



## Covid-19 Resources

To read Challenge online, please see: <http://bit.ly/CBFNewsletters>

### What's in this Newsletter?



**Vivien  
Cooper**  
Family carer  
and CEO of  
the CBF

Having access to the right information that is practical is key at any time, but especially so right now as we all struggle with Covid 19.

This newsletter brings together a range of information that is aimed at family carers who are supporting children or adults with severe learning disabilities who display behaviour that challenges. All of these resources are available on our website, free to download, but we know many families do not have internet access and may therefore not know about them or be able to access them – so we have put a selection of them together here.

If you do not have internet access and would like more information, need additional copies of anything in this newsletter, or have a specific query, please ring the CBF on **01634 838739** and we can arrange for information to be sent to you by post. The “quick read” behaviour resource is a resource included separately - if you would like more copies to share with other families or people who support your relative let us know and we can send more copies to you.

If you have a specific query you would like to speak to a family support worker about please telephone **0300 666 0126**.

We have developed some new group activities for families- online Behaviour Chats, and Carers Catch Ups (see page 16). Please keep an eye on social media and our website for more information about these. Again, if you do not have internet access but would like to speak to someone, do phone our Family Helpline and leave a message and we will get back to you as soon as we can.

We know this is a really difficult time for many families and we hope the information in this newsletter is helpful.

**Best wishes from all at the CBF**

### Resources in this issue

**Disclaimer:** Content correct at date of printing. Please check guidance for latest revisions.

All the resources featured in this newsletter (and more) are available on our website:

[www.challengingbehaviour.org.uk/](http://www.challengingbehaviour.org.uk/)

#### **New resource in this pack!**

This quick read challenging behaviour guide gives tips and strategies to help you and your family member during a period of new or increased challenging behaviour.

If you do not have access to the internet you can give us a call on: **0300 666 0126** and our family support team will be able to provide information and support or simply be a listening ear.

Information about contact with families	2 - 5
Activity ideas	6 - 7
School Re-opening information sheet	8
Information Cards for Going Out	9 - 11
Techniques for wearing Facemasks	12 - 13
Questions from our Family Carer Email Network	14 - 15
Support	15
New online support during the pandemic	16

## Contact with Families

The CBF have heard from families who are understandably upset by the continued restrictions around face to face contact that their relative's care home or supported living provider are putting in place. We know how hard this will be for people with severe learning disabilities to understand and the detrimental effect it may have on their mental and physical well-being and subsequent behaviour.

### What families are telling the CBF

Whilst families are inevitably very upset at not being able to see their relative, they are more concerned about the impact upon the physical and mental health and general wellbeing of their loved one. Sadly, many families are seeing their relative having to reach crisis point or for safeguarding alerts to be raised before any decisions about family contact are considered.

Some providers have managed to facilitate family contact throughout lockdown, others are managing limited contact, but some providers have a blanket ban of any kind of family contact, despite this being unlawful. There are different interpretations of the guidance, so experiences of family carers having contact with their relative is extremely varied across the UK.

Living with such uncertainty about when things will return to 'some sort of normal', no one is able to predict what families can expect over the coming months. With the UK population easing the restrictions and resuming some usual activities (including meeting up with and visiting family and friends, being able to go the pub, get a haircut or go to a shopping centre) it is highly important to ensure that individuals with severe learning disabilities and their families exercise the same rights and life opportunities. Below we set out what the law says and what current guidance is for different care settings.

### The law:

**Article 8 of the European Convention on Human Rights** protects your right to respect for your private life, your family life, your home and your correspondence (letters, telephone calls and emails, for example).



Care homes and supported living providers **should not have blanket policies that ban all visitors.**

Care homes should be conducting risk assessments but again should not apply these to everyone in the service. They should look at each person and their contacts individually and try to reduce the risk of contracting Coronavirus.

Registered Managers are obviously very concerned about the health and well-being of both their residents and their staff. Their workforce may be depleted, and they may be working hard to make sure everyone is supported and safe.



