



Home

Nursing Home

Hospital





# Erasmus + Königswinter/Bonn

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September 4<sup>th</sup> 2023

**Helen Fitzgerald, Sage Advocacy  
Information and Support Service Manager**

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# About Us

Sage Advocacy is the National Advocacy Service for Older People. It also supports vulnerable adults & healthcare patients in certain situations where no other service is able to assist.

Independent of family, service provider & systems interests.

*CONFIDENTIAL & FREE*

In 2022...

**1506**

ADVOCACY  
REFERRALS

**3027**

INFORMATION  
& SUPPORT

**26**

STAFF

**33**

VOLUNTEERS

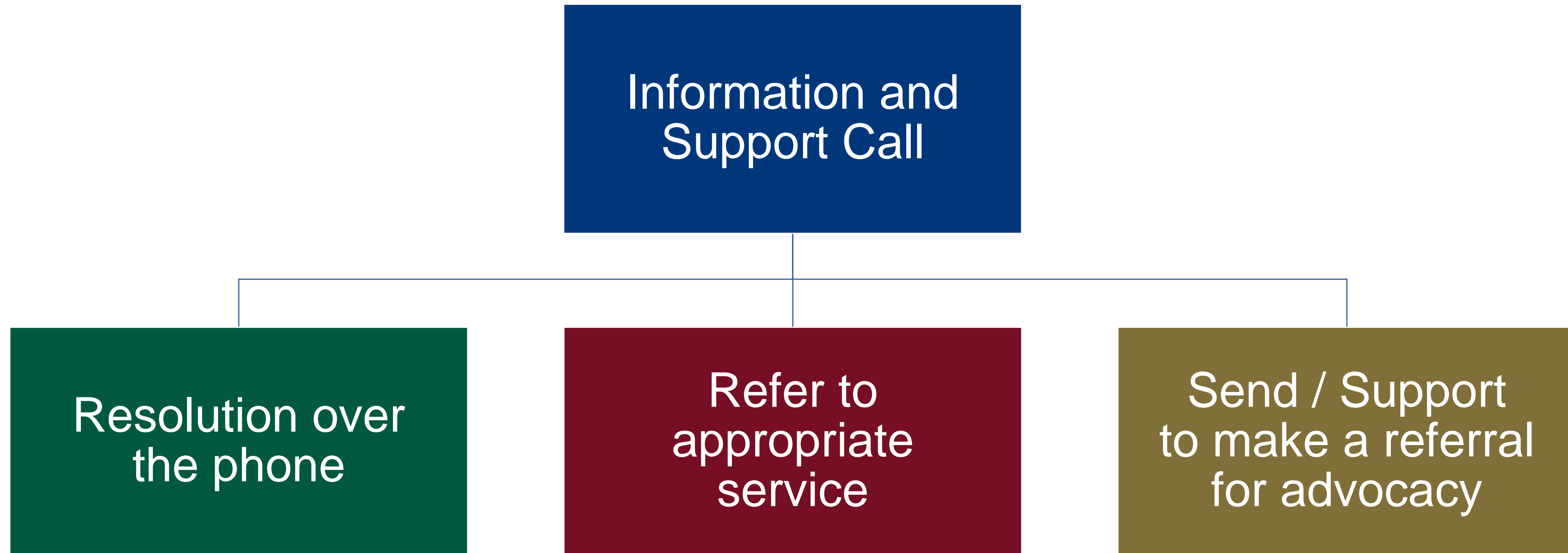
**€1,778,056** PUBLIC  
FUNDING





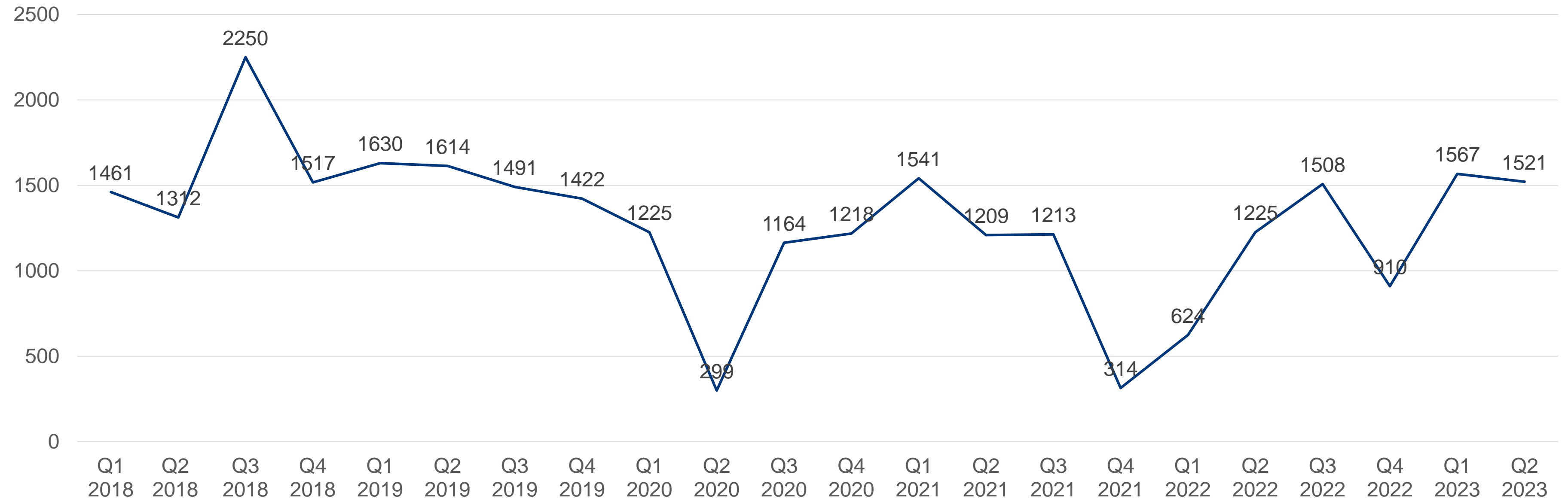
# Information and Support Service

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# Information and Support – Calls

INCOMING CALLS OVER TIME



# Why do people call our service? (Q1&Q2 2023)

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NURSING HOME

182



FINANCIAL

161



LEGAL

97



ACUTE SETTINGS

76



BARRIERS TO ASSISTED  
DECISION MAKING

74



SAFEGUARDING

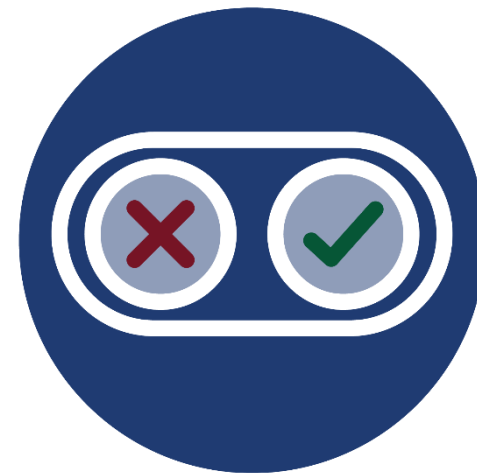
73

# A Typical Day (sample) – Information and Support

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Information and Support review all referrals for Sage Advocacy



We ensure we are the right service for the person referred

- Access and Eligibility Policy
- Referrals Policy
- Wait List Policy
- Case Management Policy



We signpost where relevant, add to wait list, provide initial guidance over the phone, send relevant information etc.



We determine urgency of referral (Green, Amber, Red)



No call logged, details added to referral form and WWC started.

# A Typical Day - Information & Support

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## CALLS

- Information and support respond to all calls straight away
- We speak to the caller, ask relevant questions, and call back after gathering relevant information
- Examples
  - Returning to Ireland
  - Financial management support
  - Access to services



## EMAILS / POST

- Information and Support respond to all emails as soon as possible
- We inform referrers of likely timeframe for an advocate to be allocated
- We contact the person being referred, where possible
- We respond to queries that come in via email
  - Examples include NHSS, requests for ADM presentations, housing, legal, financial, additional charges, care plan meetings, DMR applications.



# Regional Advocate work in Sage

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Regional Advocates are available across the Republic of Ireland



