

New Normal



**The Challenging
Behaviour Foundation**
making a difference to the lives of people with severe learning disabilities

TIZARD
University of Kent



SF-DDARIN

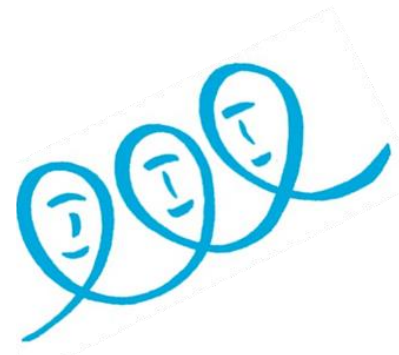
New Normal

- What has worked for families during the pandemic, and what has not?
- Which practices should we embed in a “new normal” to promote good outcomes for individuals with learning disabilities & their families?
- Desk research of related investigations
- SF-DDARIN and CBF Interviews with family carers
- CBF Survey of families, professionals and organisations

TIZARD
University of Kent

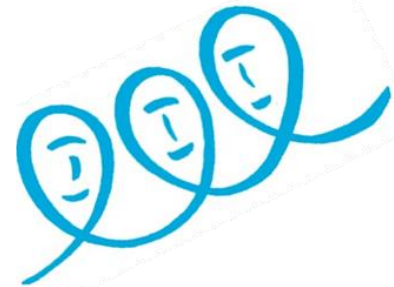


SF-DDARIN



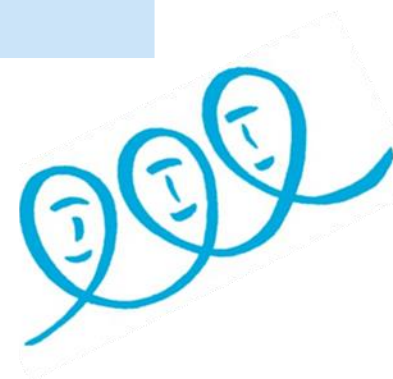
Desk research

- 13 reports from various organisations, 11 of these were surveys
- Mostly closed questions, some with space to add open-ended comments. Some longer open-ended questions, 1 based on one broad open-ended question.
- Wide variation in details provided including specific questions, statistics and/or descriptive summaries.
- Variety of populations
 - Children with SEND /Disabled children (representatives of) - 7
 - Disabled people / People with learning disabilities - 3
 - Other (stakeholders/support staff) - 2
 - Unclear - 1
- 7 themes of findings, including contradictory information. Direct weighting/comparison of contradictions is difficult due to differing populations, demographics and definitions (e.g. what is anxiety) but positives are the clear minority.



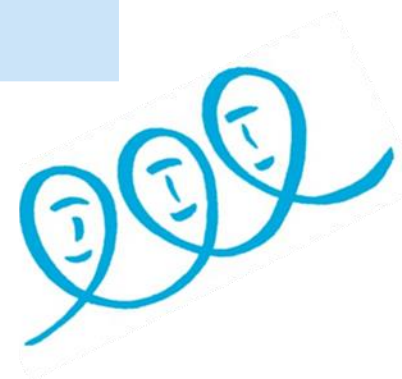
Negative findings

Theme	Finding
Psychological	Higher anxiety, poorer mental health, higher stress
Physical	Poorer physical health, feeling mentally exhausted
Education	Difficulties with home learning, lack of SEND provisions, not attending school/college
Financial	Lost income, higher household costs, negative experiences of the welfare system getting even worse
Services and support	Lack of access to formal and informal support, increased care load, lack of involvement in decision-making processes
Employment	More challenges e.g. around shielding
Government and rights	Negative evaluation of government guidance, rights erosion – duty of care, detention under MHA, assessment timelines



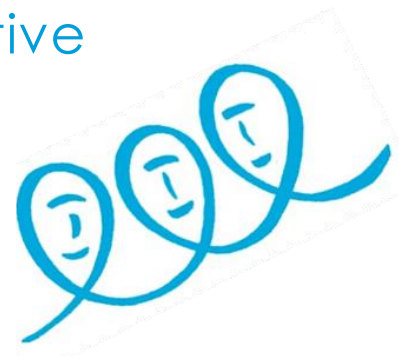
Positive findings

Theme	Finding
Psychological	More relaxed, lower anxiety, less pressure, feel closer with family
Physical	Sleeping better, reduced sensory issues
Education	More flexible approaches. Less anxiety due to less formal learning environment, more inclusive ways of learning, less pressure and better understanding of children's needs
Financial	Nothing
Services and support	Satisfied with support, new ways of working (video, online) seen as beneficial, more involved in decision making process
Employment	Benefited from flexible working – demonstrates is a valid possibility
Government and rights	Increased empathy leading to changes Strengthens proposals for acts and policy changes



