



## Auditing Service provision

An advocate can do a review of the services you are providing to your residents. We can develop easy read questionnaires and offer support to individual residents to have the opportunity to feedback about their experience of living in your home. Once the audit is completed, the report can be used to showcase how the residents feel about living at your residential home and provide independent evidence to CQC when they visit. This independent audit has also helped services improve their regulatory ratings.

Service audits to provide independent evidence cost £125 per visit, including producing the report.



If you or someone you support would like to find out about our services, or to get a quote, please contact our office or visit our website.

### **BATIAS Independent Advocacy Service,**

The Beehive Centre,  
West Street, Grays, Essex,  
RM17 6XP

Phone: 01375 389869

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## Our Services

**We listen so you  
can find your voice**



Registered Charity No: 1016226

Company No: 2776330

# Services BATIAS can provide

This leaflet describes two types of services BATIAS has available for 'spot purchase'

## Who are BATIAS?

BATIAS was set up 25 years ago to support people facing transition from living in a hospital environment to living within the community. We now also offer Advocacy for people living in residential, supported living and community homes across South East Essex.

## Cost of Services

The Advocate Visitor services costs just £40 per session and includes written feedback. This can coincide with a residents meeting.



## What we can offer you.

BATIAS can offer you an independent Advocate who will come into your residential home to discuss with your residents any issues that they may find difficult to express to staff or family members. Often residents do not want to bother busy staff or worry their family member.

The Advocate will visit regularly getting to know the people in your care.

Sometimes the smallest changes can make a huge difference to the well-being of an individual. They can support residents to talk

about fun activities, or anything else that they would like to have the opportunity to take part in, in their home.

Last year one home was able to provide a Wimbledon "strawberries and cream afternoon" This came about after a discussion about what people remembered about summer. As a result on a sunny June afternoon everyone in the home enjoyed Strawberries and Cream.

The independent Advocate can also help with serious issues including finance abuse and safe guarding.

