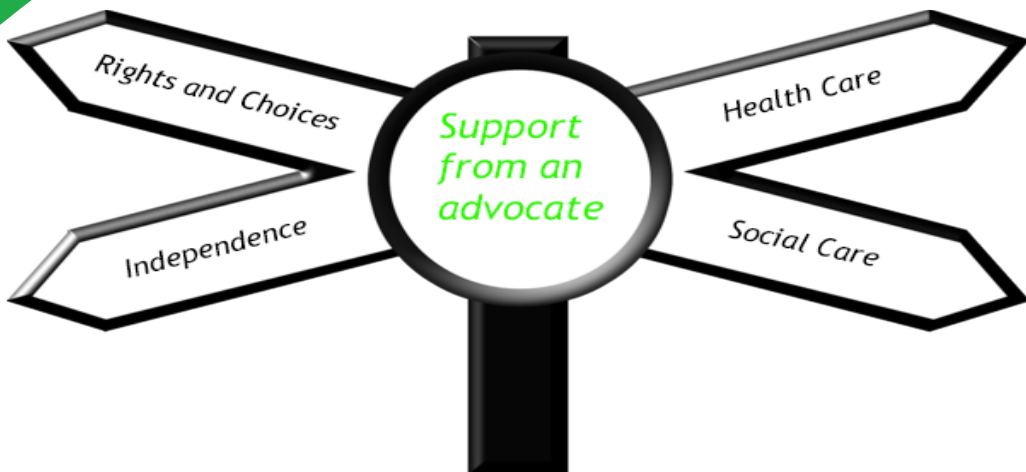




# Health and Social Care Advocacy Service in Hertfordshire



We offer free, confidential and independent advocacy services to help people understand their rights, be treated as equals and be heard.

# Health and Social Care Advocacy Service

**The HertsHelp Advocacy Service is provided by a range of local organisations working together to support Hertfordshire residents with a variety of issues, where there may be difficulties with communication or understanding information.**

**Our independent advocates can help you understand your rights and choices and help you to get your voice heard. They will only do what has been agreed with you.**

Our Health and Social Care Advocates can help you if you:

- Are finding it difficult to put your views across or don't feel you are being listened to,
- Are struggling with an issue and feel you would benefit from support to understand information or the options available to you.
- Need support through the NHS Complaints process
- Advocates will also work with people who lack capacity to make a decision and help others to consider what might be in their best interest.

## **Access to information**

- We provide leaflets and information in a variety of languages and formats, Easy Read, audio and DVDs
- We have access to translation and interpreting services
- We use communication toolkits, Makaton and other signing techniques

# What is HertsHelp?

**HertsHelp are free, independent services available to everyone who lives in Hertfordshire and delivered by local community organisations all sharing the name HertsHelp.**

**The HertsHelp Information Helpline has qualified staff available to offer independent information and advice on local community and voluntary sector services in Hertfordshire for you and your family.**

**For more information,  
please call us on**

**0300 123 4044**



# How to contact us:



telephone - 0300 123 4044 (charged at local rate)



minicom - 0300 456 2364



text - text hertshelp to 81025



email - [hertshelpadvocacy@pohwer.net](mailto:hertshelpadvocacy@pohwer.net)



Skype - hertshelp  
(8am to 6pm Monday to Friday)



Fax - 0300 456 2365



Post - HertsHelp, Hertlands House, Primett Road, Stevenage, Herts, SG1 3EE

