

## INFORMATION SHEET

# Organisations that offer support to family carers to advocate for their relatives with learning disabilities living in the community or in inpatient units.

## Introduction

This information sheet contains a list of organisations which offer support to family carers to advocate for their relatives. The information was compiled by the CBF and funded by NHSE as part of the NHSE review of advocacy provision for people with learning disabilities and/or who are autistic or have been inpatients in mental health services.

The organisations included were provided by Local Authorities as part of a Freedom of Information (FOI) request asking them to provide details of organisations that support family carers to advocate for their relatives. The CBF then contacted these organisations to find out about the support they offer to family carers acting as advocates for their relatives.

Organisations provided the information below in early 2022. If you are aware of any changes to the contact details/support offered by the organisation, please let us know.

There may also be other organisations offering support –please let us know if you are aware of any other organisations, and we will update this information sheet.

## Glossary of terms used

### “Advocate”

An advocate represents and relays the views and wishes of another person, who may face difficulties in getting their voice heard. The advocate is focused on representing this person’s wishes only.

By advocate we mean someone who works together with someone with learning disabilities (and sometimes their family) to understand their feelings, wishes and aspirations. The advocate authentically and accurately relays this information to anyone involved in the individual's care.

Advocates may be a legal entitlement (under the Mental Health Act), or provided by a Local Authority, Integrated Care Board (ICB) or a Charity and often family carers act as advocates for their relatives who have learning disabilities.

All our information sheets are available to download free of charge.

If you can [please support us](#) or donate £3 by texting CBF to 70450 to help us continue our work.

Is this resource helpful? Please spend a few minutes giving us some feedback: [www.surveymonkey.co.uk/r/cbfresources](http://www.surveymonkey.co.uk/r/cbfresources)


### “Support for family carer advocates”

This is any information and support provided to family carers acting as advocates for their relatives. This may include a range of different support such as providing information, guidance, a listening ear or financial support, and/ or helping prepare for / providing support at meetings. The person providing the support helps the family carer represent their relative’s views.

## Organisations that support family carers to advocate for their relatives

Organisations who we have been able to contact and have shared details of the support they provide to family carers acting as advocates for their relatives in the community and inpatient units are listed below:

### Action for Carers Surrey

 Surrey  Adults

Action for Carers Surrey supports carers of all ages across Surrey with free advice and support.





- Help with form filling.
- Referral to services and signposting.
- Support groups.
- Carer training events.
- Carer wellbeing events.
- Time away from caring and break payments.

**Website:** <https://www.actionforcarers.org.uk/>

**Phone:** 0303 040 1234

## Bromley Well

**Bromley Well**

 Bromley, South East London  Adults

Bromley Well provides free support to help Bromley residents maintain their health and wellbeing.



- Emotional support.
- Information and signposting on advocacy.
- Care navigation, grant applications, peer support groups, carer forums.

**Web:** <https://www.bromleywell.org.uk/>

**Phone:** 020 8315 1925

**Email:** [carers@bromleywell.org.uk](mailto:carers@bromleywell.org.uk)

## Cambridge House

 London boroughs of Barking & Dagenham and Kingston Upon Thames  Adults

Cambridge House works to tackle social exclusion and enable people to transition out of crisis and progress towards independence.

- Information about Rights and the Law
- Information about accessing healthcare services.
- Information about accessing support and services in the community.
- Information about accessing advocacy services.
- Information about the treatment of mental health problems.

**Website:** <https://ch1889.org/>

**Phone:** 0207 358 7007

**Email:** [imca@ch1889.org](mailto:imca@ch1889.org)



## Carers Oxfordshire

 Oxfordshire County  Adults




Carers Oxfordshire is a free service that offers information, advice, and support to adult carers of people living in Oxfordshire.

- Supports unpaid carers in Oxfordshire.

**Website:** <https://www.carersoxfordshire.org.uk/>  
**Email:** [michelleevans@carersoxfordshire.org.uk](mailto:michelleevans@carersoxfordshire.org.uk)

**Phone:** 07557 038 277

## Carer's Support (Bexley)

 Bexley       Adults

Carers Support (Bexley) are a registered charity whose purpose is to provide information, support, and breaks for carers. They aim to always be flexible and helpful, rather than expect carers to fit in with them.



- Provides information, support and breaks for carers.
- Emotional support.
- Financial support.
- Peer-to-peer support.
- Information about accessing healthcare services.

**Website:** [advice@carersuk.org](mailto:advice@carersuk.org)      **Phone:** 020 8302 8011      **Email:** <http://www.carerssupport.org/>

## Carers UK

 National       Adults

Carers UK provide support, understanding, and strive for lasting change.



- Support to family carers.
- Emotional support.
- Financial support.

**Website:** <https://www.carersuk.org/>      **Phone:** 0808 808 7777      **Email:** [advice@carersuk.org](mailto:advice@carersuk.org)

## Centre 404

 London       Children and Adults

Centre 404 is a prominent and successful charity that offers friendly, reliable, and person-centred support to people with learning disabilities, autism, and their families.



- Group support
- Coffee mornings, webinars, and training sessions.
- 1:1 support for family - information and guidance.

**Website:** <https://centre404.org.uk/>      **Phone:** 0207 697 1336 / 07538 960034

## Enfield Carers Centre

 Enfield       Children and Adults

Enfield Carers Centre (ECC) is a local charity offering support and advice for all unpaid carers in the London Borough of Enfield.



- Carer support and advice – both practical and holistic to unpaid carers.
- Health and wellbeing service – including counselling, massage's, dance groups and yoga.
- Benefits advice, days out, legal information, mental health, good work/life balance, coffee mornings and general advice.

