

About Together

Together is a leading national charity that supports people with mental health needs to get what they want from life and to feel more contented with their lives generally. We do this by running a range of services across the country; by campaigning and doing research; and by educating local communities about their own mental health needs. In everything we do we are inspired and guided by the hopes and wishes of the people we support.

A large part of our work involves running mental health services, including:

- advocacy services
- care homes
- carer and family support services
- community support services
- community resource centres
- employment and personal-development schemes
- high support residential services
- service-user involvement schemes
- services for people involved with the criminal justice system
- social inclusion projects
- supported housing.

You can find out more about Together on our website www.together-uk.org.

More information

For more information about making a referral to the service or for a referral form please contact the IMCA Service at the address below or download a referral form from www.together-uk.org/imca.

Kirklees and Wakefield IMCA Service
21 King Street
Wakefield
WF1 2SR
T 01924 361050
E kirkleeswakefieldimca@together-uk.org

You can contact Together's Area Manager for this Service at:

Together
23 Queens Road
Barnsley
S71 1AN
T 01226 770895
E amkirkleeswakefieldimca@together-uk.org

To find out more about Together, contact:

Together: Working for Wellbeing
12 Old Street
London
EC1V 9BE

T 020 7780 7300
F 020 7780 7301
www.together-uk.org
E contactus@together-uk.org

Kirklees and Wakefield Independent Mental Capacity Advocacy Service

Who we are, how we can help and how to contact us

The Service

The Kirklees and Wakefield Independent Mental Capacity Advocate (IMCA) Service is provided by national charity Together.

The Service is staffed by a Manager/Advocate and two Independent Mental Capacity Advocates (IMCAs). IMCAs work with people who – for reasons such as learning disability, dementia, mental health problems or brain injury – are unable to make specific decisions about the following areas (as set out in the Mental Capacity Act 2005):

- serious medical treatment
- accommodation changes that are for more than 28 days in hospital or eight weeks in a care home
- care reviews
- adult protection.

The IMCA will usually only be involved if there are no appropriate family or friends that can represent the person. The exception is issues related to adult protection when an IMCA may be consulted regardless of whether the individual has family members or friends.

The Service covers the Kirklees and Wakefield local authority areas and is available from 9am to 5pm, Monday to Friday.

Being referred to the Service

People can be referred to the Service by staff from Kirklees and Wakefield Councils and their health partners. These people are known as ‘decision-makers’ under the Mental Capacity legislation.

To find out more about making a referral to the service or for a referral form please contact the IMCA Service at the address on the back of this leaflet or download a referral form from www.together-uk.org/imca.

For decisions that meet the criteria to consult an IMCA for serious medical treatment or a change in accommodation then a referral must be made. For decisions around adult protect and care reviews then this is subject to a local decision as to whether involving a IMCA will be of particular benefit to the person.

Confidentiality

Information about people who use the Service is treated in the strictest confidence and discussed only with appropriate members of staff within the remit of the work of the Service.

Making a complaint

If you are unhappy with the service we provide, you can make a complaint to either the Service Manager, or to Together’s Area Manager (see contact details over the page).

Alternatively you may access the relevant council's complaints procedure.

What you can expect from us

We will:

- make sure that appropriate decisions about anyone using the Service are informed by that person’s preferences, dislikes, wishes, feelings, beliefs and values
- ensure we can show how any views that are expressed in protecting the service-user’s best interests have been arrived at
- make sure that the rights of those using the Service are respected and upheld
- where appropriate, challenge the decision-maker (see above) on behalf of the person lacking capacity, and will seek second opinions wherever relevant
- recognise and respond appropriately to issues of disability, race, culture, religion, sexuality, age and gender
- ensure all steps have been taken to engage the people accessing the Service, using a variety of communication methods
- conclude issues and support decisions with written reports to decision-makers within appropriate time scales, and bring to the attention of the decision-maker all factors that are relevant to the decision.