

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 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

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

Thurrock Mind

AFFILIATED LOCAL ASSOCIATION



ADVOCACY SERVICE

For Older People (over 65)

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



For better mental health

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

Advocacy can help with

- Representing clients
- Benefits
- Referrals
- Ward rounds/CPA
- Mental health assessments
- Being detained in hospital

- Helping you choose
- Crisis situation
- Housing rights
- Contacting a solicitor
- Access to medical records
- Providing formal advocacy 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

Although we endeavour to provide a quality service to any older person over 65 experiencing organic and functional mental health problems whilst in hospital or in the community.

We are not:

- Befrienders
- Counsellors
- Providers of statutory services