

Our Advocacy is:

- **INDEPENDENT**
We work with you to ensure your voice is heard.
- **CONFIDENTIAL**
Unless something is disclosed which leads us to believe you or someone else may be at risk of serious harm or abuse, or assisting a serious criminal offence, we will not talk about you outside our organisation without your permission.
- **EMPOWERING**
You are in control of the Advocacy process and no decisions are ever made without your agreement.

How to get in touch



Referrals can be made by Health or Social Care Professionals or individuals may refer themselves.

You can refer online by going to our referral portal: spartan.seap.org.uk

Or you can download a referral form from our website: www.seap.org.uk

and submit by email: info@seap.org.uk
or fax: **01424 204687**

To discuss please call: **0330 440 9000**
or text: **SEAP to 80800**
followed by your message

Opening hours: Mon – Fri: 9am – 5pm
Thurs: 9am – 7pm

We aim to respond to answerphone messages within 1 working day

Support
when you
most need it



Independent Mental Health Advocacy (IMHA)



Support when you
most need it

Free
Confidential
Independent



Your voice | Your rights | Your choice

seAp Advocacy | PO Box 375 | Hastings | TN34 9HU

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You may be entitled to an advocate under the Mental Health Act if you are:

- A patient under Section in hospital or the community
- Subject to Guardianship or a Community Treatment Order

If you are unsure if you can access this service, please talk to us or to a Mental Health Professional.

Informal Patients

We also provide an advocacy service for informal patients. Contact us for more information.

An Advocate will:

- Spend time with you to get to know you
- Act on your behalf with your permission
- Ask questions and find information for you
- Inform you of your rights and how to exercise them

An Advocate will not:

- Impose views or opinions or make decisions or choices on your behalf
- Divulge any information without your permission (unless you tell us something which leads us to believe you or someone else may be at risk of serious harm or abuse, or assisting a serious criminal offence – or if there is a court order for disclosure)

An Independent Mental Health Advocate can help you obtain information about:

- The parts of the Mental Health Act that apply to you
- Your rights under the Mental Health Act
- The rights which other people (such as your nearest relative) have in relation to you under the Mental Health Act
- Any conditions or restrictions which apply to you
- Any medical treatment that you are already receiving or may receive and why



Complaints, Comments, Compliments

We are committed to providing high quality advocacy support to clients, and to working effectively with service providers. However we recognise that sometimes things go wrong. If you have a complaint about our service, please ask for a copy of our complaints procedure. If you would like to make a comment, or compliment us, please contact us. Our contact details are on the back of this leaflet.



Meeting your needs and speaking your language

We will make every effort to adapt how we communicate with you to meet your needs.

Please let us know what your particular needs are, and we will do our best to help.