

NATIONAL INSTITUTE FOR HEALTH AND CARE EXCELLENCE

Guideline scope

Advocacy services for adults with health and social care needs

The Department of Health and Social Care in England has asked NICE to develop a guideline on advocacy services for adults with health and social care needs.

1 What the guideline will cover

1.1 Who is the focus?

People with health and social care needs in all adult settings, including those who have a legal right to an advocate and those who fund their own social care.

1.2 Activities, services or aspects of care

Definition of advocacy	<p>This guideline aims to outline general principles about advocacy and covers advocacy in its broadest definition when it is provided by a third party. This includes professional advocacy, citizen advocacy, family advocacy and peer advocacy.</p> <p>An advocate helps someone with health and social care needs to express their needs and wishes, and to weigh up and take decisions about options available to them. Advocates can help people find services, make sure correct procedures are followed and challenge decisions made by councils or other organisations.</p> <p>The advocate is there to represent the person's interests, which they can do by supporting them to speak, or by speaking on their behalf.</p> <p>(Adapted from the Think Local, Act Personal Care and Support Jargon Buster.)</p>
Population	<p>People with health and social care needs in all adult settings, including</p> <ul style="list-style-type: none">• Those who have a legal right to an advocate• Those who fund their own social care• Young people under 18 who are accessing adult services
Key themes to include	<ul style="list-style-type: none">• Identifying those who would benefit from advocacy<ul style="list-style-type: none">– Who has a legal right to advocacy?

	<ul style="list-style-type: none"> – Who else would benefit from advocacy and how do we identify them? • Facilitating advocacy <ul style="list-style-type: none"> – Improving access to advocacy (including addressing barriers) – Enabling and supporting effective advocacy (for example: time, approach, environment, including virtual and non-face-to-face services) – Information about effective advocacy and signposting to services – Monitoring services and collecting data for quality improvement – Planning and commissioning services for advocacy (including for those who do not have a legal right to advocacy) – Training and skills for practitioners who work with advocates • Delivering advocacy <ul style="list-style-type: none"> – What does effective advocacy look like? – Partnership working and relationships with families and carers, commissioners and providers – Training, skills and support for advocates
Key considerations	<ul style="list-style-type: none"> • Health inequalities • Mode of delivery • Co-production of services • Appropriateness of practice to address equalities • Variation in service provision and delivery • Trade-offs between equity and efficiency • Adverse or unintended consequences, including high-risk situations • Current practice • Availability and accessibility for different population groups, including people who are underserved by services • Status, knowledge and influence of practitioners, families and carers
Key exclusions	<ul style="list-style-type: none"> • Training courses to help people to advocate for themselves without third party support • Deciding when to provide non-instructed advocacy (although the guideline will cover the provision of this service) • Employment support advocacy • Policy-based advocacy (including lobbying) • Funding arrangements • Legal decisions regarding mental capacity and mental health including assessing capacity
Other guidelines that will be linked to	<ul style="list-style-type: none"> • Shared decision making (a NICE guideline on this topic is in development)

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| | <ul style="list-style-type: none">• Decision making and mental capacity (there is a NICE guideline on this topic) |
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2 Who the guideline is for

This guideline is for:

- Commissioners of social care services.
- Commissioners of healthcare services.
- Providers of social care services.
- Providers of healthcare services.
- Providers of advocacy services.
- Health and social care practitioners who work with advocates.
- Advocates, including peer advocates, citizen advocates and professional advocates.
- Training providers.
- People using health or social care services, their families and carers and the public.

NICE guidelines cover health and care in England. Decisions on how they apply in other UK countries are made by ministers in the [Welsh Government](#), [Scottish Government](#) and [Northern Ireland Executive](#).

3 Equality considerations

NICE has carried out an [equality impact assessment](#) during scoping. The assessment:

- lists equality issues identified, and how they have been addressed
- explains why any groups are excluded from the scope.

As outlined in the equality impact assessment, the guideline will look at inequalities across the protected characteristics. It will aim to capture any intersectionality (the experience of people who have more than 1 protected characteristic) and how this affects equality.

4 Approach to development of this guideline

We anticipate that further evidence reviews will not identify published research on advocacy beyond that which has been identified in previous NICE guidelines (for example, the [NICE guideline on decision-making and mental capacity](#)). We are therefore proposing to adopt or adapt recommendations on advocacy from existing NICE guidelines. We will also use formal consensus methods to develop recommendations in areas identified by key themes in this scope for which there are gaps.

We do not plan to do any new evidence reviews for this guideline. We will issue a call for evidence to ensure that we include any key sources that may have been omitted from existing NICE guidelines.

5 Related NICE guidance

Published

NICE has published the following guidance that is closely related to this guideline:

- [Supporting adult carers \(2020\) NICE guideline NG150](#)
- [Decision-making and mental capacity \(2018\) NICE guideline NG108](#)
- [Dementia \(2018\) NICE guideline NG97](#)
- [People's experience in adult social care services \(2018\) NICE guideline NG86](#)
- [Care of dying adults in the last days of life \(2015\) NICE guideline NG31](#)
- [Medicines optimisation \(2015\) NICE guideline NG5](#)
- [Domestic violence and abuse \(2014\) NICE guideline PH50](#)
- [Patient experience in adult NHS services \(2012\) NICE guideline CG138](#)
- [Service user experience in adult mental health \(2011\) NICE guideline CG136](#)
- [Medicines adherence \(2009\) NICE guideline CG76](#)

In development

NICE is currently developing the following guidance that is closely related to this guideline:

- Safeguarding adults in care homes. NICE guideline. Publication expected February 2021
- Shared decision making. NICE guideline. Publication expected June 2021
- Babies, children and young people's experience of healthcare. NICE guideline. Publication expected August 2021
- Adults with complex needs: social work interventions including assessment, care management and support. NICE guideline. Publication expected April 2022

NICE Pathways

NICE will develop a NICE Pathway on advocacy services.

6 Further information

This is the final scope, which takes into account comments from registered stakeholders during consultation.

The guideline is expected to be published in March 2022.

You can follow progress of the [guideline](#).

Our website has information about how [NICE guidelines](#) are developed.

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