

## ADVOCACY. The Village Residence



Advocacy Information for Resident's and Relative's  
The Village Residence.

Advocacy is defined as any action that speaks in favour of, recommends, argues for a cause, supports or defends, or pleads on behalf of residents living in this service

Advocates are completely independent of this service. They are not staff members,

Advocates are trained to listen to residents, speak on residents behalf and ensure that the choices and decisions of residents are met.

Without strong advocacy at all levels, older people may not have access to needed supports as well as opportunities to exercise their civil and human rights. Additionally, strong advocacy may be required to prevent and/or address abuse, neglect and exploitation that older people may experience. Older people may need the support of advocates to become effective self-advocates.

There are a number of services you can access freely and in confidence.

SAGE ADVOCACY IS A NATIONAL ORGANISATION THAT PROVIDES FREE INDEPENDENT ADVOCACY AND SUPPORT SERVICES TO OLDER PEOPLE, ADULTS WHO MAY BE VULNERABLE AND MAY ALSO BE LIVING WITHIN RESIDENTIAL CARE FACILITIES.HEALTHCARE PATIENTS

Their team throughout the country will support you to ensure your voice is heard, to express your views and wishes, and to participate in decisions that affect you.

***RAPID RESPONSE SERVICE 0818 719 400 - Where urgent support is needed Sage Representatives can be available nationwide within 24 hours.***

## PATIENT ADVOCACY SERVICES

The Patient Advocacy Service is independent, free and confidential. They can support you to make a complaint about the care you have experienced in a Public Acute Hospital or a HSE-operated Nursing Home.

National Phone Line  
**0818 293003**

**The National Advocacy Services for People with a Disability.**

**Provide a free and independent representative advocacy service to adults with disabilities across Ireland.**

**National Line: 0818 07 3000**