**The principles of the Mental Capacity Act 2005 should still be followed.**

Therefore, if your relative lacks the mental capacity to make decisions about visitors and contact with their family, those decisions should be made by those around them in their Best Interests. As a member of the person's family you should be involved in the best interest decision making process. At the moment, it may not be possible to hold a face to face best interests meeting but it should still be possible to consult you, for example, using conference calling or virtual meetings via Skype or Zoom. The best interests process will need to weigh up the risk to the person's health if they have contact with you and the risk to their well-being if **they do not see you.**

### Deprivation of Liberty Safeguards

If your relative has a DoLS in place, during the pandemic the arrangements authorised by your relatives **DoLS** may change. For some people the restrictions on their contact will only represent a slight change as they are able to have contact via telephone or video call. However, this may not be possible for some. If the arrangements are much more restrictive, then you should inform the Supervisory Body as soon as possible.

## Contact with Families

### Government Guidance:

#### Children's residential care and residential schools

Children living in residential care should be supported to continue face to face contact with their families. Guidance states that only when this is not possible should children be supported to keep in touch via telephone calls and video calling. Therefore, the expectation is that you will be able to visit your child, respecting social distancing and other Government guidance where possible.

You may need to be flexible in your contact, for example meeting outdoors, negotiating a plan that keeps everyone as safe as possible with the provider.



#### Care Homes

Government guidance published on 4<sup>th</sup> July 2020, states there are 'exceptions to the rules on gatherings' – meaning that you are allowed to gather if 'you are visiting a member of your household, a close family member or a friend who is receiving treatment in hospital or staying in a hospice or **care home**'. This means that care home providers should facilitate face to face contact between you and your relative. Following hygiene rules, social distancing if possible, considering meeting outdoors and agreeing an individual plan for the visit will help care home managers be more confident in agreeing this.



#### Supported Living

Supported living is support provided in the person's own home and, although advice and good practice may be offered, it will only be followed if the person understands the advice and is in agreement. If your relative does not have the capacity to agree the MCA applies and you should be involved in a Best Interests decision.

The guidance suggests the following in relation to visits from family members and forming support bubbles:

- No one with COVID-19 symptoms should visit
- No one should visit who is self-isolating because they have had close contact with a COVID -19 case or returned from certain countries in the previous 14 days
- If a supported living service has a communal garden area which can be accessed without anyone going through a shared building, then using this space for visits should be encouraged, as long as social distancing measures are met
- Alternatives to in-person on-site visiting should be explored, including the use of telephones or video, or arranged walks in the park or outdoor spaces. If the person is clinically extremely vulnerable then the currently applicable [shielding guidance](https://bit.ly/2QN3QgO) (<https://bit.ly/2QN3QgO>) should be followed
- Providers could offer support so people can go to suitable outside spaces to see their relative in a safer environment in line with current social distancing rules
- Visitors should be encouraged to keep personal interaction with the person they are visiting to a minimum and remain socially distanced for as much of the visit as possible

## Contact with Families

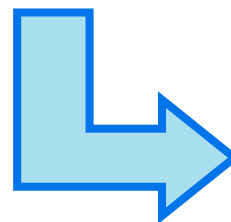
- Numbers of visitors should be limited to the current guidance on group meetings
  - If there is no garden area, then visitors should visit the person in the individual's own room and should be asked to wash their hands for at least 20 seconds on entering and leaving the accommodation. Visitors should take all sensible hygiene precautions as advised by government. If in shared accommodation, visitors should avoid (or minimise if avoidance is not possible) contact with other people who live there and staff (with face-to-face contact occurring for less than 15 minutes and at least 2 metres apart). Where needed, conversations with staff can be arranged over the phone following an in-person visit.
  - Visitors should be encouraged to wear appropriate face coverings when visiting to protect people in supported living settings
  - In some circumstances, visitors may be preferable to masks, to enable better care and support by helping non-verbal communication, especially with people with advanced dementia or learning disabilities, and where recognising familiar people reduces agitation and distress. The decision to use visitors, would need to be risk assessed for the benefit of the person, and would have to balance with additional risk of transmission
  - Where possible, visitors can be given support on how to prepare for a visit and given tips on how to communicate if face coverings are required, for example:
    - speaking loudly and clearly
    - keeping eye contact
    - not wearing hats or anything else that might conceal their face further wearing clothing or their hair in a way that the person they are visiting would more likely recognise
- Of course, this list is not exhaustive and we encourage you to think about your family's specific circumstances and your relative's individual needs to try to negotiate and agree a plan for visiting them with their support provider.

