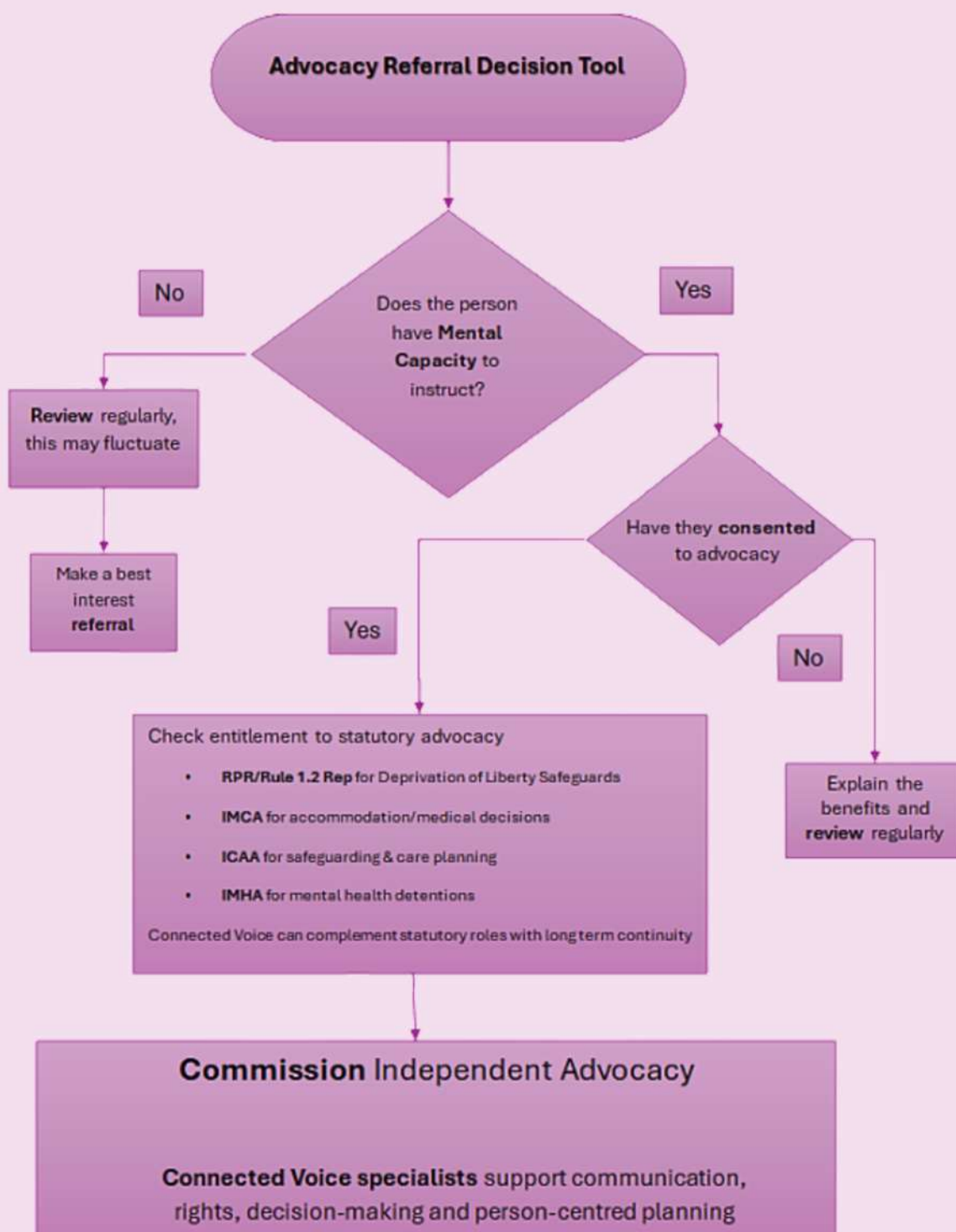


Using this Tool

This Referral Decision Tool provides a simple visual guide to help you identify when advocacy will add value, reduce risk, or strengthen person-centred practice, supporting confident and consistent referral decisions. It supports early, proactive referrals – ensuring advocates can build trust, understand the person, and contribute meaningfully before complex decisions or disputes arise. Critical reviews and litigation may request independent statements, which advocates can provide. Advocacy referrals align with NICE 2022 guidelines, Rehabilitation Code and APIL 2024 Best Practice Guide.

