtain support and access services.

## How to get support

You can refer yourself to SWAN's Carers Advocacy Service or ask someone else to do it on your behalf.

If we receive a referral from someone other than yourself we will seek your consent before we begin working on your case.

## How will my advocate support me?

Your advocate is there to make sure you are fully involved in decisions that are being made for the cared for person.

They will make sure you have meetings where you would like to have them, and on a day and time that suits you. Your advocate will help you decide if you want anyone else to be involved.

Your advocate will help you to understand the process around Care and Support Assessment, Planning and Review and support you during a Carer's Assessment, making sure you are satisfied with the outcomes.

They can help you to understand your choices, make decisions and ensure your views are heard.

Your advocate can help you to challenge decisions made by your Adult Social Care team.

