

ANNEX D – Support for the service user/person acting on their behalf

The offer of details of support should be made to the service user/person acting on their behalf as part of the 'in person' notification process, both in relation to the incident itself and when communicating with them about the incident and throughout the duty of candour procedure process.

The type of support will vary with every situation, but could include:

- environmental adjustments for someone who has a physical disability;
- signposting to mental health services;
- signposting to local translation services;
- the support of an advocate, or other sources of independent help and advice such as; AvMA (Action against Medical Accidents) or Cruse Bereavement Care.
- the support of other family members.

Useful contact details:

- Mental Health Advocates, MIND – www.mind.org.uk
- Community Health Council Advocacy services - www.communityhealthcouncils.org.uk
- AvMA - www.avma.org.uk
- Cruse Bereavement Support – www.cruse.org.uk
- Disability Wales - www.disabilitywales.org.uk
- Welsh Language Commissioner – www.welshlanguagecommissioner.wales
- Royal National Institute for the Blind, RNIB – www.rnib.org.uk
- Race Council Cymru – www.racecouncilcymru.org.uk
- Public Services Ombudsman for Wales – www.ombudsman-wales.or.uk
- Older People's Commissioner for Wales – www.olderpeoplewales.com
- NHS Centre for Equality and Human Rights – www.equalityhumanrights.wales.nhs.uk
- Learning Disability Wales - www.learningdisabilitywales.org.uk
- Citizen Advice – www.citizenadvice.org.uk
- Children's Commissioner for Wales - www.childcomwales.org.uk
- Samaritans – www.samaritans.org