



**Patient
Advocacy
Service**

INFORMATION | SUPPORT | EMPOWERMENT

**Laura Dowling
NAS Senior Advocate**



Vision statement

Our vision for society is one where people with disabilities can exercise their rights – with dignity, autonomy, equality and independence at the core. We recognise the capacity of people with disabilities to make their own decisions equally with others, in accordance with the United Nations Convention on the Rights of People with Disabilities (UNCRPD).

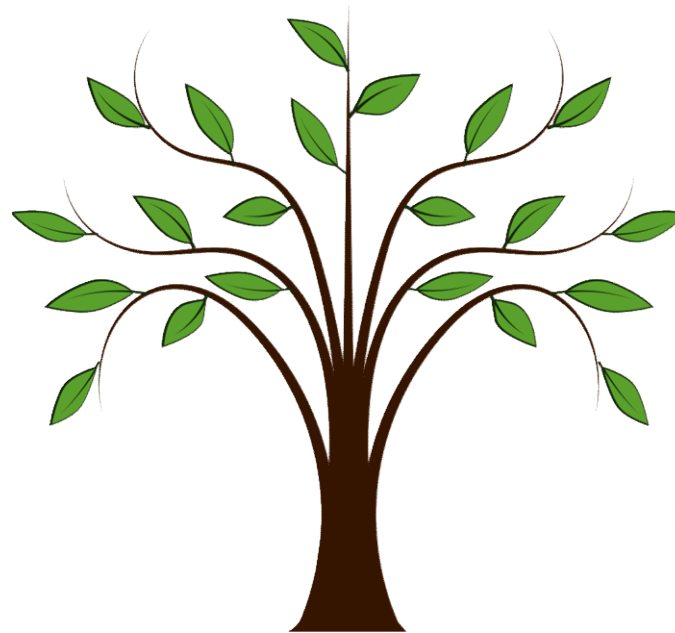
About the National Advocacy Service

- Established 2005 as pilot projects, national company since 2014
- Funded and supported by the Citizens Information Board
- Fully professional, independent, free and confidential service
- Independent of the HSE- no HSE funding
- 50 paid, professional staff across Ireland – Code of Practice and Management and Supervision structure
- NAS staff work in line with a full suite of NAS Advocacy policies
- Patient Advocacy Service established in 2019, funded by Department of Health. Supports Patient Safety

Our Family Tree....



MABS Helpline
0761 07 2000
Monday to Friday: 9am - 8pm



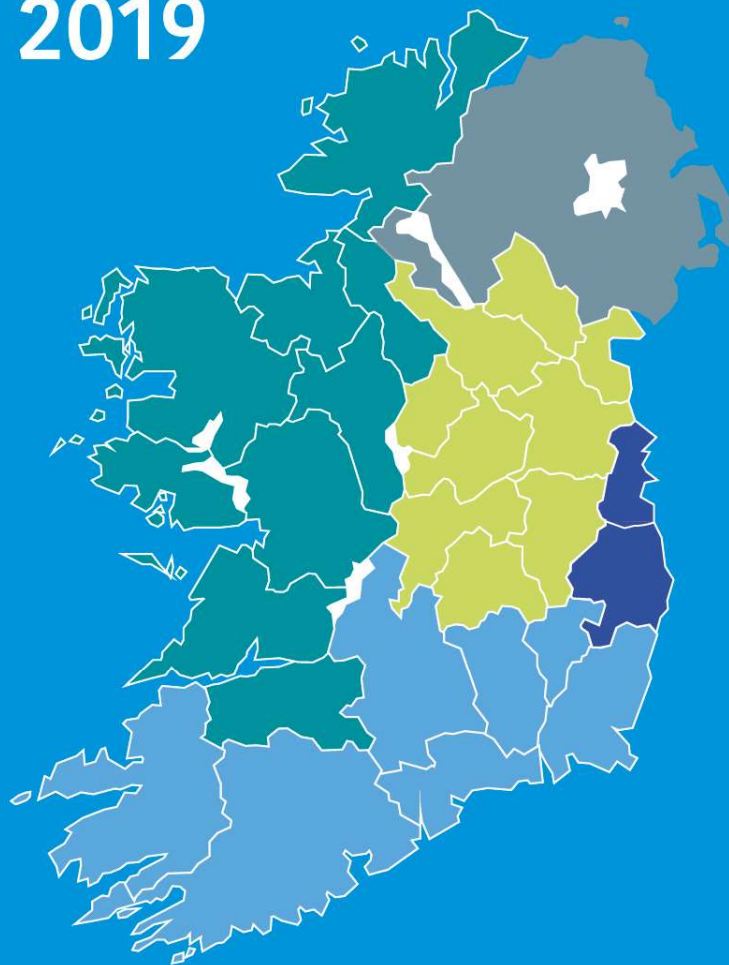
**NATIONAL ADVOCACY
SERVICE**

**FOR PEOPLE WITH
DISABILITIES**



NAS Highlights 2019

NAS operates with **four regions** and a National Office in Dublin.