Case Manager Checklist – Advocacy is recommended when:

You need to ensure their views and wishes are considered by everyone	Advocate ensures impartiality and refocuses decision-making on the person's wishes.
The person is navigating complex systems	Advocate helps people explore choices, to make informed decisions and navigate complex rehab/legal systems.
They need to understand their rights and entitlements	Advocate strengthens the person's case and ensures rights/entitlements are upheld.
There are areas of conflicting views impact on decision-making	Advocate supports through knowledge of decision-making history and preferences continuity and future planning.
They struggle to express views, wishes and feelings to others	Advocate works alongside them, supporting self-advocacy, quality of life decisions and informed choice.
They have additional communication needs	Advocate uses non-instructed advocacy, communication tools, and work with interpreters to pick up verbal, non-verbal, sensory responses.
They have cognitive impairment	Advocate adjusts visit times around medication/fatigue and, use interpreters, adapt communication, create accessibility tools, and support comprehension of complex information.
They are at risk of harm or abuse and unable to protect themselves	Advocate can identify trends, focus on wellbeing, support safety planning and prevent risk



Independent Advocacy That Strengthens Decisions, Safeguards Rights, and Improves Outcomes

Connected Voice Advocacy is a Northeast award-winning charity with 30 years' experience ensuring that people's voices are heard and their rights are upheld. Our Independent Advocates work alongside individuals, their families, case managers, and multidisciplinary teams to support clear communication, informed decision-making, and person-centred rehabilitation. Building on specialist brain injury support developed with Northern Neurological Alliance.

While many practitioners are familiar with IMCA and IMHA roles, our Independent Advocacy offers something different: long-term, specialist, relationship-based advocacy that complements statutory provision and provides continuity across the whole rehabilitation and litigation journey. Our advocates support communication, rights, decision-making and person-centred planning.

Reasons to choose Connected Voice Advocacy

- ✓ Specialist expertise in acquired brain injury, neurological conditions, complex communication needs, and Prolonged Disorders of Consciousness.
- ✓ Advocates trained to Level 4 City & Guilds, with specialist modules in the MCA, MHA, Care Act, DoLS, Safeguarding and the Human Rights Act.
- ✓ Accredited practice: We hold the national Advocacy Quality Performance Mark for excellence in independence, empowerment, equality, safeguarding, and accountability.
- ✓ Person-led goal setting to achieve quality of life outcomes.
- ✓ Representing person's views. Experienced MDT partners, working collaboratively with therapists, clinical teams, case managers, solicitors, and statutory advocacy services.
- ✓ Specialist communication support, including for people who are non-verbal, who have sensory or cognitive impairments, or who require interpreters or BSL.
- ✓ Long-term continuity, supporting all aspects of choice, control, rights, and quality of life throughout rehabilitation.
- ✓ Best-fit matching based on culture, communication needs, background, availability, gender preference, and personal rapport.
- ✓ Advocates adjust visit times around fatigue, medication cycles, and provide accessible communication tools to support comprehension of complex information.
- ✓ Quality: We follow the Advocacy Charter to ensure ethical, independent, confidential service. We receive the Advocacy Quality Performance Mark. We never take a fee-paying case where a person is entitled to statutory advocacy, ensuring ethical, transparent and person-led practice.
- ✓ Flexible to needs of person: we will meet where and when it's convenient, with the frequency dependent on the case.