



Independent Mental Capacity Advocacy services in Hertfordshire



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

Independent Mental Capacity Advocacy

When someone cannot ask for an advocate themselves, because they do not have the capacity to do so due, for example, to brain injury, disability or illness, it does not mean that their views and wishes should not be taken into account.

People over the age of 16 who lack capacity, and do not have an appropriate family member or friend to represent their views, are legally entitled to an Independent Mental Capacity Advocate (if decisions are being made about serious medical treatment or a change of accommodation). In some cases, where the person is vulnerable, they can have an advocate even if they do have family or friends.

Our Independent Mental Capacity Advocates gather information about individuals referred to our service to help decision makers, such as doctors, to reach 'best interest' decisions about elements of their treatment and care.

Deprivation of Liberty Safeguards (DoLS)

Our DoLS advocates protect the human rights of people who have been admitted to hospital, or live in residential care, lack capacity and it appears that they are being deprived of their liberty for their own safety. Our advocates work with them to ensure that their rights under the Mental Capacity Act are upheld and that the deprivation is lawful, proportionate and in their best interests.

The service is available to anyone over 18 who cannot understand the decisions being made about them and do not have family or friends.

Referrals are made through the Local Authority.

**Our service is free, confidential
and independent.**

For more information, please call us on

0300 456 2370

**or see the back of this leaflet for all the ways you
can contact us.**



How to contact us:



telephone - 0300 456 2370 (charged at local rate)



minicom - 0300 456 2364



text - send the word 'pohwer' with your name and number to 81025



email - pohwer@pohwer.net



Skype - [pohwer.advocacy](https://www.skype.com/people/pohwer.advocacy)
(8am to 6pm Monday to Friday)



fax - 0300 4546 2365



post - PO Box 14043, Birmingham, B6 9BL

website - www.pohwer.net



Follow us on Twitter @POhWERadvocacy

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