

MindOut Advocacy referral form

for non-instructed advocacy

**What is non-instructed advocacy?**

Non instructed advocacy takes place when a person is unable to instruct an advocate due to communication issues, comprehension or ability, this might be because they have dementia, a learning difficulty, be acutely unwell (mentally or physically) or have a brain injury. The person may still be able to articulate what they think or feel but unable to inform the advocate of the exact actions they would like them to take or they may be unable to retain what the advocate explained their role was or why they’re there. The non-instructed advocate seeks to ensure the person’s wishes, views and beliefs are still represented and ensures their rights are secured. The non-instructed advocate is an independent person that ensures the person is kept at the heart of all decisions and that their voice is heard. (Source https://empowermentmatters.co.uk/advocacy)

MindOut’s LGBTQ (lesbian, gay, bisexual, transgender and queer) mental health advocacy service is run by and for LGBTQ people and is free, confidential, non-judgemental and independent from other services and professionals.

A MindOut advocate can:

* help clients to have their voice heard on issues that are important to them
* help to defend and safeguard clients’ rights
* help clients’ to have their views and wishes considered when decisions are being made about their life

To refer someone to MindOut Advocacy (non-instructed), please complete this form, and email or post it to us:

Client’s name………………………………………………………………………………..

Client’s preferred pronoun if known (eg, he, she, they)…………………………………

Client’s contact details …………………………………………………………………….

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Has the client consented to this referral? Yes/No

If yes, please let us know how they consented………………………………………….

Has the client used the MindOut Advocacy service before? Yes/No

Name of Referrer…………………………………………………………………….

Referrer’s contact details……………………………………………………………

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Referrer role / relationship to client ………………………………………………………

What help is needed? …………………………………………………………………….

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Other information (eg health issues, risks)? ……………………………………………………………

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How did you hear about MindOut?

Please send this form by email to: [info@mindout.org.uk](mailto:info@mindout.org.uk)

If you prefer, you can print and post this form to MindOut, Community Base, 113 Queens Road, Brighton. BN1 3XG

You can also get in touch with an advocate: by telephone 01273 234 839 or via our out of ours online support service through our website [www.mindout.org.uk](http://www.mindout.org.uk)

**MindOut Advocacy: information for professionals**

This is a summary of guidelines for the MindOut Advocacy Service and explains the role of an advocate.

Our advocates are bound by the MindOut Advocacy Service Code of Practice, which is based on the Advocacy Charter and Standards, available on request.

This leaflet tells you about:

* Confidentiality
* Complaints
* Equality & Diversity
* Recording
* Independence

We are independent from other services and professionals. Advocacy is client-led, we promote empowerment through self-advocacy and will only represent the client if instructed. We share all information with the client that is received from other services and professionals.

**CONFIDENTIALITY**

* The client’s right to confidentiality is essential to the advocacy relationship. MindOut takes client confidentiality very seriously.
* We share all information received about a client with the client.
* We do not share information with anyone else without the client’s consent, unless they or someone else is at risk. Where possible we will always try to seek clients’ permission first before breaking confidentiality.

##### COMPLAINTS

Please let us know if you have any complaints, concerns or comments about the MindOut Advocacy service.

* All complaints whether verbal or written are taken seriously and responded to promptly.
* A written complaints procedure is available on request.
* Complaints which cannot be easily resolved, or which relate to professional misconduct or bad practice, are dealt with by the Director or the Chair of our Trustee Board.

##### EQUALITY & DIVERSITY

* MindOut is a specific LGBTQ mental health organisation, run by and for LGBTQ people. We recognise the diversity within LGBTQ communities. Everyone is welcome to make contact with our advocacy service regardless of race, cultural background, disabilities, sexual orientation, age, gender and religious belief.
* We want to make sure that everyone has equal and easy access to our advocacy service.
* MindOut’s Equality and Diversity policy is available on request.

##### RECORDING

* We need to keep written records of our work with individuals, we do this in line with the Data Protection Act 1988.
* We operate an open-file policy, where clients can have access to any written records kept about them on request.

**INDEPENDENCE**

* Our services are independent from statutory mental health services. This means that we are free to advocate on our clients’ behalf, and help them raise complaints.
* Our funding comes from the Big Lottery, small grants such as the Rainbow Fund and from the NHS. We also raise money from donations, gifts, bequests and fundraising events.