

How do I contact the advocacy service?

If you would like to arrange an appointment with an advocate or want more information about the services we offer, please contact the address/telephone number below.

Advocacy Manager
Thurrock Mind Advocacy Service
Mental Health Advocacy Partnership
Thurrock Mind
152 Bridge Road
Grays, Essex RM17 6DB

Telephone: 01375 391411

Office is staffed 9am – 5pm
Monday to Friday
24 hour answerphone available

Email: advocacy@thurrockmind.org.uk

Thurrock Mind



Thurrock Mind is an affiliated Local Mind Association and strives to deliver services which meet the quality management in Mind standards



For better mental health

Thurrock Mind

Services and Contact Numbers

ADVOCACY SERVICES

Advocacy
Advocacy For People Over 65
IMCA Independent Mental Capacity Advocate

Tel: 01375 391411

Email: advocacy@thurrockmind.org.uk

COUNSELLING & GROUPWORK SERVICE

Tel: 01375 391411

Email: counselling@thurrockmind.org.uk

STEPPING STONES SERVICE

Tel: 01375 389780

Email: reception@thurrockmind.org.uk

DAY SERVICES

Community Bridge Builders
Befriending Volunteers
Drop In Activities

Tel: 01375 380233

Email: office@thurrockmind.org.uk

Thurrock Mind

AFFILIATED LOCAL ASSOCIATION



ADVOCACY SERVICE

M.H.A.P. Mental Health
Advocacy Partnership

Thurrock Mind
152 Bridge Road, Grays, Essex RM17 6DB

Tel: 01375 391411

Fax: 01375 389793

www.thurrockmind.org.uk

Registered Charity Number 1106452
Registered Company Number 5256793

Thurrock Mind is an Affiliated Local Association



For better mental health

Thurrock Mind

Advocacy

What is advocacy?

Sometimes it is difficult for people to express their concerns about needs whilst in hospital or in the community.

Advocacy helps people and carers to speak out for themselves through support, guidance and access to the right information. Advocacy helps people to:

- Involve clients in decisions about their needs
- Communicate specific needs
- Be included in the decision-making process about their care
- Understand complaint procedures and how they can use them
- Make informed choices about all the possible options
- Have their rights acknowledged and maintained
- Gain access to the services that are available and to which they are entitled
- Feel less isolated and be treated with respect
- Have their say about any areas that have been affected
- Stand up for themselves

Advocacy services are:

Independent

We are independent of other services such as the hospital, social and council services.

Confidential

We do not share information with other organisations without your prior permission. There are exceptions to this which can be discussed with your advocate if necessary.

Empowering

We help you to find a voice, and give you the support and help to make sure your voice is heard.

Promoters of equal opportunities

We will treat you with the utmost respect and dignity regardless of ethnic origin, gender, sexuality, physical disability, marital status, age, social class, religion, nationality, or use of psychiatric services.

Free of charge

What situations can Advocacy help with?

- Representing clients
- Care Programme Approach Review
- Referrals
- Ward rounds
- Mental health assessments
- Being detained in hospital
- Discharge from hospital
- Crisis situation
- Housing rights
- Contacting a solicitor
- Benefits
- Access to medical records
- Providing support

If in doubt, please ask. If we can't help you we will try to find someone who can with the utmost discretion.

Unfortunately

We endeavour to provide a quality service to anyone over 18 experiencing mental health problems whilst in hospital or in the community. We are not:

- Befrienders
- Counsellors
- Support Workers

How can I see an Advocate if I am in hospital?

The advocacy service has regular contact with the wards that provide care for Thurrock residents.

We visit Basildon Mental Health Unit on a weekly basis and bi-monthly on the forensic wards at Runwell Hospital. An advocate can be contacted at either of these locations or at Thurrock Mind.

Ward sessions are held:

Thursday from 9am onwards in Grangewaters Ward/Hadleigh Ward/The Assessment Unit.

Grangewaters Community Meeting is held every second and fourth Thursday of the month at 11am.

Finally, if you can't see us at any of these locations we will always try and arrange an appointment that is mutually agreeable to all parties concerned.

You can contact us directly at **Thurrock Mind Advocacy Service, 01375 391411.**

Our advocacy service is available to anyone experiencing mental health distress, whilst in hospital or in the community, (including carers). Please let us know if you have access, transport or other needs.