

About SWAN

South West Advocacy Network (SWAN) is a charity specialising in delivering independent advocacy.

We have developed a model which ensures everyone, including the most vulnerable members of our communities, have the same rights and opportunities as their fellow citizens.

Consent & Privacy

You have the right to refuse advocacy at any time.

Advocates will always ask you for consent before doing anything on your behalf.

In order to deliver our service we will need information from you that helps us support you.

We are responsible for keeping that information safe.

Read our full Privacy Notice on
www.swanadvocacy.org.uk/privacy



Contact us

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Email: dorset@swanadvocacy.org.uk

Web: www.swanadvocacy.org.uk

Address:

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Pan Dorset Advocacy Service
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@SouthWestAdvocacyNetwork



@SWANadvocacy



@SouthWestAdvocacyNetwork

We can provide this information in different languages and formats, including easy read.

Registered Charity Number: 1125679

Company Number: 65992429



Pan Dorset Continuing Healthcare

Advocacy Service

working across Dorset,
Bournemouth, Christchurch &
Poole



Tel: 03333 447928

Continuing Healthcare (CHC) Advocacy

What is advocacy?

Advocacy is taking action to help people say what they want, secure their rights, represent their interests and get the services they need.

Advocates, and advocacy providers, like SWAN, work in partnership with the people they support and take their side.

Advocacy promotes inclusion, equality and social justice.

What is Continuing Healthcare?

Some people with long-term complex health needs may be able to receive free health and social care arranged and funded solely by the NHS. This is called NHS Continuing Healthcare (CHC).

Eligibility depends on criteria.

What is a Continuing Healthcare Advocate?

CHC Advocates are specialist independent advocates. They provide free, expert advocacy and information to help individuals understand the key principles of the National Framework, the eligibility criteria for NHS CHC and equip them to contribute fully to assessments.

Who can be supported?

CHC Advocates work alongside individuals aged 18 and over or their representatives (e.g. family members) who have questions about the long-term care funding system, are preparing for a CHC assessment or wish to challenge a continuing healthcare decision.

Your advocate can support with:

- Applying for CHC funding
- Appealing a funding decision
- Planning, delivery and review of care for someone already receiving CHC funding
- Section 42 Safeguarding Enquiries
- Rule 1.2 Representative

How will my advocate support me?

Your advocate will help you to:

- understand how to request a referral and what to expect at each stage of the process
- understand how your needs have been assessed, so that you are able to make choices about whether to request a review of their eligibility decision
- engage effectively with local resolution procedures and prepare for Review Panels
- access free and trusted specialist information
- engage fully with the care planning process
- ensure your preferences are reflected and your assessed needs are met

How to get support

You, a family member, carer or professional can contact SWAN to make a referral for CHC advocacy

