

The Hammersmith and Fulham Adult Advocacy Service works in partnership with people to help them say what they want, secure their rights, represent their interests and obtain services they need.

Advocates support people to resolve issues they are unable to resolve themselves. We do this by meeting with a person and looking at different available options to resolve an issue, the potential outcomes of each option, and then support the person with their chosen course of action to resolve the issue. The person is then able to make an informed choice about the things which affect them.

An advocate is there to support a person's choice rather than making a decision on their behalf. We will listen without judging you, treat you with respect, help you find information, help you say what you want and take your side.

We are able to help with adult social care issues which include:

- Home care or Direct Payments or individual payments problems
- Refusal or reduction of service
- Blue badge issues
- Support at meetings
- Support to work with other professional services
- Home care
- Service delivery issue
- And much more

The service is funded by Hammersmith and Fulham Council and NHS Hammersmith and Fulham. It is free, independent and open to any adult who receives or is entitled to Adult Social Care and lives in Hammersmith and Fulham.

The service also provides independent Mental Health Advocacy through Mind and Advocacy for people with profound and multiple disabilities (PMLD) through Mencap.

To access the service or find out more please contact us on

020 7471 8538 / 8529 or 020 7610 8020 or email advocacy@hafad.org.uk