Volunteer Advocacy and the Mental Capacity Act – ‘who will be there for me?’

Are volunteers dangerous amateurs or skilled advocates?

Wednesday 14 October 2009
The King’s Fund, London

Benefits of attending

■ Debate the future of volunteer advocacy
■ Discuss the challenges of advocacy commissioning
■ Hear directly from the Mental Capacity Advocacy Project (MCAP) including a short film featuring an MCAP client.
■ Choose from a wealth of seminars including advocacy commissioning and advocacy in care homes
■ Delegates will receive the practice based resources and reports developed by the MCAP
■ Network with your peers, exchange ideas and good practice.

This timely and unique conference has been designed to explore and share the benefits and challenges of volunteer advocacy. It aims to stimulate debate and broaden understanding of volunteer advocacy by focusing on practice-based perspectives, academic research and the personalisation agenda. What does personalisation look like for those in nursing homes or those who may lack mental capacity to make some decisions? The conference will be a valuable opportunity to reflect on volunteers providing advocacy at a time when the role of advocacy is becoming increasingly professionalised.

This event brings together commissioners, advocacy groups, health services providers, social care services, residential providers, older peoples’ organisations and statutory bodies to discuss the future of volunteer advocacy.

Can volunteers empower older people who are at risk of being excluded from decisions? Sign up today.

www.ageconcern.org.uk/MCAPconference
09.30 Registration and refreshments

10.00 Chair’s welcome
Hilary Bath, National Manager
Age Concern and Help the Aged

10.10 Derrick’s story
Mental Capacity Advocacy Project (MCAP) client
This short film captures Derrick’s unique story and the impact volunteer advocacy has made on his life.

10.20 The future for volunteering
Baroness Neuberger DBE

10.50 Personalisation and volunteer advocacy: an academic perspective
Jill Manthorpe, Professor of Social Work, Social Care Workforce Research
Kings College London

11.00 Personalisation and volunteer advocacy: a practice based perspective
Kath Parson, Chief Executive
Older People’s Advocacy Alliance

11.30 Morning refreshments

11.45 Discussion seminars*
MCAP pilot:
Age Concern Blackpool & District
This seminar will explore and discuss issues connected with volunteer advocacy, the Mental Capacity Act and partnership working.

MCAP pilot:
Age Concern Slough & Berkshire East
This seminar will explore and discuss issues connected with volunteer advocacy and rights based approaches in working with the Mental Capacity Act and Human Rights Act.

Advocacy in care homes (1)
Les Bright, Independent Consultant/Professional Adviser,
The Relatives and Residents Association
This seminar will share and discuss the similarities and differences of providing advocacy in care home settings generally and the challenges we face in these settings.

Commissioning seminar (1)
Greg Slay, Lead for Mental Health Legislation, Policy and Practice
West Sussex County Council
This seminar will explore the practical issues associated with commissioning IMCA Services, reflecting and learning from the first two years’ experience. It will also anticipate the opportunities presented for future commissioning incorporating all the requirements under the extended Mental Capacity Act.

12.30 Lunch and networking

13.30 Discussion seminars*
MCAP pilot: Age Concern Warwickshire
This seminar will explore and discuss issues connected with volunteer advocacy, mental health and well-being and the Mental Capacity Act.

*Please note that there are a limited number of places available on each discussion seminar so book early to avoid disappointment.
MCAP pilot: Age Concern Cheshire
This seminar will explore and discuss issues connected with volunteer advocacy and the Mental Capacity Act in the context of a diverse range of advocacy provision.

Advocacy in care homes (2)
Ray Danenbergs, Co-ordinator, People’s Advocacy
Janet Shott, Volunteer Advocate People’s Advocacy
This seminar will share the local experience of providing volunteer advocacy in care homes and look at the mechanics involved, the successes and challenges.

Commissioning seminar (2)
John Higgins, Head of Joint Commissioning, Older and Disabled People Westminster Primary Care Trust
This seminar will share the learning from commissioning statutory advocacy in Westminster and discuss how this learning can be applied to commissioning volunteer advocacy.

14.15 Afternoon refreshments
14.30 The Mental Capacity Advocacy Project (MCAP)
Neil Mapes, Mental Capacity Advocacy Project (MCAP) Coordinator Age Concern and Help the Aged
14.50 Mental Capacity Advocacy Project (MCAP) Independent Evaluation
Andy Bradley, Director Frameworks 4 Change
15.10 Questions and discussion
15.30 Chair’s closing remarks
Hilary Bath, National Manager Age Concern and Help the Aged
15.45 Close and distribution of MCAP resources

* Please note that there are a limited number of places available on each discussion seminar so book early to avoid disappointment.

Keynote speaker
Baroness Neuberger DBE
Baroness Neuberger was educated at Newnham College, Cambridge and Leo Baeck College, London. She became a rabbi in 1977, and served the South London Liberal Synagogue for twelve years, before going to the King’s Fund Institute as a Visiting Fellow. She was at Harvard Medical School in 1991-1992, Chairman of Camden & Islington Community Health Services NHS Trust from 1993 until 1997 and then Chief Executive of the King’s Fund until 2004. She has been a member of the Committee on Standards in Public Life, the Medical Research Council and the General Medical Council.

Until recently she chaired the independent Commission on the Future of Volunteering and was the Prime Minister’s Champion for Volunteering from 2007 until June 2009. She is now chair of the Responsible Gambling Strategy Board and also Chairs the One Housing Group. She has recently been appointed by the Lord Chancellor as Chair of an Advisory Panel on Judicial Diversity.

