|  | Statement | Myth | Fact |
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| 1 | My Independent Professional Advocate (IPA) will always get me what I want!  What a client wants is not always possible to achieve in all cases. The IPA will discuss views and wishes with the client and develop an action plan. If there are barriers to achieving the original wish then the IPA will go back and discuss them and revise the plan. Sometimes the end result is not what the client wanted in the first place, but the client will have been fully informed about progress, process and actions at all times and will understand why things could not happen in the way they wanted. |  |  |
| 2 | My IPA will sign legal paperwork for me.  The client is responsible for the choices they make (when they have capacity) and if it is a legal matter, the client will sign their own legal paperwork not the IPA. If the person lacks capacity, then it will be the person who has a legal responsibility for the individual, perhaps via a power of attorney. |  |  |
| 3 | My IPA can speak up for me at meetings.  The IPA will need permission from the individual to speak for them. The IPA will only express the views of their client and not their own views. They may ask questions on behalf of the client to clarify something. They cannot make decisions on behalf of the client unless they have permission to do so, or have asked the client how they feel about a decision. |  |  |
| 4 | My IPA works to a set of standards.  The 'Advocacy Charter' sets out a set of standards and a definition of advocacy that IPAs work to. There is also an Advocacy Quality Performance Mark that can be achieved which supports the Advocacy Charter. |  |  |
| 5 | My IPA is impartial.  If you are impartial you are not on anyone’s side or indifferent to each side. To be impartial is to be unbiased and to treat all equally. An IPA is always on the side of the person they are supporting and only them. |  |  |
| 6 | My IPA listens to me and helps me look at my options.  The IPA will always listen to the client and be led by their views, wishes and feelings. They will define what it is that the client wants and where necessary will find information to help the client make their decisions. The IPA will help the client look at all the options, look at any possible risks and outline them, explore the choices with them and support the client to come to a decision. |  |  |
| 7 | My IPA tells me what the best option for me is.  This would be considered to be giving advice which is usually undertaken by someone who has specific expertise and can give information and make recommendations. Advocacy is a wider role in which knowledge is sought and shared with the client and where the IPA acts as an aide rather than an advisor. |  |  |
| 8 | My IPA will spend time explaining my care and support options to me so I can make an informed decision.  It can be daunting and quite frightening when faced with making choices about your own care and support needs when you don't understand the systems and what the implications of making a decision might be. IPAs will be experienced in what the local care and support systems are, and will be able to help someone understand them and make it easier to make a decision, which is informed by information about services.  An IPA can help by assisting a person to understand how their needs can be met by the local authority or otherwise –  Understanding, for example, how a care and support plan can be personalised; how it can be tailored to meet specific needs; how it can be creative, inclusive; and how it can be used to promote a person’s rights to liberty and family life. |  |  |
| 9 | I can speak to my IPA in private and they will ask for my permission to see my records and/or speak to my family and other people involved in my life.  An IPA is expected to meet the person in private. Where a person has capacity, the IPA should ask their consent to look at their records and to talk to their family, friends, carer, care or support worker, and others who can provide information about their views, wishes and feelings. |  |  |
| 10 | I have an issue that I can't resolve but my IPA will sort it all out for me.  An IPA cannot promise to sort out someone's issues, but they can help to look at all the available options available to someone, and for them to take the decision about how they want to proceed. This may involve: spending time with the individual considering their communication needs; their views, wishes and feelings; their life story; and using all this to assist the person to participate fully and wherever possible to make decisions. |  |  |
| 11 | My IPA will support me and my family through our troubles.  An IPA is there to be on the side of an individual and support them, and only them, to achieve their well-being outcomes and express their views and wishes. They are not there for the whole family, other professionals will be there for this. The individual’s wishes may be very different to the views of their family members who may feel they know what is best. There may also be a conflict of interest or the family may be implicated in a safeguarding matter. |  |  |
| 12 | My IPA will keep everything I tell them confidential.  It should be made clear at the start of the advocacy partnership that confidentiality is a very important part of the work they will do together but that there could be certain circumstances that may mean the IPA might have to breach confidentiality. This would be if a crime had been committed, if someone was at risk of serious harm, if others were at risk, or if terrorism is suspected. |  |  |