### Thinking about family contact and visits

For further information about planning and safely managing family visits please see The Care Provider Alliance website:

<https://careprovideralliance.org.uk/coronavirus-visitors-protocol>

The diagram opposite is a suggested process for decisions about visits.



If you feel that the above hasn't been considered when deciding whether your loved one should have contact with you, the CBF would suggest first approaching the Registered Manager for a discussion about their risk assessment and the rationale behind the decision. You might be able to suggest a compromise that respects everyone's safety and wellbeing. If you feel your views are not being considered and an informal discussion does not resolve things you can outline your concerns by post or email to the Manager of the service and your relative's Social Worker using the template [letter here](https://bit.ly/3IRPgTE) (<https://bit.ly/3IRPgTE>).

If you are not satisfied with the response you receive please contact the CBF Family Support Team on **0300 666 0126** or email [support@thecbf.org.uk](mailto:support@thecbf.org.uk) (attaching a copy of the response to the letter). For more information on how to keep in touch with a loved one living away from home, please see our [Keeping in Touch With Home](https://bit.ly/32PunQ7) resource (<https://bit.ly/32PunQ7>).

# Contact with Families

Initial review meeting to discuss individual's situation.

Even in a group home this should be on a case by case basis.

What type of family contact – you may need to be flexible by meeting outdoors or wearing masks, to reassure providers

Mental Capacity Act: Best interests meeting if your relative is over 16 and lacks the capacity to make the decision.

Human Rights Act: Right to a family life should be upheld and if they cannot use technology to stay in touch, a face to face visit may be the only way

Individual risk assessments should address:

Risks associated with the impact of not having contact with family

- relationship with family
- self-confidence
- social skills
- communication skills
- mental health
- increase in challenging behaviours, which in turn could:
- impact health
- cause significant harm (to person or those around them)

or lead to admission to an inpatient unit.

The risks of the person of contracting Covid-19. Are they in good health or do they have an underlying condition that increases their risk of contracting the virus?

Risks to family members. Are they in good health or do they have an underlying condition that increases their risk of contracting the virus?

Other things to consider

- Risk to other residents
- Risk to support staff
- Risk to the wider community
- Risk of reduced work force should staff need to isolate



## Activities

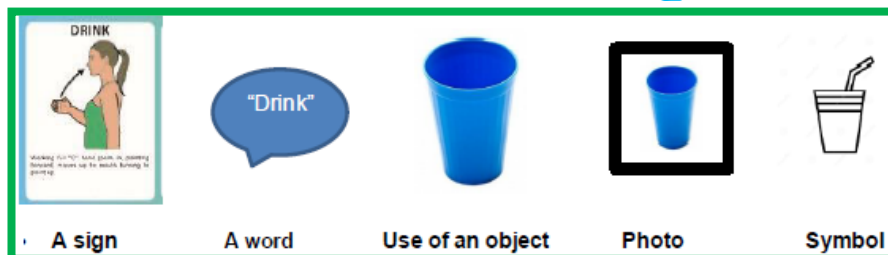
We know that many families are very concerned about the impact of the changes to everyday life due to COVID-19, while many children, young people and adults with severe learning disabilities are at home more than usual. Here are some ideas for home-based activities you might like to try.

*Everyone is different and not all activity suggestions will be appropriate for every family. You're the expert about your relative so use ideas that you think will suit your family.*

### Communication

Communication skills can be factored into those things that happen in everyday life, teaching one (or more) of the following in the context of what is happening will help to reinforce what the sign means.

Using those things that help get basic needs met e.g. to express pain or distress or get an object.