-  **Greater Dublin**
Dublin, Fingal and Wicklow
-  **Midlands Northeast Region**
Cavan, Laois, Longford, Louth, Kildare, Meath, Monaghan, Offaly and Westmeath
-  **Western Region**
Clare, Donegal, Galway, Leitrim, Limerick, Mayo, Roscommon and Sligo
-  **Southern Region**
Carlow, Cork, Kerry, Kilkenny, Tipperary, Waterford and Wexford



About the National Advocacy Service

NAS has a particular remit for adults (aged 18+) with disabilities who:

- Live in the community & are isolated from their community and services.
- Have communication differences.
- Are inappropriately accommodated.
- Live in residential services.
- Attend day services.
- Have limited informal or natural supports.
- People who need support in decision making



Enquiry Process

- A person can apply for the service by calling national line
- 0761 07 3000 or online at www.advocacy.ie
- Anyone can make an enquiry on behalf of a person via the national line or online enquiry form
- We receive enquiries from;
 - People with disabilities
 - Family and friends
 - Disability services
 - HSE services
 - HSE Safeguarding Teams
 - Health and social care professionals
 - Advocacy groups
 - Solicitors and legal professionals

Enquiry Process



Meet/speak
with the
person

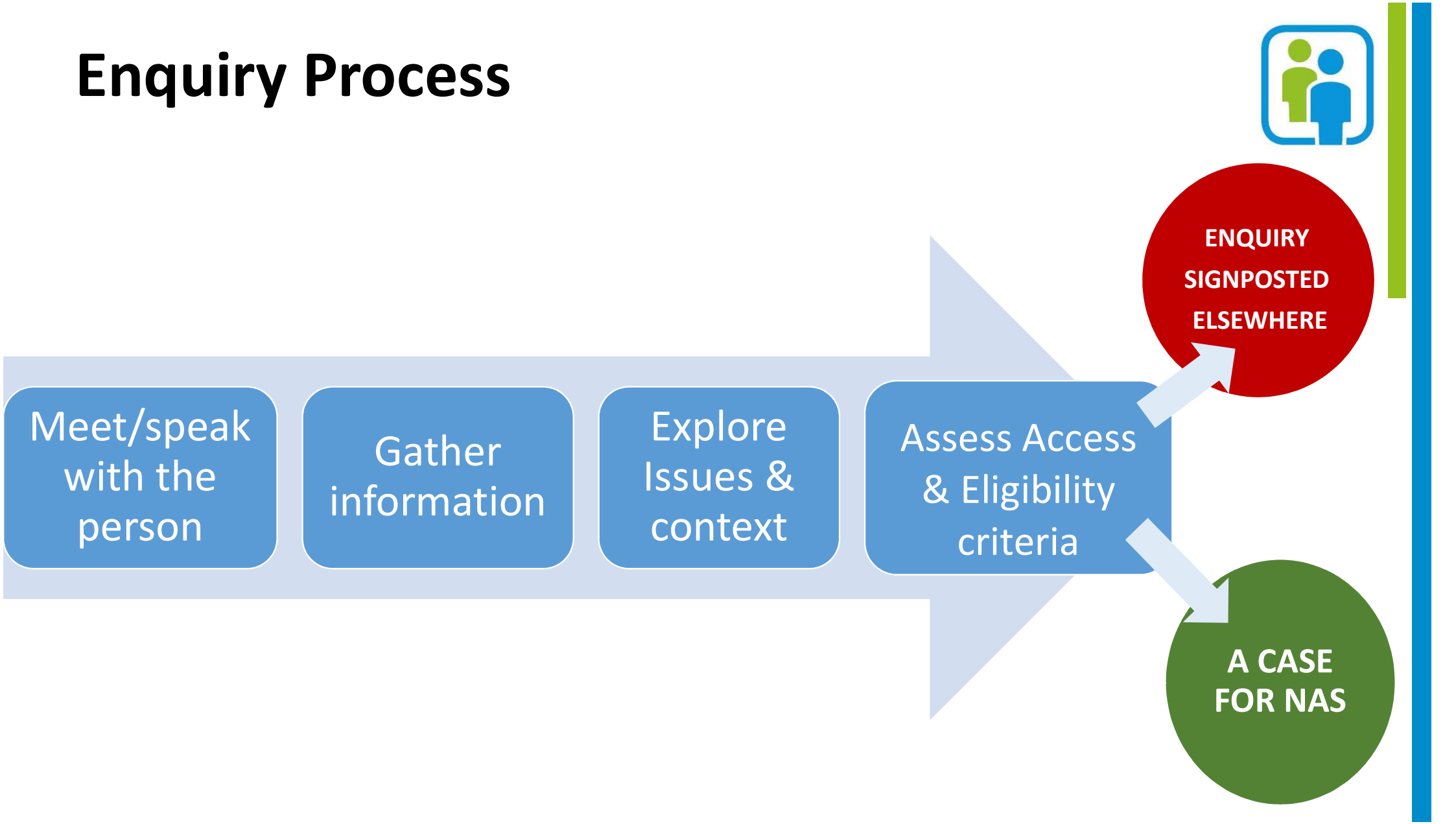
Gather
information

Explore
Issues &
context

Assess Access
& Eligibility
criteria

ENQUIRY
SIGNPOSTED
ELSEWHERE

A CASE
FOR NAS



NAS Highlights 2019

457 cases had been open from 2018, while **569** new cases were opened in 2019.

NAS provided advocacy support in **4,485** pieces of work in 2019. NAS provided full representative advocacy to **1,026** people in 2019, NAS engaged in **3,459** instances of short-term advocacy and information support in 2019.



Issue Categories



Housing: includes homelessness, inappropriate residential placements such as young people in nursing homes, lack of choice in terms of residential placements, de-congregation, rent and arrears and social housing list issues.

Health issues: include access to healthcare services, treatment choice and meaningful engagement in defining treatment plans.

Justice issues: include Ward of Court cases, wills and probate, personal injuries claims, rights of residence and criminal cases and family law.

Parenting with a Disability: typically refers to cases where a parent with an intellectual disability is subject to an intervention by social services in relation to their child/children.

Upholding Will and Preference



