

## SUSSEX ADVOCACY PARTNERSHIP ANNUAL REPORT 2023 - 2024

SIS delivers Bilingual Community Advocacy in Brighton and Hove as part of our tiered support for people with language needs.

- Volunteer Social Prescribers triage referrals and deliver immediate support
- Social Prescribing Link-workers provide more intensive, sustained social prescribing casework for a range of social, emotional and practical support
- Advocates give additional support for single social care and health issues
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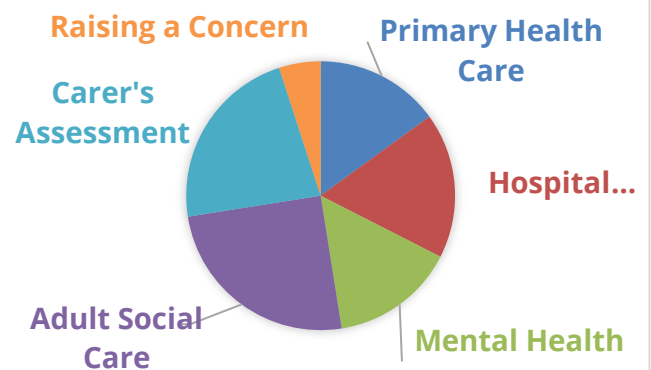
### Key Performance Indicators

- 45 cases for 39 people
- average case length of 6 hours
- 100% of referrals were responded to within 48 hours
- 75% were contacted within 5 days (Arabic wait list challenges to contact some Service Users)
- No new referrals had to wait over 3 weeks for the case to be opened
- 18 inappropriate referrals (out of remit, advocacy not wanted, no language match)

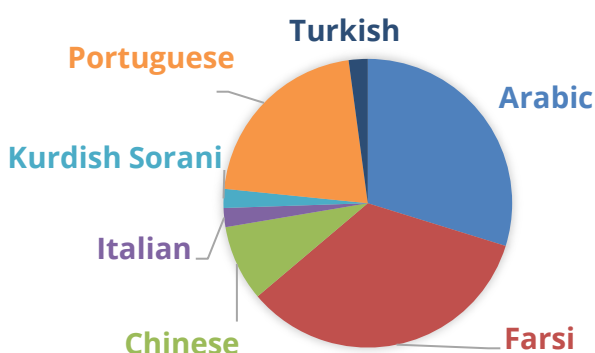
### REFERRAL SOURCE



### REFERRAL ISSUE



### LANGUAGE PRESENTED



## Challenges and concerns

- identifying and enrolling additional trained and accredited Bilingual Advocates.
- meeting the 6 hour target for case length because overcoming the language and cultural barrier requires additional support and intervention
- the narrow remit for SAP to work exclusively within Health and Social Care can erode trust and rapport when Service Users have multiple complex needs
- poor provision of trauma informed care for refugees and asylum seekers

*“This was a very challenging case. The Service User was a refugee from Afghanistan, they were so sensitive and vulnerable because of all the difficulties and traumas. It was very difficult to focus on the advocacy issues [access to health] because they couldn't stop talking their wider situation; they had left their family and children behind in Afghanistan, they didn't feel welcome in the UK and had a lot of issues since arriving here, including accommodation, finance support, anti-social behaviour and racism. We had to raise a safeguarding concern during the case because of suicide attempts. The Service User had a high expectation about my role as Bilingual Advocate despite my full and repeated explanations of the remit and boundaries e.g. they wanted me to be an advisor, counsellor and problem solver in general.”*

Case 214 Farsi Speaking Bilingual Advocate

## NTDI Outcomes Framework

Increased voice and personal control:	Total
has influenced the decision making processes	22
was supported to challenge decisions	10
achieved the outcome they were seeking	36
felt listened to by the professionals	40
was supported to make their own decisions	18
is supported to appeal, complain or raise concerns	3
accessed information to support decision making	27

### Case 247 Cantonese Speaker

247 and her husband are in their 80s. She has a long-term health condition and is carer to her husband who suffers from dementia. They did not realise they might be entitled to some support and have never been assessed by ASC.

247 wanted an OT assessment to support independent living. The advocate was able to explain some different referral pathways, likely waiting time and possible costs. 247 was able to make an informed decision.

*"I have a long-term illness myself, and being my husband's main carer makes things even harder for me. However, I have found that BA is extremely helpful. Without this service, I would not have known that we are entitled social care services for elders."*

### *Case 218 Italian Speaker*

218 is a recently widowed elderly woman. She has many health concerns but feels unable to cope without the support of her husband.

The advocate supported 218 to prioritise her issues and present her case and needs to the health professionals. The advocate helped 218 to build their confidence using motivational interviewing techniques. They worked together to successfully challenge the treatment decision that had been taken and express the reasons for a more extensive approach.

*"Thank you, with your help and support, I could understand what needed to be done, I knew what to say and how to explain myself so I convinced the neurologist to order a whole spine MRI. I will never forget what you did. I am proud of what I could achieve and can deal with my problems."*

<b>Improved opportunities:</b>	<b>Total</b>
has improved quality of life	25
has increased choice	24
achieved improved economic wellbeing	11
has improved health or treatment	25

### *Case 248 Arabic Speaker*

248 had recently taken part in some Community Research into Women's Health. She had highlighted issues around information about breast & cervical screening and menopause symptoms and treatment.

248 was helped to set up a GP appointment to ask questions about these issues and be signposted to further information in Arabic (hosted on the SIS website). As a result 248 has further appointments for cancer screening.

