

# Navigating the Mental Capacity Act: Practical Guidance for Real-World Decisions

15<sup>th</sup> January 2026

## Information Pack

Everything you need to know about the event and our speakers



Finders  
Development Hub

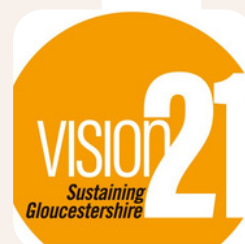
We are delighted to welcome you to the first installment of our PHA series with Julie Dunk, former Chief Executive of ICCM. Throughout 2026, we'll be releasing three more webinars from this series, so keep an eye on your inbox for the next one.

For this session, Julie will explore how local authorities can balance duty and dignity amid rising demand for Public Health Act funerals. This CPD-accredited webinar offers a clear introduction to PHA funerals — covering statutory obligations, ethical considerations, and practical steps to deliver dignified services on tight budgets. Perfect for professionals managing or overseeing PHA funerals, it lays the groundwork for deeper discussions in future sessions.



Dave Lockwood  
Senior Public Sector Client Relationship Manager  
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Finders International is proud to support Vision21 and The Silver Line as our 2026 chosen charities. Share your feedback, via the QR code, and make a difference: we'll donate £1 for every form submitted, and you could win a £50 Amazon voucher.





**Susan Carol**  
Independent Social Worker

Susan Carol is an experienced independent social worker with specialist expertise in Mental Health and Mental Capacity.

Qualified in 1996, she has worked across all areas of social care and held senior roles, including Principal Social Worker and Approved Mental Health Professional (AMHP) Lead, where she influenced practice and contributed to national agendas.

Susan provides confidential, professional advice and support to individuals and organisations, including mental capacity assessments for the Court of Protection, social work supervision, and guidance on complex social care matters.

Her calm, empathetic approach and extensive experience enable her to identify key issues and deliver practical, problem-solving solutions.

## Susan's Articles

[A Practical Approach to Assessing Mental Capacity](#)  
[Part 1](#)

[A Practical Approach to Assessing Mental Capacity](#)  
[Part 2](#)

## Court of Protection

We provide a one-stop shop when applying to the Court of Protection, ensuring you perform your duties effectively and efficiently.

### We will:

- Identify the nearest next of kin so they can be notified of the Application
- Carry out a Will search to see if the client has made a Will in the past

Once the Order is granted, we will carry out an Asset search to identify any missing or unknown assets that the client may have, such as pensions, savings, and investments.

## Family tree research required for Statutory Will Applications

Finders can assist in constructing P's family tree to confirm next of kin (wherever they are in the world). Our report provides full family contact details enabling you to contact them directly regarding the Application.

## Additional Services

### Unoccupied Property Insurance

- All periods of cover offered
- Immediate cover on receipt of property details
- No requirement for regular property visits
- Insurance provided by Marsh, and underwritten by Aviva
- Building and contents covered

