



Voice, Choice and Control: Recommendations relating to the provision of independent advocacy in Wales (September 2012)

Report weblink:

http://www.olderpeoplewales.com/en/Publications/pub-story/12-09-18/Voice_Choice_and_Control.aspx

Good Practice

It was positive to note that the care homes we spoke to made frequent reference to 'open door' policies where residents were at liberty to approach either the care staff or care home manager with suggestions or complaints at any time. Other care homes referred to residents' meetings, care planning and service user feedback and opinion surveys. Some care homes referred to existing advocacy provision where monthly meetings were held between the advocate and the residents. The advocate would then feedback relevant information to the care home manager.

A Local Authority reported a new model for advocacy services of which a communications strategy will be a key component. As part of wider remodelling of services, the provision and availability of independent advocacy for older and vulnerable people in care will be a standard requirement from all who are commissioned to provide residential or nursing care.

A nurse assessor's role in regularly reviewing individual care plans and placements and considering whether care needs are health or social care related (determining how care is funded), suggests that they could be well placed to provide advocacy support, as is the case in the one Local Health Board with an advocacy strategy. As part of this strategy, every nursing home has a nurse assessor allocated to them, to provide support and advice for older people within the home, as well as signposting residents to appropriate advocacy services.

One Local Health Board referred to an existing contract in place with a local independent advocacy provider to support older people who are inpatients in making significant decisions such as entering a care home. These services are usually focussed on providing support to older people in hospital who may not be able to return home and are considered vital by both Inspectors and independent advocacy providers.