### Developing skills

You can start with more engagement in everyday home activities such as:

- Helping with preparing meals, snacks or drinks
- Getting saucepans out of cupboards



- Putting the recycling out
- Putting washing in the machine and helping to take it out
- Hanging out the washing
- Dusting and polishing
- Tidying and sorting

#### Important note:

**some activities will be unsuitable for people who display Pica behaviour (eating inedible objects) and will need to be amended.**

**Chaining** breaks tasks down into manageable steps. This is an example of 'forward chaining' which starts at the beginning of the task for "Putting on a t-shirt" and works through each step:

1. Open drawer
2. Choose a t-shirt
3. Take t-shirt out of drawer
4. Shut drawer
5. Un-fold t-shirt
6. Hold t-shirt by the bottom
7. Place t-shirt over your head



8. Put your head through the hole
9. Find the sleeves
10. Put left arm through sleeve
11. Put right arm through sleeve
12. Pull bottom of t-shirt down over stomach

# Activities

## Connecting with others



zoom



Houseparty

If you are unable to see certain family members you could:

**Make a card and walk to the post box to post it,** rolling several activities into one!

**Ring them** on the phone

**Use Touch Note App to create and send personalised photo postcards, birthday cards and messages** to your loved ones.



## Video call using Face Time, Skype, Zoom, WhatsApp or House Party

Using technology may not work for everyone. Some people with severe learning disabilities may find this confusing, upsetting and too difficult to understand.

## Have your own disco at home!

Music is a great way to de-stress - singing, dancing or both. Dancing is a functional activity that is a great way to exercise and burn off excessive energy but can also help a person to 'self-regulate' and meet some sensory needs.

**Link up with others to dance.** There are many apps you can use to 'have a virtual party e.g. House Party, Zoom or WhatsApp.



## Keeping active

**Bouncing or jumping** - using a trampoline, a pogo stick or big exercise ball.

**Online exercise classes** - YouTube has plenty of free dance party videos and special interest workouts eg cosmic yoga or get kids moving .

**Make up your own exercises** in line with your relative's abilities.

**Create an indoor obstacle course** out of pillows, toys and furniture.

**Or an outdoor obstacle course** if you have a garden. Use whatever you have: chalk marks on the ground, objects to weave around or jump over, a ball to kick around, a bucket to throw a ball into.

## Going out

If you and your loved one wish to spend time outdoors, you should always take care to minimise contact with others by keeping 2 metres apart if this is possible.

For many people with severe learning disabilities social distancing rules may be hard or impossible to follow.

The important thing is to try to socially distance from people who are not in your household (excluding care staff and family carers).

To make the most of your time outdoors, think about where you can go that will give your relative the most freedom to move around or play.

It could help to do some research and plan to visit areas you have not been to or have been unable to access.

Your relative could get involved in choosing where you go next.



# Schools Re-opening

## Information relevant to children and young people with severe learning disabilities

Children and young people are returning to education settings full time from the beginning of the autumn term.



The Government says schools and colleges should:

- Judge for themselves how to balance and minimise any risks from coronavirus (COVID-19) with providing a full educational experience.
- Plan for how they will ensure education provision in the event of a local lockdown.

### What the Guidance says Schools Should Do

#### Involve families in planning and decision making

Risk assessments which have been done since March should now be used to help work out what support children need to return to school or to attend with school reopening if they are already opening. Parents and individuals over the age of 16 with an EHC plan must be involved in the planning.

If you have not had a risk assessment Local SEND Information and Advice Services (SENDIASS) may be able to support families in conversations with the Local Authority or the school.

#### Deliver provision in EHC Plans and make reasonable adjustments

After 25<sup>th</sup> September local authorities will have a duty once more to deliver the provision specified in a child's EHC plan. Duties could be suspended again

if there is a local lockdown. Educational settings will have a statutory duty to make reasonable adjustments for disabled children, including considering challenging behaviours and offer additional support and phased returns where needed. Best practice would include reinstating any reasonable adjustments that were in place prior to school closures.

In special schools, they should consider updating behaviour policies and how to communicate these consistently. Evidence-based approaches to behaviour should be used and restrictive interventions and blanket restrictions should be avoided.

#### Consider updating behaviour policies

In special schools, Settings will need to work with local services to ensure the services and support are in place to ensure a smooth return to settings for pupils.

We also recommend that schools should work together with families to use Positive Behaviour Support and personalised strategies to

support young people to return to school and consider a bespoke transitional pack for each child who may struggle.

The guidance is clear that parents should never be pressured to remove their child from school or to home educate them.



