

Confidentiality

Everything you discuss with your advocate will be kept confidential within Mind in Tower Hamlets and Newham, and our records are not available to hospital staff, social workers or other professionals.

Our service is confidential, except if you said something that worries us about your or other people's safety. This happens very rarely and we would always inform you if it was necessary to report it.

Feedback and complaints

If you have any feedback, comments, suggestions or complaints please contact our main office on 020 7510 1081 or email info@mithn.org.uk

Prioritising service

Our service supports anyone who is an inpatient. However, if there is pressure on our capacity we will prioritise those who are detained under the Mental Health Act.

There are other local advocacy providers that can support you and we will provide information about how you can contact the advocates who support you in your home borough.



Delivered by



To Contact us:
01708 550 660
Sunflowers.advocacy@mithn.org.uk



Sunflowers Court Independent Advocacy Service

This service is for anyone who is an inpatient within the Sunflowers Court Mental Health Unit.

We are happy to talk to you about your advocacy needs, and support you to have a voice on the unit.

Where appropriate we will signpost you to your local borough Advocacy Provider and ensure that you are supported appropriately to access the right service at the right time.

We offer one to one support, in private.
The service is FREE,
Confidential and Independent.

We are here to support you and if you need it we can represent you.

What does an Advocate do?

An advocate helps you to:

- ✓ Express your views
- ✓ Secure your rights
- ✓ Represent your issues
- ✓ Obtain the services you need

We can help you by:

- ✓ Exploring your options
- ✓ Helping you to make informed decisions
- ✓ Resolving issues with your care and treatment
- ✓ Accessing information (eg Health records)
- ✓ Accessing other services
- ✓ Helping you to write letters and make phone calls

- ✓ Explaining the complaints process and progressing complaints
- ✓ Help you to understand your rights under the Mental Health Act
- ✓ Supporting you to prepare for a Care Act Assessment
- ✓ Supporting you in CPA meetings or tribunals
- ✓ Supporting you with Care Act assessments

Our Advocate can go with you to:

- ✓ Ward Rounds
- ✓ Care Programme Approach Meetings (CPA)
- ✓ Meetings appealing your section
- ✓ Medication reviews
- ✓ Discharge meetings (Section 117)

An Advocate will

- ✓ Listen to YOU
- ✓ Be on YOUR side
- ✓ Work with you at YOUR pace
- ✓ Treat you with RESPECT

An Advocate will never

- × Tell you what to do
- × Judge you
- × Make decisions for you