Case loads of between **30-50** cases



Limited other services available to people;

- Between settings
- Financial Management
- Supported Decision Making

# Home

Support people to return home from hospitals and nursing homes in accordance with their wishes and their capacity for decision making.

Advocate for adequate home care and support to enable people live, and die, in the place of their choice.

Collaborate with other agencies in securing support and care for people with advancing dementia.

**592**

CLIENTS IN 2022





# Congregated Living

Challenge unnecessary restrictions on people's liberties in acute and congregated care settings and the use of convenience medication and incontinence wear.

Promote advocacy champions within congregated care settings and support them when complex issues arise and independent advocacy is required.

494

CLIENTS IN 2022





# Hospital

Assist people to maintain control of their income, benefits or property when others seek to take advantage of them.

Provide patient advocacy to people who have serious complaints about healthcare and support with any subsequent internal or external reviews or inquests.

**368**

CLIENTS IN 2022





# Outcomes - Sample

| Client's wishes given effect?          |           |
|--|-----------|
| Yes                                    | 27        |
| No                                     | 3         |
| Unintended                             | 4         |
| Client deceased before case completion | 1         |
| Advocacy declined by client            | 5         |
| <b>TOTAL</b>                           | <b>40</b> |

## YES

Supported to return home from NH care  
 Support to move into a NH  
 Access to solicitor and supported with affairs  
 Home adaptations  
 Financial management issues resolved  
 Court application / independent advocacy ensured RP's voice heard

## NO

Lack of resources to support client to return home from NH care

## UNINTENDED

Client was supported by family and advocacy was not required  
 PCSW in situ in area and took on role  
 Advocacy was not required, NH had wrong information  
 Matter resolved naturally with no intervention from Sage

## ADVOCACY DECLINED BY CLIENT

Clients family reengaged, preference for client to have family support  
 Client requesting mediation, not advocacy  
 Client happy with MSW input, no role for advocacy  
 Information / costings provided, no further support wanted

## CLIENT DECEASED BEFORE CASE COMPLETED

Referral received 10.07, client deceased 28.07



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**SageAdvocacy.ie**



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**SageAdvocacy.ie**

**Nothing about you**

**without you**