#### Provide EHC Plan specified school transport

Where school transport is named in an EHC plan, it should be provided and funded by the local authority as before, but there may be some additional infection control requirements in place.

*The Department for Education has set up a dedicated helpline for COVID-19 related education issues. Lines are open Monday to Friday from 8am to 6pm, and 10am to 4pm on Saturday and Sunday, and can be contacted on 0800 046 8687.*



# Severe Learning Disability Information Cards

These cards (double sided cards and A4 sheet) are designed to help you explain to members of the public and the police that your relative:

- Does not understand social distancing rules and has one or more members of support staff who help them socially distance
- Cannot tolerate a facemask and, therefore, does not need to wear one
- May be allowed close contact with people outside of their household or 'support bubble'

A4 Information sheet

See page 11

This could be used in a number of ways:

- To proactively inform your relative's neighbours that they will be going out and not following all social distancing guidance/wearing a facemask
- To send to your local police station to inform them of your relative's rights.
- To share on social media to raise awareness in the general public and so fewer families are made to feel uncomfortable in their communities.

**PLEASE DO NOT SHOUT AT ME!**

Please be kind & respectful

**I have a Severe Learning Disability**

• I cannot tolerate wearing a face mask and therefore am **not** required to do so.

• My supporter/carer helps me to keep 2 metres apart from anyone who is not my carer or a member of my household or my support bubble.

• My supporter/carer may not wear a mask if this will distress me and put them or me at risk of harm.



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## Information Cards

These double sided cards can be cut out along the dotted lines, the card will contain all the information you need. Please share with support staff who may also be out and about with your relative.

If you want more copies and do not have internet access or a printer you can take a photo on your phone and save this somewhere it is easy to access. It can also be sent to support staff in this format via messaging, WhatsApp or email.

If you do have internet access and a printer and want to print more cards or send to others please visit: <https://bit.ly/CBFCards>

These are intended to be handed to anyone who asks why your relative is not following Government guidance. They contain all the information that the police or public need to understand why your relative is not following the social distancing guidance or wearing a facemask.

**We hope this will save you or your relative's support worker time explaining and allow you/ them to focus on supporting your relative. We hope that these resources will promote kindness and understanding towards people with severe learning disabilities during what is already a very difficult time for them and their families.**

People with severe learning disabilities who display certain behaviours may be unable to manage wearing a facemask, and therefore do not have to comply with the requirement to wear one if they have a legitimate reason not to.

Reasons include if putting on, wearing or removing a facemask:

- Is not possible because of my severe learning disability
- will cause me severe distress

My carer may not wear a mask as this may distress me and put them or me at risk of harm.

The full Government guidance can be viewed here:

<https://bit.ly/GOVfacemask>

To find out more about people who have severe learning disabilities, visit: [www.challengingbehaviour.org.uk](http://www.challengingbehaviour.org.uk)



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## PLEASE DO NOT SHOUT AT ME!

Please be kind & respectful

I have a Severe Learning Disability

**This means I can't understand Social Distancing.**

- I cannot tolerate wearing a face mask and therefore am not required to do so.
- My supporter/carer helps me to keep 2 metres apart from anyone who is not my carer, a member of my household or a member of my support bubble

People with severe learning disabilities who display certain behaviours may be more affected by the requirement to cover their nose and mouth than others.

The government guidance states that **'those who may find it difficult to manage them correctly'** are not required to wear a face mask or covering.

A formal decision to allow me to have close contact with people outside of my household may have been made in my best interests.

For more information search 'Government guidance our plan to rebuild'.

To find out more about people who have severe learning disabilities, visit: [www.challengingbehaviour.org.uk](http://www.challengingbehaviour.org.uk)





# Facemasks

## Coronavirus (COVID-19): People with severe learning disabilities and facemasks

Since the 15th July 2020 face coverings have become mandatory on public transport, and as of 24th July 2020 they also became mandatory in all shops and supermarkets, but currently (August 2020) are not required in hospitality settings, entertainment venues, visitor attractions or gyms. Guidance may change, so please check regularly.

