Disability Sheffield

Generic Advocacy Service

Generic advocacy support around health and social care issues
We support disabled adults who live in Sheffield. We are a pan disability organisation and don't ask for any specific health condition criteria, any disability will fit into our remit. <u>We support with these issues:</u> Issues around communication with healthcare staff about care or treatment (e.g. supporting at non-routine appointments if they don't feel listened to) Difficulty accessing health services (e.g. not being referred for healthcare support needed) Challenging or seeking a diagnosis Equipment and Adaptations (e.g. support with referrals, assessments and appeals)

Reviewed May 2025

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Difficulties obtaining medical priority for housing (e.g. support with referrals and appeals) Adult Social Care – any issues relating to a social care process, including support to access a needs assessment and complaints about social care. Problems with care providers Supporting people who have Continuing Healthcare (CHC) funded care to plan their care Helping people understand the CHC eligibility process and support to challenge this
We cannot support with:
Benefits – e.g. attending ESA/ PIP appointments Bus pass issues and Blue badges (though if our Information Service has capacity, they might support) Financial assessments / care contributions (when this is the only issue) Supporting people with Children's Social services (unless in certain cases such as supporting an adult to get a social care package to look after their children, or if the child is transitioning to ASC (16+))

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Hiring a PA – e.g. recruitment process etc (this differs from supporting to access social care to get a support package that includes PA support).

Any housing issues other than obtaining medical priority. We cannot support with signing up for housing or finding/ bidding on houses.

Routine medical appointments if there isn't a particular issue that the person is having - this would stray into support work rather than advocacy.

Sheffield Advocacy Hub

Disability Sheffield are one of four organisations in Sheffield Advocacy Hub, which also includes Citizens Advice advocacy service, Cloverleaf and SACMHA.

Our advocates can also support people with statutory advocacy, which includes (but is not limited to) advocacy under the Care Act and Independent Mental Capacity Act advocacy, NHS Complaints, and Learning Disability Generic Advocacy.

If the issues within a referral fit under the remit for statutory advocacy, we will ask to forward this to Sheffield Advocacy Hub to triage. This may mean another advocate from a different organisation will be allocated to the case. More information can be found here: Sheffield Advocacy Hub