

## What we do:

We provide an advocacy service for people who are on Nelson Ward, Tony Hillis Unit (THU) and Ward in the Community, Lambeth Hospital, on Greenvale Specialist Care Unit and those living in Lambeth in the community with mental health problems. We also provide Independent Mental Health Advocacy (IMHA) as provided for by the 2007 amendments to the Mental Health Act 1983.

- We are independent and are not employees of the local mental health services
- Our service is free and confidential. (We have a Privacy Policy which is available on request)
- You can speak with us in private about any concerns you have about being in hospital.
- You will always be making the decisions and no action will be taken without your agreement.

*If you have a particular preference regarding the type of advocate you wish to see, please let us know and we will accommodate this where reasonable and practical.*

### Complaints about our Service:

The CSN has a complaints policy that is available from the advocates or from our office.

[cpedler@csnsl.org.uk](mailto:cpedler@csnsl.org.uk)

Independent Mental Health  
Advocacy Service  
(IMHA)

**We're here to help you get  
your voice heard**

Contact: Hannah Moses  
(Advocate)

**07950 412 902 (Hannah)**

**0207 274 4490 (office)**

[hmoses@csnsl.org.uk](mailto:hmoses@csnsl.org.uk)

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Company No. 4041867

[www.csnsl.org.uk](http://www.csnsl.org.uk)

## **We're Here to Help You**

It can sometimes be difficult to express your opinions about your treatment and care. This can be particularly hard if you are on a Section of the Mental Health Act 1983 as amended 2007.

You have the right to be heard.

Your opinions should be listened to by medical/nursing staff and social workers.

An advocate can help you by supporting you when you want to voice your concerns or by representing you if you feel unable to do so yourself.

Find out more by talking with an advocate on the ward or contact us by writing or phoning our office.

## **Some examples of the ways an Advocate Can Help You:**

- ◆ Listening to you and helping you to get your voice heard
- ◆ Supporting you at Ward Rounds and CPA meetings
- ◆ Supporting you when you are talking about your treatment plan with your nurses and doctors
- ◆ Giving you clear information about your rights, medication and any part of your treatment.
- ◆ Giving you information about community groups and support.
- ◆ Referring you to more specialist areas of help (e.g. Legal advice) when appropriate
- ◆ Helping you to appeal against your section