**Website:** <https://enfieldcarers.org/>

**Phone:** 020 8362 3718

## Enfield Disability Action

 Enfield  Adults



Enfield Disability Action operates as a one-stop-shop for disabled people in the borough of Enfield.

- Help with forms and appeal decisions.
- Emotional support.

**Website:** <https://centre404.org.uk/>

**Phone:** 07745 795347

**Email:** <https://mylife.enfield.gov.uk/directory/providerdetails/211532>

## Equality Together

 Bradford  Adults



Equality Together is a local user-led organisation for disabled people, their carers, and their families.

- Peer-to-peer support advocacy.
- Group Sessions.

**Website:** <https://equalitytogether.org.uk/> **Phone:** 01274 594173

## Full of Life KC

 Kensington, London.  Adults



Full of Life KC is a local charity that provides information and support to families living within the Royal Borough of Kensington and Chelsea.

- Provide independent advice and practical support.
- Advice and information for family carers who act as advocates

**Website:** <https://www.fulloflifekc.com/>

**Phone:** 020 8962 9994

## Halton Carers Centre

 Halton  Children and Adults

Halton Carers' Centre is an organisation working to reach unpaid young & adult carers and develop services for them across the country.

- Support for families who act as advocates
- Emotional support.
- Financial support.
- Advice to families on how to advocate.
- Information about the treatment of mental health problems.

**Website:** <https://haltoncarers.co.uk/>

**Phone:** 01928 580182



**HALTON  
CARERS  
CENTRE**

## Mencap

 National  Children and Adults

Mencap's main aim is to create a world where people with a learning disability are valued equally, listened to, and included. Mencap works towards making this a reality for people with a learning disability, and their families and carers.

- Advice and support to those who act as advocates for their relatives

**Website:** <https://www.mencap.org.uk/>

**Phone:** 08088081111



## National Advocacy Service for People with Disabilities (NAS)

 National  Adults

The National Advocacy Service for People with Disabilities (NAS) provides an independent, confidential, and free, issues-based representative advocacy service that works exclusively for the person using the service and adheres to the highest professional standards.

- Supports and empowers individuals who act as advocates.

**Website:** <https://advocacy.ie/>

**Email:** [info@advocacy.ie](mailto:info@advocacy.ie)



## Pathways Associates CIC Ltd

 National  Adults

The Pathways Associates CIC Ltd facilitate the full inclusion of disabled people in community life, through partnerships with disabled people, families, and organisations.



- Experts with lived experience to support the CETRs of people who live in the Northwest.
- Offers a range of groups/ meetings and activities including training in which individuals can get involved.
- Providing peer support for families and people with a learning disability and people with autism.

**Website:** <https://www.pathwaysassociates.co.uk/partners/about-us/>  
**Email:** [info@pathwaysassociates.co.uk](mailto:info@pathwaysassociates.co.uk)

**Phone:** 01254 790 220

## Promise Inclusion

📍 Northwest of England    👤 Adults



Promise Inclusion Limited provides relief for people with learning disabilities in particular providing help and support for them and their families.

- Provides carer groups.
- Has a family liaison service (helps families with filling out forms, benefits claims and wills and trusts).
- Peer-to-Peer Support.
- Breaks and trips away.

**Website:** <https://promiseinclusion.org/>    **Phone:** 0300 777 8539

## SWAN

📍 National    👤 Adults



The aim of Syndromes Without a Name (SWAN) is that every family gets the support they need, when they need it, regardless of whether they have a diagnosis or not. They work with UK based families of children and young adults up to 25 years old who are searching for a genetic diagnosis.

- Helps families with housing and benefits appeals – they also help families with NHS complaints and family relationships.
- Offers individual advice to families on how to be an advocate for their relatives.

**Website:** <https://www.undiagnosed.org.uk/>    **Phone:** 0333 344 7928

## The Challenging Behaviour Foundation



📍 National    👤 Children and adults

The Challenging Behaviour Foundation (CBF) offer [information](#) about [challenging behaviour](#) to anyone who provides support to a child, young person or adult with a [severe learning disability](#). They can also signpost you to other specialist organisations and sources of information.

Please note they are a small charity and have one Family Support Worker available each day. This could mean you are not able to get support straight away as they will support families with urgent concerns as a priority.

**Website:** <https://www.challengingbehaviour.org.uk/>

**Phone:** 0300 666 0126

## **How to find out about other organisations providing support to family carers acting as advocates for their relatives**

There may be other organisations offering support to family carers acting as advocates for their relatives with learning disabilities living in community or inpatient settings. You may be able to find out about other organisations by contacting your Local Authority who should hold information about organisations in your local area offering support to family carers. If you become aware of any additional organisations, we would be grateful if you could share them with us so we can include them in this information sheet.

This information sheet was last updated on 04/0322. Please let us know of any inaccuracies and we will update the information sheet as soon as possible.

Thank you for your support.

### **The Challenging Behaviour Foundation**

We are a registered UK charity specifically focussed on the needs of children, young people and adults with severe learning disabilities whose behaviour challenges, and their families. We will make a difference to the lives of people with severe learning disabilities, whose behaviour challenges, and their families by:

- Championing their rights
- Ensuring timely information and support
- Raising awareness and understanding
- Promoting and sharing best practice

To access our information and support, call 01634 838739, email [info@theCBF.org.uk](mailto:info@theCBF.org.uk) or visit our website: <https://www.challengingbehaviour.org.uk>