She is the author of several books on Judaism, women, healthcare ethics and on caring for dying people. Her latest book ‘Not Dead Yet – a Manifesto for old age’ was published in May 2008.
Discussion seminars
Delegates will have the opportunity to attend two discussion seminars. More information on each session is included in this booking form.

Please note that we will try to accommodate your selected choices but places will be allocated on a first come first, served basis.

Venue
The King’s Fund
11–13 Cavendish Square
London
W1G 0AN

Who should attend?
- Advocacy commissioners
- Advocacy providers
- Advocacy groups
- Advocacy support organisations
- Campaigners
- Care managers of older people
- Carers
- Carers’ organisations
- Commissioning managers
- Health service providers
- Nursing and residential providers
- Older people’s organisations
- Personalisation teams
- Policymakers
- Statutory bodies

Contact details
Events Department
Age Concern and Help the Aged, Astral House, 1268 London Road, London SW16 4ER
Tel: 020 8765 7602   Fax: 020 8765 1366
Email: eventsdept@ace.org.uk   www.ageconcern.org.uk/MCAPconference

Age Concern is a federation of registered charities. Age Concern England (charity number 261794) has merged with Help the Aged (charity number 272786) to form Age UK, a charitable company limited by guarantee and registered in England, registered office address 207–221 Pentonville Road, London, N1 9JZ, company number 6825798, registered charity number 1128267. Age Concern and Help the Aged are brands of Age UK. The three national Age Concerns in Scotland, Northern Ireland and Wales have also merged with Help the Aged in these nations to form three registered charities: Age Scotland, Age NI and Age Cymru.
Prices

- Full rate £279 + VAT (£320.85)
- Full rate (Early booking*) £229 + VAT (£263.35)
- Voluntary rate £149 + VAT (£171.35)
- Voluntary rate (Early booking*) £129 + VAT (£148.35)

* Please note that the early booking rate is only available up to and including 14 September 2009

Payment details

Enclosed is a cheque made payable to Age Concern and Help the Aged
for
- £320.85
- £263.35
- £171.35
- £148.35

Please charge my Switch/Maestro / Visa / Mastercard (delete as applicable)
- £320.85
- £263.35
- £171.35
- £148.35

Card number

Start date  Expiry date  Issue number (Switch only)

Name of cardholder

Please tick if you require:  a receipt  an invoice

PO number  Delegate rate

Authorisation

I wish to book the above delegate place for Volunteer Advocacy and the Mental Capacity Act on Wednesday 14 October 2009 at The King’s Fund, London, and I understand this is made subject to the booking terms and conditions.

Signature  Date

Confirmation

Once we have received your booking form with payment, confirmation will be sent by email.

Terms and conditions

Age Concern and Help the Aged reserve the right to make changes to the programme, speakers or venue should this become necessary and without notification. In the unlikely event of us having to cancel the conference, our liability to delegates arising out of such cancellation will be restricted to the refund of any fees paid in advance by the delegate.

Age Concern and Help the Aged will not be held responsible for travel, accommodation, or other contingent expenses for delegates who fail to attend the conference for any reason.

Age Concern and Help the Aged will not be held liable or responsible for the loss or damage to any property which any delegate brings onto the Conference Venue Premises.

Payment and cancellation

The booking form is a binding contract between the delegate and Age Concern and Help the Aged. You or your organisation must pay Age Concern and Help the Aged the full price for the booking before the conference takes place. A receipt for payment will be issued on request.

If you wish to cancel your booking you must give written notice to us of such cancellation. If you cancel your booking a charge will be made and calculated as a percentage of the total booking value according to the scale below:
- Before 28 days prior to the event 20%
- 28 – 15 days prior to the event 50%
- 14 – 8 days prior to the event 80%
- 7 days or less prior to the event 100%

Data Protection Act 1998

We would like to keep you informed about Age Concern and Help the Aged initiatives. Please tick the box however, if you object to us:

- (a) telling you about our charitable activities
- (b) allowing your local Age Concern to tell you about their charitable activities
- (c) passing your details to associated trading companies of Age Concern and Help the Aged* so that they can inform you about their products and services

*associated trading companies of Age Concern and Help the Aged means the trading company of Age Concern England (Age Concern Enterprises Limited and its subsidiary or associated companies), the trading companies of members of the Age Concern Federation and the trading company of Help the Aged (intune).
Booking form

Delegate details  (*This is how it will appear on your delegate badge)

Title ______ Name* ________________________________
Organisation* (if applicable) ________________________________
Position ________________________________
Address ___________________________________________
_________________________________________________________
Postcode __________
Tel ______________________ Fax ______________________
Email ________________________________

Individual requirements

Please let us know if you have any individual requirements. You may be contacted to discuss how best we can meet these requirements.

- [ ] I am a wheelchair user
- [ ] I have restricted mobility
- [ ] I require an induction loop
- [ ] Other (please specify) ________________________________
- [ ] I require a special diet (please specify) ________________________________

Discussion seminars

Please indicate your first and second choice for each session.

11:45
- [ ] MCAP pilot: Age Concern Blackpool & District
- [ ] MCAP pilot: Age Concern Slough & Berkshire East
- [ ] Advocacy in care homes (1)
- [ ] Commissioning seminar (1)

13:30
- [ ] MCAP pilot: Age Concern Warwickshire
- [ ] MCAP pilot: Age Concern Cheshire
- [ ] Advocacy in care homes (2)
- [ ] Commissioning seminar (2)

How to book

Fax
020 8765 1366

Post
Events Department
Age Concern and Help the Aged
Astral House
1268 London Road
London SW16 4ER

Enquiries
020 8765 7602
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Web
www.ageconcern.org.uk/MCAPconference