

## Gaddum Advocacy

Gaddum Advocacy provides all statutory advocacy services to the citizens of Manchester. Statutory advocacy is bound by relevant legislation (The Care Act, The Mental Health Act, The Mental Capacity Act & NHS Complaints Regulations 2009).

### **The Team**

Advocacy Services Manager and acting IMHA Team Lead – Lily Huggins  
([lily.huggins@gaddum.org.uk](mailto:lily.huggins@gaddum.org.uk))

IMCA Team Lead – Paul Molloy ([paul.molloy@gaddum.org.uk](mailto:paul.molloy@gaddum.org.uk) )

CAA Team Lead – Francesca Duffy ([francesca.duffy@gaddum.org.uk](mailto:francesca.duffy@gaddum.org.uk))

IHCA Lead – Melissa Maybanks ([Melissa.maybanks@gaddum.org.uk](mailto:Melissa.maybanks@gaddum.org.uk))

General Enquiries – [advocacy@gaddum.org.uk](mailto:advocacy@gaddum.org.uk)

### **Our Duty Line**

Our duty line is available for enquiries regarding statutory advocacy services in Manchester. Our opening times are:

9am to 5pm Monday to Thursday

9am to 4.30pm Friday

Call: 0161 214 3904

### **Glossary**

IMCA – Independent Mental Capacity Advocate

IMCA DoLS - Independent Mental Capacity Advocate for Deprivation of Liberty Safeguards

CAA – Care Act Advocate

IMHA – Independent Mental Health Advocate

IHCA - Independent Health Complaints Advocate

## Gaddum Advocacy Referral Process

### Who can refer?

**Care Act** referrals are only accepted from the Local Authority.

**IMCA** referrals are only accepted from the Local Authority or NHS.

**IMCA DoLS** referrals are only accepted from the Local Authority DoLS team.

**IMHA and IHCA** can accept all professional referrals and self-referrals as long as the individual is eligible (see details below, page 5).

*Please note: Statutory advocacy is bound by relevant legislation. This dictates who we can accept referrals from.*

### How do I refer?

**Referrals should be made at the earliest opportunity, i.e. as soon as the identified person is eligible.** This will provide the timeliest response from the advocacy service

Further guidance for professionals on how to refer, appropriate referrals and referral forms can be found at <https://www.gaddumcentre.co.uk/advocacy-service/>

All referrals/instructions should be sent via egress to [advocacy@gaddum.co.uk](mailto:advocacy@gaddum.co.uk) or [gaddum.centre@nhs.net](mailto:gaddum.centre@nhs.net)

If referring without secure email all documents to be password protected.

## Response times

IMCA, IMCA DoLS, CAA referrals will go through an admin process wherein all referrals are processed within 2 working days.

We aim to respond to our IMCA, IMCA DoLS and CAA referrers and instructors as follows:

Advocacy Type	Response time
Serious Medical Treatment (IMCA)	5 working days
Change of Accommodation (IMCA)	20 working days
Safeguarding (IMCA)	10 working days
Review of Accommodation (IMCA)	25 working days
39A (IMCADOALS)	10 working days
39C (IMCADOALS)	20 working days
39D (IMCADOALS)	10 working days
PRPR (IMCADOALS)	30 working days
Assessment (CAA)	10 working days
Care/Support Plan (CAA)	10 working days
Review of care/support plan (CAA)	25 working days
Safeguarding Enquiry (CAA)	5 working days

- All Hospital Discharges will be allocated within 4 working days.
- IMHA referrals will be acknowledged and the advocate will make contact within 5 working days.
- IHCA referrals will be acknowledged and the advocate will make contact within 20 working days.

## Urgent referral process

We seek to respond to all referrals in a timely manner based on the above guidelines.

However, when special considerations apply we will endeavour to prioritise referrals that need to be escalated and respond in a shorter time than outlined above.

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If a referral needs to be escalated, please clearly state why this is requested on the form. Alternatively, please contact the Team Leader detailed above.

**Escalation can be in regards to any referral with legitimate reason but Serious Medical Treatments (SMT) and Safeguarding referrals will be prioritised followed by Hospital discharges.**

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## What type of Advocate do I need?

See below a brief guide. More detailed guidance can be found at:

[www.manchesteradvocacyhub.co.uk](http://www.manchesteradvocacyhub.co.uk)

### **IMCA:**

An IMCA will support and represent a person who is 16+ and a resident or patient in Manchester who: (a) lacks capacity and (b) has no *appropriate* family or friends to consult with the following:

- Change of Accommodation (CoA)
- Serious Medical Treatment (SMT)
- Safeguarding adult investigations (wherein the alleged perpetrator lacks capacity)

*NOTE: It is discretionary to refer Safeguarding for an IMCA.*

### **IMCA DoLS:**

**A 39A IMCA DoLS** will support and represent a person who lacks capacity and is deprived of their liberty in either a Care Home setting or hospital.

**A 39C IMCA DoLS** will support and represent a person who lacks capacity and is deprived of their liberty in either a Care Home setting or hospital for a short instruction when there is an appropriate person available but not able to represent at that time.

**A 39D IMCA DoLS** will support and represent an appropriate person who has been identified as needing extra support to represent a person who lacks capacity and is deprived of their liberty in either a Care Home setting or hospital.

**PRPR** (Paid Relevant Person Representative) will be appointed from the time of a person's authorisation when no other representative is available. The PRPR will maintain contact, support and represent the person with all matters relating to DoLS.

### **Care Act Advocacy:**

A CAA will support and represent a person who is 18+ and a resident or patient in Manchester who:

(a) would experience *substantial difficulty* in understanding the processes or in communicating their views, wishes or feelings and (b) has no other *appropriate person (willing and able)* to help them.

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Where there is a disagreement between the local authority and the *appropriate person*, the local authority may appoint an independent advocate to work alongside an appropriate person. The local authority and appropriate person must agree that the involvement of an independent advocate would be beneficial to the individual.

A Care Act Advocacy referral can apply to the following:

- Care and Support Plan
- Assessments
- Safeguarding Investigations
- Care Reviews

We also provide advocacy to people 15+ and for support planning for transition from Children's Services to Adults Services for qualifying individuals.

***NOTE: It is a duty to refer Safeguarding and Reviews for a CAA but a discretion to refer for Safeguarding IMCA.***

## **For IMHA:**

An IMHA will support and represent anyone in Manchester who qualifies under the MHA. Qualifying individuals are:

1. Individuals detained under the Mental Health Act (apart from those detained under section 4, 5, 135 or 136)
2. Individuals on a supervised community treatment order (CTO).
3. Individuals who are 'informal' patients on a mental health ward who are either:
  - Being considered for treatment to which Section 57 applies. (S57 – neurosurgery for mental disorder, surgical implantation of hormones to decrease male sex drive).
  - Under 18 and being considered for electro-convulsive therapy or any other treatment to which Section 58 applies (3 month rule)

## **For IHCA:**

IHCA referrals can be made when and adult or child resident in Manchester:

- has concerns and would like information about the complaints process.
- has made a formal complaint to the NHS and they would like more support and guidance through the complaints process.