



SIS Annual Report Information 2020-21

Outputs

56 cases for 42 individuals

Average case length of 5 hours

ISSUE	
access to physical health	33%
access to mental health	29%
Social Care need	25%
Carer need	12%

REFERRAL	
SIS staff / linguist	25%
NHS	4%
Local Authority	5%
CVS	25%
self-referral	11%
Covid related outreach	29%

LANGUAGES	
Arabic	14%
Farsi	30%
Spanish	14%
Portuguese	9%
Cantonese	9%
Other (8 languages)	23%

Themes, Trends and Observations

Covid

The year has been dominated by the COVID19 crisis and associated difficulties of service users with language needs to understand changes to health service delivery and to accessing both physical and mental health services. SIS advocates were frequently involved in cases for which the cancellation of clinics and services have had negative impacts on the wellbeing of the service user, including the needs to access A&E, lack of interpreting provision and mental health crisis.

There also a number of cases where service users felt their underlying health concerns warranted registration on the “shielding lists” and advocates supported SUs to make these needs known to their GPs and get registered and receive the associated support due.

Advocates undertook outreach work to Service Users we knew to be particularly vulnerable to check their needs were being met and discuss any additional support they required.

Promotion

SIS has continued to proactively promote Bilingual Advocacy to Adult Social Care professionals particularly those who have requested interpreting support for their work. Whilst Adult Social Care professionals responded positively to information about Bilingual Community Advocacy and have been interested to hear additional details, requests for Bilingual Advocacy remains rare.

“This information [about referrals] is really useful; I have passed this on to my team. I will definitely be in touch next time I have a case which might benefit from advocacy.”

Eleanor Bridge, Carers’ Assessment Worker, Access Point

“This is very interesting, please could you send me any other information you have on this service as there are other members of my team who this could be useful for?

I need to speak to M and her daughter to confirm what input they need moving forward. I have completed their assessment, but there is still a possibility M could benefit from Bilingual Advocacy so I will get back to you.”

Nick Austin, Carers’ Assessment Worker, Access Point

We have great success joint working with the Carer’s Centre around support for people with language needs undertaking the first part of the Carer’s Assessment. We have developed a useful relationship with the Inclusion Project Coordinator and have a made a number of cross referrals.

“Through the joint working with 2 of your Bilingual Advocates, I have recently received notifications from 'The Carers Trust' confirming successful one off grants for 3 carers. One is £300 to help a gentleman with the cost of driving lessons, then £250 for another lady to purchase a laptop and also £250 for a third carer to help pay for her English lessons.

We have also carried out the first part of Carers Assessments with 4 carers so far as well. It's been a really positive and useful experience joint working with your advocates, they are all extremely skilled and knowledgeable.”

Louisa Marchant, Inclusion Project Coordinator, Carer’s Centre

SIS would like to promote ASC services to the city’s diverse communities to ensure a full understanding of what is available, how to access (either directly or through SAP) and what their rights are to help and support. There is no current translated information about ASC services and SIS would like to use SAP funds to produce appropriate materials in key languages.

Remit

There remain challenges to deliver joined up services for individuals who have had welfare and housing needs identified through a needs and care assessment but for whom there is no ongoing advocacy support available. This can undermine the relationships of trust that have built up between the local authority and the individuals through the work of the advocates.

Mental Health

The deterioration in mental health as a result of the covid pandemic and in particular the social distancing, isolation and lockdown rules is being felt across SIS services. We have noted a steep rise in interpreting requests for all mental health services. We will be working with Approved Mental Health Practitioners to look at the best way for SAP to support the increase in demand for their services for people with language needs.

Outcomes and Impact

Sussex Advocacy Partnership uses NDTi outcomes measures to gauge the impact of service delivery. NDTi has 21 outcome measures that could be relevant to the Service User. The top outcomes reported by Service User in this period;

- 78% achieved the outcome they were seeking
- 78% felt listened to by professionals
- 78% had improved health or treatment
- 61% had improved quality of life
- 47% had increased personal dignity and respect
- 45% had influenced the decision making processes
- 43% had increased independence

Service User Feedback

"I am very grateful to get to know the advocate and thank her so much for her time to work with me , help me , comfort me and support me. I hope to see her again when I come back to Brighton to finish off my studies."

