

Support following Dispatches programme ‘Under Lock and Key’

Many people with learning disabilities, autism and mental health conditions receive good quality care and support, however abuse and poor care can take place anywhere. Families are often particularly concerned when their family member is far away from home and they are unable to visit regularly.

If at any point you believe your family member is in immediate danger you should contact the police. If there is no immediate danger, you should report your concerns about abuse to the local authority in which the person is living. Each local authority has a child protection and adult protection/safeguarding team who you should contact if you have any suspicion that someone is at risk of abuse.

Poor care includes things like not being able to access fresh air, take part in meaningful activities and have nutritious food. Any inappropriate use of ‘restraint’ and other restrictive practices could be regarded as either abuse or poor care.

Poor care can be challenged using advocacy, complaints processes, Care Programme Approach (CPA) meetings for people detained under the Mental Health Act and sometimes by legal challenges. Support and information is available for families and individuals from a range of charities and organisations; some are listed below.

Ann Craft Trust

Advice for anyone concerned with the protection of vulnerable children and adults.

Website: www.anncrafttrust.org

Contact No: 0115 951 5400 (Office hours Monday – Thursday 9am – 5pm and 9am – 4pm on Friday)

Email: ann-craft-trust@nottingham.ac.uk

Challenging Behaviour Foundation

Support for families of children and adults with severe learning disabilities who display challenging behaviour.

Website: www.challengingbehaviour.org.uk

Family Support Service: 0300 666 0126 (available 9am – 5pm Monday to Thursday and 9am – 3pm Fridays)

Email: support@theCBF.org.uk

Hft

Support people with learning difficulties throughout England.

Website: www.hft.org.uk

Family Carer Support Service: 0808 801 0448.

Email: familycarersupport@hft.org.uk

Mencap

Advice and information on issues relevant to people with learning disabilities and their families.

Website: www.mencap.org.uk

Helpline: 0808 808 1111 (lines open Monday – Friday 9am – 5pm).

Email: helpline@mencap.org.uk

Mind

Advice and support to anyone experiencing a mental health problem.

Website: www.mind.org.uk

Infoline: 0300 123 3393 (Lines are open Monday – Friday 9am – 6pm)

Email: info@mind.org.uk

National Autistic Society (NAS)

Support people with autism and their families.

Website: www.autism.org.uk

Helpline: 0808 800 4104 (lines are open Monday – Thursday 10am – 4pm and 9am -3pm on Friday).

Respond

Working with children and adults with learning disabilities who have experienced abuse or trauma, as well as those who have abused others.

Website: www.respond.org.uk

Helpline: 0808 808 0700 (will be open 10am - 4pm Thursdays throughout March. From April 1st the helpline number will be closing down and calls will go through the main number 020 7383 0700 where you can access help through the main reception).

Email: helpline@respond.org.uk

Rethink

Provide expert, accredited advice and information to everyone affected by mental health problems.

Website: www.rethink.org

Advice and Information Service: 0300 5000 927 (line open Monday to Friday 9.30am - 4pm)

The Compassionate Friends

Support bereaved parents and their families.

Website: www.tcf.org.uk

Helpline: 0345 123 2304 (Monday – Friday between 10:00 – 16:00 and 19:00 – 22:00).

Email: helpline@tcf.org.uk

Whistleblowing Helpline

If you are a member of staff working in the NHS or social care sector and you have concerns about abuse in your workplace, you can contact the Whistleblowing Helpline.

Website: www.wbhelpline.org.uk

Helpline: 08000 724725

Email: enquiries@wbhelpline.org.uk

Young Minds

Advice and support children and young people experiencing mental health problems.

Website: www.youngminds.org.uk

Parents helpline: 0808 802 5544 (Lines are open Monday to Friday 9.30am – 4pm).

For further information about concerns about the quality of care or safety of someone with a learning disability, see the Challenging Behaviour Foundation website [here](#)

There is also a Challenging Behaviour Foundation information sheet about [use of medication](#)