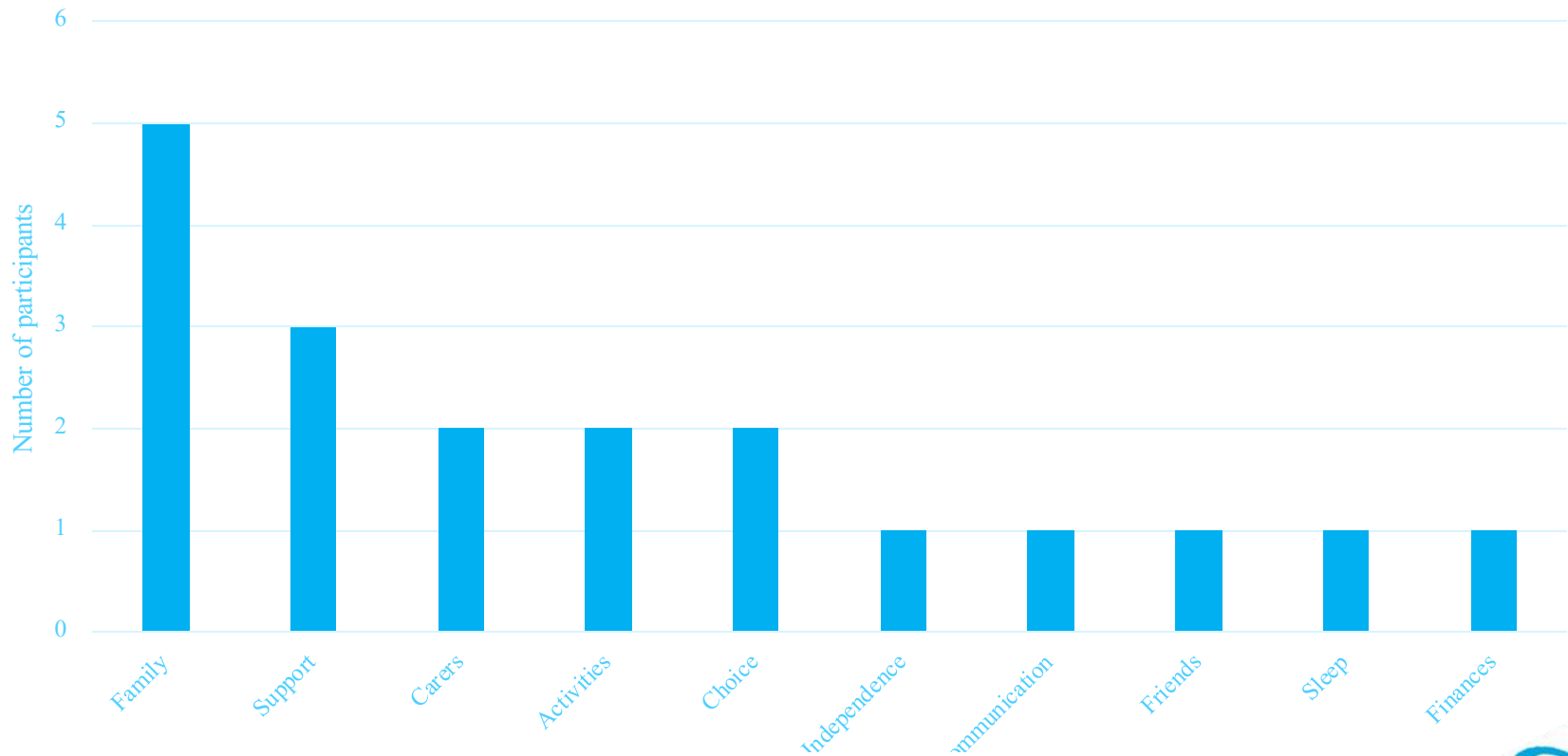
Interviews

- Approx. 1 hour each overzoom
- Talking mats
 - What important to/for relative
 - Whether important things have gone well during lockdown
- What practices, if any, would be worth retaining post-lockdown/into the 'new normal'
- Aiming for 15 interviews, to date have conducted 6
- More in-depth analysis in future
- Preliminary findings are reflective of desk research in that positive experiences are the clear minority to negative



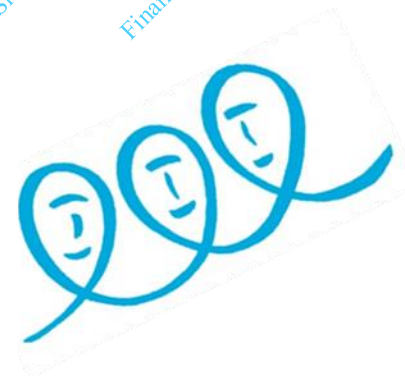
Preliminary findings

Key things that are important for relative's support



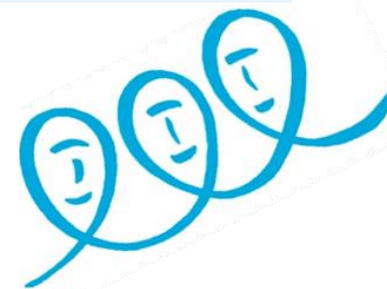
■ Key things that are imj

TIZARD
University of Kent



Key area	Theme	Details
Key challenges of lockdown for supporting relative	Disruption	Independence, sociability, freedom, activities, routine General wellbeing of relative
	Communication	Relative, family, staff team Protocols – confusion about what can / can not do
	Family	Employment Parent wellbeing