Mandarin Speaker Case 98

"The advocate has helped me a lot. I was having a lot of trouble getting an appointment with my GP which meant my health was deteriorating. Now I can now easily make appointments myself and request prescriptions through an app. My GP now understands all my health issues and symptoms and I feel that I am getting the right help that I need"

Case 76 Portuguese

"I am pleased to use this service. I have been well informed during the process and this allows me to see the whole picture of what has happened. I had not understood how the systems work so I hadn't been doing things in the correct way and that had meant lost of delays and mistake. Now that I understand how everything operates, I have been put at ease emotionally. I am also aware there is support from SIS available in the community so I can contact them if I need help in the future. Being honest, I do feel my stress level has gone down a lot after using BA service and I feel much more confident."

Case 71 Mandarin

Good support, I am happy.

Case 70 Farsi

"Without the advocate to help me I wouldn't have been able to make any progress to living independently. There was a lot of correspondence that I couldn't understand and I seemed to be



waiting such a long time to get any answers to questions. The advocate was very patient explaining everything to me and chasing up my case. My brother would still be helping me with everything and we would all be miserable"

Case 62 Farsi

"I am happy to receive good support and go through this period of time with valuable information."

Case 59 Cantonese

"I am very grateful for your support and professionalism. Although ASC closed the case you gave me peace of mind by making sure that services will provide a professional interpreter. I am very happy with how you explain everything."

Case 58 Portuguese

"Excellent service, I am satisfied with my Advocate"

Case 42 Farsi

"It has been very difficult to understand the ordering and prescription process for my stoma bags and I am so relieved that I can now do this easily myself and have peace of mind.

I thought I was on the list for a reverse operation and it would be carried out very soon, but actually I was not. If the bilingual advocate hadn't contacted the Macmillian Nurse, I would probably have been forgotten and left to live with stoma bags rest of my life.

Now I am still using stoma bag but at least I know I am on their list and my GP also aware of what had happened, because the bilingual advocate has spoken to him on my behalf and he will write a letter to the surgeon to speed up the process for me.

I am very happy for all of these outcome. Thank you."

Case 61 Cantonese

"I didn't know about this appointment before the bilingual advocate called to tell me. It was very thoughtful of her to check on me. I had been expecting this visit but it was useful to discuss the service with the advocate in-case there was something I had missed. I felt confident about what was going to happen and only needed an interpreter to help me communicate on the day"

Case 63 Spanish

"I am really grateful to my BA. My wife and I felt like we were running a marathon trying to understand all the information about my [cancer] condition and we didn't know what was important and what questions we should ask. Every appointment was difficult and upsetting.

Now we feel that we are able to understand exactly what the doctor's diagnosis and treatment is. So I am now can focus on how to enjoy rest of my life and not just worry about my illness as I know that I will be well looked after if I am in need."

Case 57 Cantonese

Case Study - Farsi Speaker L – 8 hours

Referral from Brighton Unemployed Centre Families Project from the Welfare Rights Coordinator

Issue ASC Needs Assessment

- L is a refugee
- BA found L to be extremely emotionally vulnerable and needed a lot of time to express his concerns and problems.
- L was both physically and mentally unwell; depressed, sad, lonely, homesick and hopeless.
- It was physically difficult for L to look after himself and his mental health problems meant he was completely neglecting his self care; cooking, cleaning, personal hygiene, remembering to take medication

Goal

- Refer L to ASC
- Support L with his Needs and Care Assessment

Action

- L was supported to complete the on-line referral form for ASC
- L was offered an on-line assessment which the BA helped him to prepare for, ensuring L understood the processes and purpose of the assessment, how to give full disclosure of information and what to expect / hope for an outcome.
- L felt empowered to self-advocate during the appointment which he attended alone with language support provided by an impartial interpreter

Outcome

- The ASC assessment resulted in a care package being put in place.