

ICAA's are

Trained to support people to be involved in decisions made about their care and support, understand the processes and their rights, and have their voice heard.

The service is free, confidential and independent.

ICAA's will

Meet the person in private.

Consult with professionals and others who know the person.

Have access to care and health records relevant to the assessment or review, with client's consent.

Assist the person to communicate their views, wishes and feelings.

Assist the person to challenge a decision or process made by the local authority; and where a person cannot challenge the decision even with assistance, then we have a legal duty to challenge it on their behalf.

OUR SERVICE

- Free
- Confidential
- Independent

Referrals will usually be made by health and social care staff at the Local Authority. A copy of the **referral form can be found on our website.**

CONTACT US

0300 343 5718

advocacy@gettingheard.org

www.gettingheard.org

Care Act Service
Getting Heard
Barton Neighbourhood Centre
Headington OX3 9LS

This independent service is funded by
Oxfordshire County Council

Charity no. 1131403
Company no. 6845465



Independent

Care

Act

Advocacy

www.gettingheard.org
Formerly Oxfordshire Advocacy

ELIGIBILITY

The Care Act came into force on 1st April 2015 and eligible people can now have access to an Independent Care Act Advocate (ICAA) to help them to be actively involved in their care and support planning.

This applies to

- Adults who need care & support
- Carers of adults including young carers
- Carers of children in transition
- Children who are going through transition to adult services

An Independent Care Act

Advocate can help with an assessment, care and support plan or review, or safeguarding enquiry or review where the person would have substantial difficulty being involved in the process and has no other appropriate adult to support them.

A person has **substantial difficulty** being involved in the process if they would find it difficult to:

- Understand relevant information
- Retain information
- Use or weigh up information
As part of being involved in the process
- Communicate their views, wishes and feelings

An **appropriate adult** is someone who could facilitate the person's active involvement in the process and someone the person wants to support them. As well they must:

- Not be someone already providing the person with care or treatment in a professional capacity or paid basis
- Know the person well
- Agree to offer the support
- Be able to offer this support
They themselves could have a reason which prevents them from offering support, or live too far away

- Be appropriate
i.e. not suspected of abusing the person
- Not be someone who has strong feelings and views on what the decision should be and therefore be unable to support the person to express their aspirations

EXCEPTIONS

If the person has an appropriate adult, they are still eligible for an ICAA if:

- A placement is being considered for an NHS funded stay in hospital (for a period exceeding 4 weeks) OR care home (for a period exceeding 8 weeks)
- There is a disagreement between the LA and the appropriate person, and they both agree that the person would benefit from having an advocate