

# You have a right to get your voice heard

## What is a mental health advocate?

NYAS advocates are independent: they do not work for the hospital or unit.

Our advocates **listen** to what you want, **inform** you of your rights and **empower** you to get your voice heard. We ensure your wishes and feelings are expressed and acted upon to improve your situation.

Our advocates work just for you and are on your side.

They help you to be actively involved in decisions that affect your care and treatment.

**No problem is too big or too small.**



Helpline **0808 808 1001**

**NYAS.yip** **@NYASServices**

**www.nyas.net**

Registered Charity No: 1012485

**nyas**  
national youth  
advocacy service

# What support can I expect?

We can help you:

- Understand your rights
- If you feel your views are not being listened to and want someone on your side
- Ensure you have a say at meetings such as care planning (CPA/CTP) and/or ward rounds to get your voice heard
- Raise concerns or make a complaint about your care or treatment
- Access greater support through more specialist advocacy services including Independent Mental Health Advocacy (IMHA) Independent Mental Capacity Advocacy (IMCA)

There may be some things that can't be changed, but an advocate will make sure everyone knows how you feel and help you to understand why the decision has been made.

We provide a confidential service, and will only pass on information about you with your consent, unless it places you or others at risk of harm.

We are led by you which means you are in control.

## How do I get help?

Your advocate will visit regularly and you can see them onsite. Alternatively, you can ask a member of staff to contact them on your behalf. If you prefer, you can contact the

**NYAS Helpline on 0808 808 1001** or email [help@nyas.net](mailto:help@nyas.net)

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