Key area	Theme	Details
Things that have helped during this period	People	People around, family, carers maintaining contact, loved
	Various (need more data)	Activities, resources, health, finances, good weather



Key area	Theme	Details
Surprises or things that have gone well	Adapting well to challenges	Changes to family support, activities, socialisation, residence, mask wearing
	New opportunities	Holidays, friendships, socialisation, keeping in contact using technology, insight into education, exercise e.g. walking
	Unpredictable occurrences	Did not expect shielding

Key area	Theme	Details
Hopes and needs for relatives support in the future	Continuity	Continue living life deserves to, more confident is living life as meant to, learnt safe and secure, good quality support to continue
	Building	Use continuity (above) to regain disrupted thing (freedom/socialisation/independence) Future full of things loved, surrounded by people who know how understands the world, firm foundations, family more fully involved, advocacy, resilience of parent to get on with finding best support

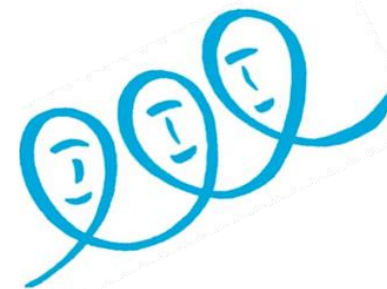


New Normal Survey

- Questions asked regarding the challenges, the benefits, and the experiences of new/changed practices during the pandemic period.
- Respondents included, amongst others; family carers, support workers, service providers, healthcare professionals, educators, and a range of other private, public & third sector employees working in both children's and adults' services

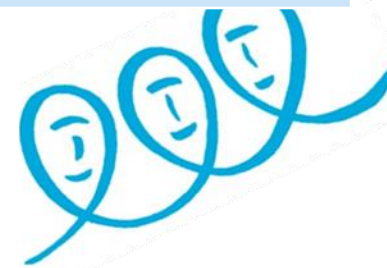
New Normal Survey - Challenges

Key area	Theme	Details
Challenges	Mental Health	Increased anxiety, uncertainty Financial stress
	Challenging behaviour	Disruption to routines, availability of support, explaining restrictions
	Communication	New technologies Home visits & in person
	Guidance & Support	Uncertainty over legality of visits Regulations changing too often No priority testing & inadequate support



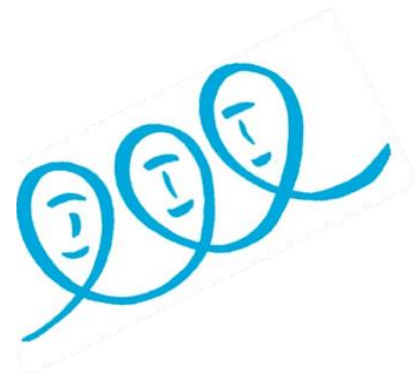
Benefits & Best Practice

Key area	Theme	Details
Benefits & Best Practice	Mental Health	Increased focus on Mental Health issues, with time/resources being dedicated more than before
	Perspective change & Community Spirit	Increased ability for public to sympathise with restrictions disabled people face Best practice – sunflower lanyard, community volunteering, flexible services/support
	Practical changes	New forms of staffing Coronavirus emergency funds New education practices
	Communication	Increased accessibility of support Improved communications efficiency
	Strengthened relationships	Strengthened relationships between support workers and those they support, families, coworkers

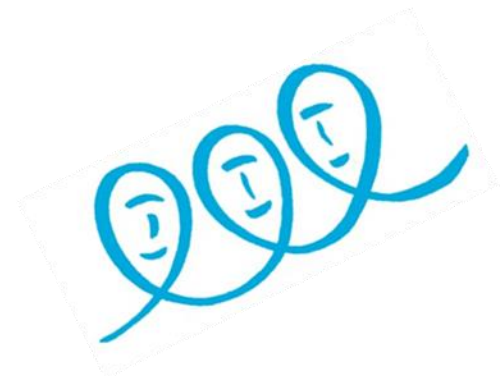


Next Steps

- Survey findings will be translated into best practice recommendations, and mapped against existing policy and best practice guidance (including NICE guidance, The Service Model, Ensuring Quality Services).
- If any attendees have implemented any ideas of good practice and *have not responded to the New Normal survey* then please get in touch with me (liam@thecbf.org.uk) after the NSG



Discussion Groups





TIZARD
University of Kent



THANK YOU!