| 13 | Engaging an IPA will mean it takes more time to get issues resolved for my client.  Assisting a person to understand the relevant processes may involve an independent professional IPA spending time with the individual considering: their communication needs; their views, wishes and feelings; their life story; and using all this to assist the person to participate fully and wherever possible to make decisions.  It may take time to gather all the relevant information but it will mean that the individual has been able to make fully informed decisions. It is difficult to say whether it would take more or less time as each person will have different and individual needs and wishes. |  |  |
| 14 | An IPA will stand up for their client's rights.  The definitions of advocacy clearly have rights at the heart of what an IPA does:  *“Advocacy supports and enables people who have difficulty representing their interests to exercise their rights, express their views, explore and make informed choices.*  *Independent Advocacy supports the person regardless of the demands and concerns of others. It challenges the causes and effects of injustice, oppression and abuse and upholds human rights.”* (OPAAL National Forum, 2008)  *“Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need. Advocates and advocacy schemes work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality and social justice*.”  (Action for Advocacy, 2002) |  |  |
| 15 | Bringing in an IPA for my client is a luxury.  The Act:   * places the person and their well-being outcomes at the centre of this new framework * gives them a voice in, and control over, achieving those outcomes * supports people to achieve their own well-being * measures the success of this care and support based upon all contributions to well-being; including people, families, supporters, formal and informal services   Despite the barriers individuals may be experiencing, local authorities **must** involve people to help them express their views, wishes and feelings, to support them to weigh up options and to make decisions about their well-being outcomes. These requirements apply irrespective of where an individual is living, including the secure estate. |  |  |
| 16 | I don't need an IPA for my client because I can do it.  To have voice and control, an individual must be able to feel they are a genuinely equal partner in their interactions with professionals. It is, therefore open to any individual to exercise choice and to invite any IPA to support them in expressing their views, wishes and feelings.  Social care and other professionals play a key role in acting as an IPA on behalf of individuals as part of the exercise of their daily professional roles. However, there will be occasions where a conflict of interest may arise  in relation to the decision being made. Professionals will need to be alert to situations where they believe that  the objectivity or independence of the decision-making process is, or could be seen to be, undermined. In such circumstances, the roles of other forms of advocacy must be considered.  (Please see notes on slide 67 for further detail on this.) |  |  |
| 17 | An IPA can support my client because I have identified that I may have a conflict of interest.  Social care and other professionals play a key role in acting as an IPA on behalf of individuals as part of the exercise of their daily professional roles. However, there will be occasions where a conflict of interest may arise  in relation to the decision being made. Professionals will need to be alert to situations where they believe that the objectivity or independence of the decision-making process is, or could be seen to be, undermined. In such circumstances, the roles of other forms of advocacy outlined in Chapter 8 (of the Code of Practice) to secure an individual’s views, wishes and feelings, and well-being outcomes must be considered. |  |  |
| 18 | IPAs only deal with complaints or safeguarding issues.  There are particular circumstances and periods of change or transition which will be significant to the individual and when their needs for advocacy may be heightened. These include but not exclusively:   * when making decisions that will have a significant impact on their day-to-day life including:   a. assessment, care and support planning, reviews  b. safeguarding  c. accessing information, advice and assistance  d. where they are going to live  e. the assessment of, or changes to, informal care and support arrangements  f. moving from receiving care and support via a care and support plan, or support plan if they are a carer, to receiving care and support from preventative  well-being support in the community   * when external factors impact on their care and support arrangements, for example, provider failure, care home closure, changes of management or ownership arrangements in care homes * when suspected of being at risk of harm or neglect * when preparing to leave hospital and return to the community |  |  |
| 19 | My client's IPA is there to communicate their views, wishes and feelings.  Despite the barriers individuals may be experiencing, local authorities **must** involve people to help them express their views, wishes and feelings: to support them to weigh up options; and to make decisions about their well-being outcomes. These requirements apply irrespective of where an individual is living, including the secure estate. |  |  |
| 20 | My client's IPA won't accept/agree that our client is wrong.  It is not the IPA's job to make judgements about the  rights and wrongs of an individual's decisions. Views are personal in nature and it is the IPA's job to ensure that the views, wishes and feelings of an individual are heard and not to influence them in any way. |  |  |