### Missing Asset Search

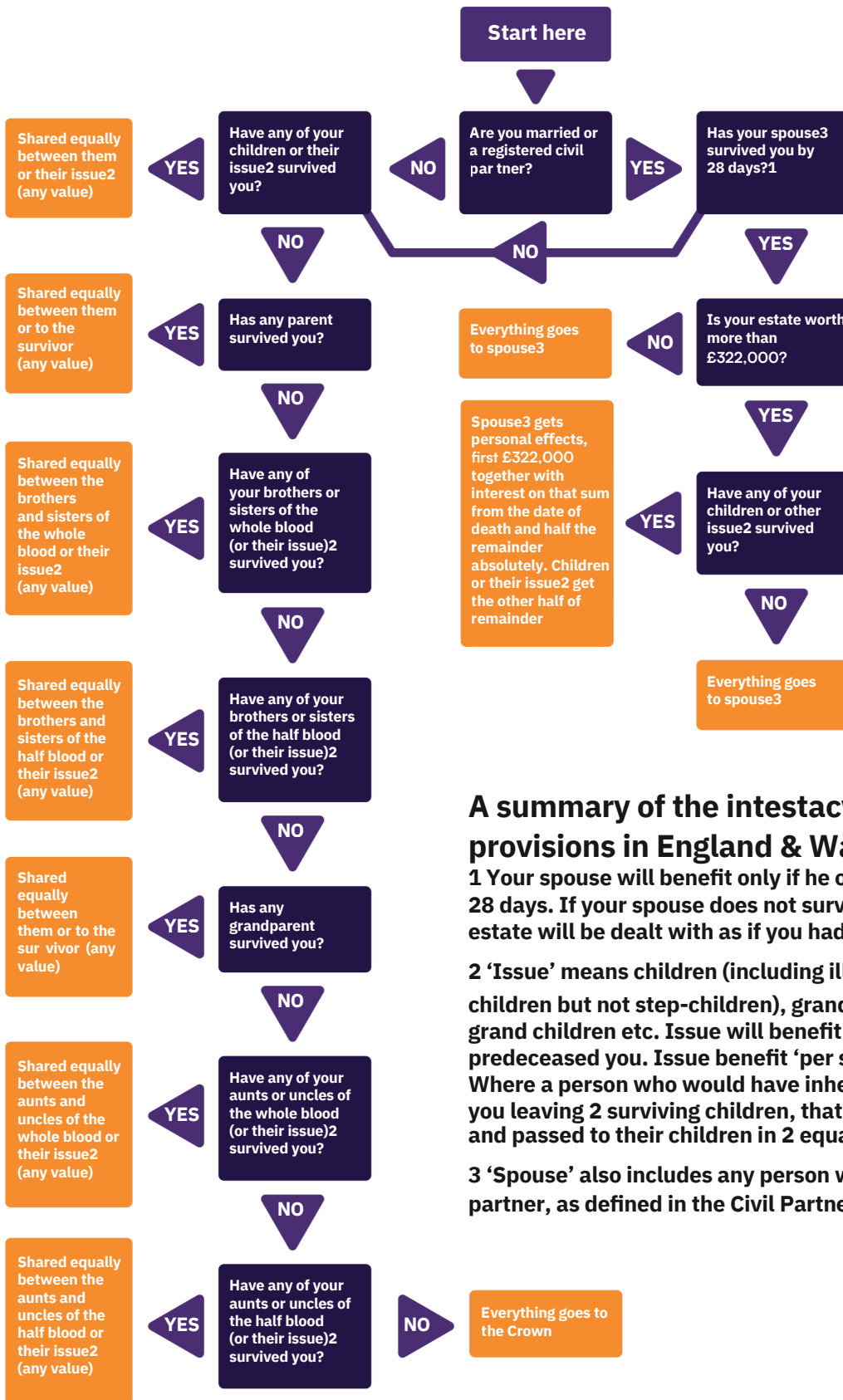
An effective way of discovering missing assets, such as:

- Bank/Building Society Accounts
- Stocks and Shares
- Pensions



# Intestacy Rules England & Wales

What happens if you die without a will?



## A summary of the intestacy provisions in England & Wales

**1** Your spouse will benefit only if he or she survives you by 28 days. If your spouse does not survive for this period, your estate will be dealt with as if you had not been married.

**2** 'Issue' means children (including illegitimate and adopted children but not step-children), grandchildren and great grandchildren etc. Issue will benefit only if their parent has predeceased you. Issue benefit 'per stirpes' for example: Where a person who would have inherited has predeceased you leaving 2 surviving children, that person's share is divided and passed to their children in 2 equal shares.

**3** 'Spouse' also includes any person who is registered as a civil partner, as defined in the Civil Partnership Act 2004.

# Help us create a fair and sustainable future for Gloucestershire

**A local charity working to make Gloucestershire communities more sustainable, robust, and resilient**

Vision 21 is a small, yet highly active sustainability charity with 29 years of impact. Operating across Gloucestershire, our projects focus on enhancing health, well-being and the environment. Working with local authorities, businesses and community organisations, all of our projects involve voluntary opportunities.

Our work concerns the Climate Emergency, specifically about how we can help mitigate climate change and assist our society, communities, families and individuals to adapt to living in a warmer world.

By encouraging people to think and act in favour of the climate and their community, we can all assist the planet's recovery as well as improve our local environment and living spaces. In this way, we hope to make our communities better able to cope with the crisis.

We have five main initiatives:

- CheltenhamZero
- Planet Cheltenham
- Repair Café and Network
- Reclaim furniture recycling scheme
- Planted

All of which contributes towards meeting the United Nations Sustainable Development Goals.

**[www.vision21.org.uk](http://www.vision21.org.uk)**



# The Silver Line

helpline for older people

We offer friendship, conversation, and support to older people aged 55 and over. Whatever the day or time, you can pick up the phone and speak to one of our friendly Silver Line team members.

Whether you'd like to exchange a quick "good morning" with someone, fancy a chat about how your day has gone, or need a trusted listening ear to share your thoughts and feelings with, we're here to talk.

Our team is also here for you if you have any worries or questions. Depending on what kind of support you need, we can direct you to certain services, groups or resources that may help.

**And remember, we're here for you 24 hours a day, 7 days a week.**

Even if you're in touch with family and friends, it may not be possible to reach out to them when it's very late at night or very early in the morning.

**But The Silver Line Helpline is here to talk.**

**[www.thesilverline.org.uk](http://www.thesilverline.org.uk) | Call us free on 0800 4 70 80 90**

**Age UK's Silver Line  
is a free, 24-hour  
telephone service  
for older people**



# Thank you for attending!

## Contact

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