Children and adults with severe learning difficulties may find it particularly difficult to wear a face covering and, as per government guidance, are therefore not required to do so. However, there may still be circumstances where your relative may struggle to understand social distancing and you feel that a mask may be helpful. If your relative has to attend a doctor's surgery, dentist or is admitted to hospital the people supporting them will almost certainly also be wearing PPE.

In this resource we will cover the following issues you and your relative may face when it comes to PPE:

- Preparing to wear a mask
- Tolerating others wearing a mask
- Sensory issues
- Challenging behaviour

### Preparing to Wear a Mask



Desensitising your relative will help reduce anxiety around wearing a face covering or seeing others wearing a face covering. Desensitisation ideas could include:

- Looking at pictures or videos of people wearing PPE
- You and your relative both holding and interacting with PPE with each other
- Work towards getting your relative to hold the mask to their face
- Use now next boards to explain that your relative may have to wear a mask to do their favourite activities

### Tolerating others wearing a Mask

Staff and support workers may become unrecognisable to your relative if they are wearing PPE. Ways you can prepare your relative for this so that they do not become anxious are to:

- Staff wear PPE for short periods around your relative
- Allow your relative to see staff putting on the PPE
- Ask staff to wear a photograph or name badge when wearing PPE
- Use an object of reference your relative will associate with the member of staff



# Facemasks

## Overcoming Sensory Issues

Some types of facemask may cause sensory difficulties for your relative. Public Health England has suggested that wearing a scarf or bandana is equally as effective, so you can choose the style of face covering that will be most easily tolerated by your relative. Other suggestions to help with sensory issues could include:

- Incorporate a favourite colour or character into the design if making your own covering
- Use a social story to help your relative understand
- Avoid rubbing behind the ears from elastic. Some pictures of how to do this are included below:



## Challenging Behaviours

The government guidance states that 'those who may find it difficult to manage them (facemasks) correctly' will not be required to wear a face mask or covering. This may apply to the following situations:

- Pica Behaviour i.e. eating of inedible objects such as toys, stones and clothing
- If your relative wearing a mask may result in challenging behaviour which can put your them or others at risk.

In both these circumstances a risk assessment should be carried out before your relative is introduced to wearing a mask. It is unlikely the benefits of a mask will outweigh the risks of pica or other challenging behaviours.

**The full Government guidance can be viewed here:**

<https://bit.ly/3fbhBzB>



## Your Questions From the Email Network

Just wondered if anyone has managed to visit their son/daughter indoors yet? My daughter lives with just one other young person, but I still have not been allowed inside.

We are able to visit with our son outside the front door which opens onto the small car park and he has 1:1 support during waking hours so we can chat to him at a safe distance knowing that staff are there to meet his needs.

We are in the same situation as you. Our son lives with 2 other boys and the answer is still No.

It is distressing but we pretend that all is well when we speak to him and keep positive and smiling when in Face time... Staff are being really good but it's us parents who suffer badly.

I wish you the best. And it's good to know that we are not on our own.

I heard that some charities have been lobbying the government to allow close family members of care home residents to be considered as keyworkers, and allowed inside to visit their loved ones 'normally', because of the real concerns about the mental and psychological damage being done to people with dementia, autism, etc. by this prolonged separation. The emotional support only parents can give their children has never been more vital than in the current situation.

My son lives alone in a tenancy, with all carers changing shifts so there are 8 or 9 carers in total, and I have always seen him throughout lockdown. He comes out with me to our home, and back, as often as possible.

I look after him, and the carers do too. I'd never trust others alone to do his care, and social distancing doesn't happen if carers go home to their families. We don't know who they live with, and how often they go out, and if they are carriers.

So, this not seeing your own child for long periods seems very odd, and not ideal, as viruses are here to stay.

Shouldn't this be honestly discussed, as no one is monitoring and ensuring right to family life to the extent that all others have?

My wife and I have continued regular visits to our son in supported living all through lockdown. These visits were deemed to be essential to his care and well being. He lives alone with his carers, which probably helps.

Hi, in a similar boat but son is in a charity run care setting sharing with 5 others in his house. We are lobbying the charity, MPs and soon the Social Care Covid 19 Taskforce. Our worries are that a second wave of the virus will start before we can visit and have our sons' home and there is no end in sight of the lock down and isolation from their families for younger people with disabilities. They are, again, forgotten about.