*"Thank you so much, as usual, you are always there when I need you. Your support helps boost my confidence and achieve results."*

### *Case 211 Portuguese Speaker*

211 is carer for her grandmother who's physical health and dementia had deteriorated rapidly making it difficult to care for her at home. 211 had been a carer since childhood and was distressed that may no longer be possible.

Care options were discussed and the advocate supported 211 in discussions with the BHCC social worker and financial assessment team, The Carer's Centre and Crossroads Care.

A care support plan and emergency back plan were agreed, and respite care through My Health Matters agreed. As a result 211 is now able to continue caring in her home and has more opportunities for respite using her Carer's Card to secure discounts (something she hadn't previously understood the benefit of).

Challenging injustice:	Total
has been protected from abuse or neglect	4
has increased access to community services	18
was supported to challenge discriminatory practice	1

#### *Case 242 Portuguese speaker*

242 had felt the GP practice hadn't listened to her on the basis of her immigration status and poor English. The BA accompanied the SU to her appointment to ensure they were able to express their needs fully and prevent any perceived or actual discriminatory practice.

*"I didn't want to go to my GP practice; they can't be bothered with me because I don't speak English. I have been speaking with a doctor in Brazil using video call and then someone sent me the prescribed medication. It was much better when the advocate could help me. I finally managed to get the medication I need and now I can also see my medical information, letters, test results etc. for myself online. I know I can self-refer for an interpreter to SIS when I have an appointment."*

Increased independence:	Total
has increased personal dignity and respect	27
has reduced dependency on services	1
has increased independence	20
has increased confidence	25
has increased access to social and/or support networks	4

#### *Case 233 Arabic Speaker*

233 was helped to set up a Carer's Assessment Review. The advocate attended the assessment with 233 and ensured there was a full understanding of the options available including access to Crossroads Care, My Health Matters and making an Emergency Plan.

#### *Case 232 Dari/Farsi speaker*

SU had a number of health concerns but wasn't able to adequately explain their symptoms and needs to the GP. Interpreters had been provided for appointments but this had been a challenge to use effectively and clearly explain the issues.

The advocate helped the SU to make and prepare for their GP appointment. The GP praised the support provided. The SU had been reluctant to discuss some issues with a male GP as this was culturally inappropriate, the advocate was able to explain and support their right to request a female doctor.

*"You helped me to understand the way of doing and expressing my needs. Now I know how to talk about my problems. Thank you for being very understanding and believing in my situation, emotionally and physically guiding me to express myself to the GP and clarifying the solution options for me."*

<b>Had rights upheld:</b>	<b>Total</b>
has had their rights protected	21
has increased knowledge (or use) of their rights	6

#### *Case 250 Farsi Speaker*

250 was interviewed by our Farsi speaking Community Researcher about the impact of the cost of living crisis. He mentioned that he has some dental issues *"Three of my lower teeth are loose and in pain. I am not able to register myself with a NHS Dentist. When I have severe dental pain I have to dial the emergency dental care and they just offer extraction."*

250 was supported to assert their right to an NHS dentist, secure an appointment and get a second opinion about suitable care/treatment for his lower teeth.

#### *Case 241 Arabic Speaker*

241 is a carer for her husband and was not aware of her rights to an annual Carer's Assessment Review of their circumstances – changing needs and nature of the caring role.

The advocate helped to secure a review and supported 241 at the meeting which resulted in a £300 grant for replacing essential furniture. The advocate also ensured 241 was placed on the list for a review in 12 month's time, and knew where to ask for support in the interim.

## **Feedback from Professionals**

I wanted to mention how impressed I was by the SIS linguist, who supported myself and my client. As well as her language and interpreting skills, her sensitivity, empathy, diplomacy, and particularly her knowledge of Arabic culture and Iraqi history, was invaluable.

This social work intervention was still very difficult and challenging, for myself, the client, and her son, but it would have been a lot more difficult without the linguist's support.

***Natalie Jahans, Social Worker, Community Localities Team***

The advocate was extremely helpful in organising support. They were professional and efficient at responding to my emails. They made the carer, whom she assisted to organise and take part in a telephone assessment, feel comfortable and prepared which means good communication and honest sharing. This helped me tailor what support the carer needed.

***Rosie Pryer-Vaz, The Carers Centre***

I was pleased and appreciative to have a Bilingual Advocate to support this patient as there seemed to be many misunderstandings in the past even though we were using an interpreter. The advocate was able to put this anxious patient at ease and help me to understand her issues. In particular, that the patient would like to see a female colleague to discuss some of her more sensitive medical issues.

***Dr Andre Dieleman, GP***

I've worked with a few of your bilingual advocates. Having an advocacy is invaluable in ensuring that the carers get properly heard and receive the appropriate support to help them continue caring for their loved ones. Each caring role is unique and needs to be assessed thoroughly. This would not be possible for them to do if the carers cannot communicate well in English. Also, there are sometimes outcomes from the assessment that require further work, like referrals to other services. The advocate being able to take these pieces of work on is more efficient to ensure that the accurate information is provided. This may require several calls in the carers home language to complete the referrals accurately.

One client declined support from the carers commissioned services: Carelink, Crossroads My Health Matters, Crossroads Emergency Backup Plan and the Carer's reablement project. However, the advocate was able to help the client to understand these services better and know how to reach out when she feels the time is right for her. In particular, they were working on getting family consent to complete an online referral to Access Point. In addition, this carer's assessment resulted in the client being provided with funding to purchase a computer in order to improve her English with online lessons and communicate with professionals.

***Cheryl Bransby, Carers Assessment Worker BHCC Carers Hub***