

Advocacy Services

POhWER provide the Southwark Advocacy Service to support residents with a variety of issues, where there may be difficulties with communication or understanding information.

Our independent advocates can help you understand your rights and choices and understand what options may be available to you.

They will only do what has been agreed with you.

Advocacy means enabling your voice to be heard, speaking for you when you can't, and supporting you when you can. Advocacy is about supporting, enabling, and empowering you to express your views and concerns and access information and services where needed.

How to get in touch



Email - pohwer@pohwer.net



Telephone - 0300 456 2370
(charged at local rate)



Minicom - 0300 456 2364



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



Skype - pohwer.advocacy (8am to 6pm
Monday to Friday)



Fax - 0300 456 2365



Post - PO Box 17943, Birmingham,
B9 9PB



Website - www.pohwer.net/southwark



Follow us on Twitter
@POhWERadvocacy



Like and follow us on Facebook
@POhWER.net



Registered Charity Number - 1061543

Company Number - 3323040

Issue: Feb 2021

Southwark Advocacy Services



POhWER
Voices Heard • Lives Empowered

The Advocacy services we provide include:

Independent Health Complaints Advocacy

Advocacy Service A free, confidential and independent service supporting those who need support to make a complaint about NHS treatment or care, including complaints about their GP, dentist, local hospital, ambulance service or pharmacy. This service can also support those making a complaint on someone else's behalf, including if someone has died.

Independent Mental Health Advocacy

IMHA advocates help people who have been detained under certain sections of the Mental Health Act and support people to understand their rights, including their right to appeal.

Independent Mental Capacity Advocacy (IMCA)

People who lack capacity, and do not have an appropriate family member or friend to represent their views, are legally entitled to an IMCA, 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 IMCAs 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.

Relevant Person's Paid Representative

For those who are subject to the Deprivation of Liberty Safeguards (DoLS) (part of the Mental Capacity Act 2005), and have no one appropriate to take on the role of representative, RPPRs maintain contact with the relevant person and represent and support them in all matters relating to the deprivation

of liberty safeguards, including, if appropriate, triggering a review, using an organisation's complaints procedure on the person's behalf or making an application to the Court of Protection.

Independent Care Act Advocacy (ICAA)

ICAA advocates can help people who are eligible to engage and participate in assessments that can decide their level of care and support. This could include any needs assessment, care plans, safeguarding enquiries and appeals about a local authorities decision under the Care Act.

If you have difficulties reading this leaflet we can provide information in a way to suit you.

We can provide information in:

- Different languages
- Braille
- Large Print
- Easy Read
- Audio format