

Independent Mental Health Advocacy

Listening | Supporting | Enabling | Empowering



What are my rights?

What are my options?

I'm struggling to get my point across.

I need someone on my side.

I need someone confidential and independent.

To contact us:
020 7510 1081
advocacy@mithn.org.uk



in Tower Hamlets
and Newham

Tower Hamlets Independent Mental Health Advocacy

This service is for people living in Tower Hamlets and who use mental health services.

Our service is available to you whether you are in hospital or at home.

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

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

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Prioritising service

Our service support people who are detained under the Mental Health Act either in the inpatient unit or within the community. We also support informal inpatients and people in the community who are not detained. Due to capacity we do sometimes have to prioritise our service. In this care priority will be given to those clients who are detained under the mental health act.

Please contact 020 7510 1081 or advocacy@mithn.org.uk to make a referral.

Our referral form and leaflet can be found on our website: www.mithn.org.uk

