



WE ARE A QUALITY PROVIDER OF:

- Independent Mental Health Advocacy (IMHA)
- Independent Mental Capacity Advocacy (IMCA)
- Children and Young People Advocacy
- Care Act Advocacy
- Generic Advocacy



ABOUT US

Advent Advocacy have a long-standing reputation for providing an independent, quality and bespoke mental health advocacy service that focuses on achieving the best outcome for our clients.

We are committed to:

1. Non-Adversarial Advocacy; leveraging the therapeutic alliances forged between providers and their service users.
2. Empowering Service Users; encouraging involvement and self-advocacy.
3. Providing a bespoke service; suited around the needs of our clients and the nature of the purchasing organisation.

To find out more about our advocacy service and create an opportunity to speak with a member of our team please get in touch...

adventadvocacy.co.uk

OUR TEAM

Advent Advocacy have IMHAs located across the country and specialise in providing local advocacy in any geographical location.


Our advocates combine academic excellence, including higher degrees with applied practice and professional qualifications, for example the IMHA and IMCA qualifications.

Leadership, training and supervision is provided by a team with vast experience, which includes Psychologists, Senior Mental Health Practitioners, Social Care Workers and experienced Senior Practising Advocates.

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Also available on:  zoom





It is clear that external professionals have a mutual respect for advocates and see the benefit to the people they support. People that had been supported by an advocate clearly felt that advocates are independent and very much on their side."

Assessor, Advocacy Quality Performance Mark

REPORTING & SURVEYS

Advent Advocacy provide quantitative recording of activities to ensure comprehensive feedback is available to service users, service providers and commissioners. Advocates record their daily activities in secured digital case notes and a summative analysis is provided to our purchasing organisations by way of **Monthly, Quarterly and Annual** reports.

Our reports evidence the **type and volume** of advocacy work achieved in the contracted hours, highlight recurrent challenges and demonstrate key service developments as a result of advocacy activities. Our annual report contains service user feedback on **5 of the themes required for compliance with reporting on CQUIN standards.**

Advent Advocacy are driven by regular appraisal and satisfaction data from our stakeholders and are recognised consistently for our excellent work and the quality of our advocates.

THE ADVOCACY QUALITY PERFORMANCE MARK (QPM)



Advent Advocacy are dedicated to providing an outstanding advocacy service to our clients. It is this commitment and our ability to provide high quality advocacy that has led our company to being awarded the Advocacy Quality Performance Mark (QPM) by the National Development Team for Inclusion (NDTi).

The Advocacy QPM is the UK's only independent quality performance mark for organisations offering independent advocacy. To be awarded with this mark, Advent Advocacy have demonstrated excellence in the following key areas:

Independence	Empowerment
Clarity of Purpose	Accessibility
Confidentiality	Support
Safeguarding	Accountability

The Advocacy QPM was awarded following a rigorous self-assessment process and policy review, in addition to a structured site visit for NDTi assessors to meet advocates and the people they support.



Accommodation: Current accommodation, bedrooms/living spaces / **Community Activities:** Activities residents have participated in off the unit / **Complaints - External:** Complaints about external services or previous placements / **Complaints - Internal:** Unit complaints / **External:** Introduction to the advocacy service; general discussions with residents / **External Agencies:** Contact with/discussions with external professionals / **Family:** Contact/discussions with family / **Finances:** Benefits and financial matters / **Food:** All matters relating to food / menus / **Informal Staff Consultations:** Handovers or updates in person, by phone or email about residents / **In-House Activities:** Activities residents have participated in whilst on the unit / **Legal:** Any legal matters / **Medication / Treatment:** Mediation, care and treatment/external health appointments / **Meetings:** Preparing for/attending meetings with residents or on their behalf in person or by phone/video etc. / **Safeguarding:** Internal and external alerts / **Service:** Discussions about any aspect of the service / **Transfer:** Placement transfers / moving on