- ❑ The role of the advocate is to get to know the person and support them to have their wishes, will and preferences kept at the centre of the decision making process.
- ❑ Advocates support the person to be directly involved in decision-making processes which affect them and must aim to present information in ways that assist the person to make their own informed decisions and choices. (Advocates are never decision makers for the person)
- ❑ Advocates work to support a person's right to take considered risks and experience failure.
- ❑ Advocates must not be influenced or compromised in carrying out their role by any other party and cannot do anything the person does not want them to do.
- ❑ Advocates adopt a 'Will and Preference' V 'Best Interests' approach.

Upholding Will and Preference



- Advocates ensure that fair process has been followed for the person.
- Advocates explore the different avenues of recourse open to a person when a rights violation has occurred- i.e. complaint mechanisms, taking legal action, Escalating a concern to HIQA, the Ombudsman, the Irish Human Rights and Equality Commission etc.
- Advocates consider if the person is empowered or disempowered in each situation.

Case Studies



Mark

Mark was living at home with his family but wanted to move out of home. He is autistic and he left school before his final exams 10 years ago. He didn't know what to do and felt that nobody was listening to him.

He had no support services other than his family GP and hospital consultant. A family member told him about NAS.

The advocate worked with Mark on a plan to make an application for social housing and apply to the HSE for keywork support.

Mark now has an outreach service that is helping him to plan to move to his own home and also explore education and training.

Case Studies

Jenny



- ❑ Jenny lives in her own home and is autistic. She has a part time job in a local shop. Her mother sadly died recently and left money to Jenny in her will. Jenny's family doctor was worried that Jenny might not be able to manage the money and be at risk.
- ❑ A safeguarding meeting was held and it was decided to refer Jenny to NAS so that an advocate could support her to have her will and preference heard.
- ❑ The advocate supported Jenny to be heard at safeguarding meetings and to make a plan. Jenny was supported to work with a social worker and to make a plan about the money. The advocate also supported Jenny to meet with MABS and the local Credit Union and to seek independent legal advice.



Web - advocacy.ie
National Line: 0761 07 3000



Web –
patientadvocacyservice.ie
National Line 0818 293003