Try not to be too stressed. As a group of families (the advantage of a group home), we feel much better having taken action and we are confident that there will be a relaxation of the rules for our loved ones in the next couple of weeks or so. In the meantime, contact your MP, look at the Taskforce, write to them and make a nuisance of yourself.

My son lives in a communal home and we rely on the staff to care for him which they do extremely well and he is happy and well looked after. We have to balance our wish to see him with the Home's need to comply with regulations and keep all the residents and staff as safe as possible.

## Your Questions From the Email Network

Our son is living on his own in his own home with 24/7 support. We should now be able to see him, however, even with his support worker with him, it will be difficult to get him to stay 2 m away from us. Has anyone got any ideas/experience of how to meet up safely with their adult son/daughter?

We had the same problem. Our son can be encouraged by his support staff to keep a distance from others but will never be able to socially distance from mum and dad or indeed any of his family as he is used to being in very close contact with us. We have said wherever possible we will keep a distance and they have agreed that if he comes to hug us they will not prevent him as this would cause an upsetting incident.

Since writing this we have been allowed to visit our son in the garden. The Provider has agreed "reasonable adjustments" so we can have a quick kiss/hug/handshake providing we all:

- Wash our hands before visit
- Use gel on our hands when we arrive
- Wear masks and gloves
- Dispose of these properly afterwards
- Clean all surfaces we touched.
- Have shower or bath after visit.
- Put all our clothes in the linen basket and leave for 72 hrs before washing.
- Physical distancing after the initial greeting wasn't a problem. It was lovely to see him and he seemed very pleased to see us!

Want to ask your own questions or share your experience? Join the Family Carer Email Network at: [bit.ly/CBFFEN](https://bit.ly/CBFFEN)



We also have an email network for professionals, find out more and apply at: <https://bit.ly/CBFPEN>

## Support

During this pandemic it is more important than ever to support each other and we encourage family and friends to keep in touch remotely. Our family carer network is still operating and we hope that talking to people in similar situations might provide you with some additional comfort, advice and support.

The CBF are still working hard supporting families during this challenging period. Our family support line is still open 5 days a week to support families. We are continually producing new resources and following the latest guidance to keep families informed.

If you would like to help us in continuing to support families during this time please consider donating:

**Text CBF to 70450  
to donate £3**

To donate more simply text CBF followed by the amount you wish to donate.

i.e. CBF 10 to donate £10



**THANK YOU FOR YOUR SUPPORT**

### Can you help us?

We rely on donations, grants and fundraising to continue our work helping families. Find out how you can help us at: [www.challengingbehaviour.org.uk/support-us/support-us.html](https://www.challengingbehaviour.org.uk/support-us/support-us.html)

### Disclaimer

While every care is taken in the compilation of this newsletter, the Challenging Behaviour Foundation cannot be held responsible for any errors or omissions, nor accept responsibility for any goods or services mentioned.

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If you do not have access to the internet you can give us a call on: **0300 666 0126** and our family support team will be able to provide information and support or simply be a listening ear.

For general information call **01634 838739**.

You can request paper copies of any of our resources.

## **\*\*NEW ONLINE SUPPORT FOR FAMILIES\*\***



The CBF is offering free online support for family carers from your own homes via video call during the Coronavirus pandemic.

**Carer Catch-ups** are informal chat groups with other families.

Chat with others who understand the ups and downs of caring for and about someone with a severe learning disability.

Celebrate successes, share tips, have a moan with others who 'get it'.

Join our email network to find out more: <https://bit.ly/cbfnetwork>



**CBF Behaviour Chat** to help with urgent/crisis behaviour at home.

Share your "right here, right now" concern about challenging behaviour with a small group including a trained family carer & a volunteer expert.



For more information and to apply to join email us at:  
[cbfbehaviourchat@thecbf.org.uk](mailto:cbfbehaviourchat@thecbf.org.uk)

Contact the **Family Support service**

9am-5pm Mon-Thu, 9am-3pm Fri

Email [support@thecbf.org.uk](mailto:support@thecbf.org.uk)

or telephone **0300 666 0126**



Our support is confidential and non-judgmental. Calls cost the local rate from landlines.

The **Family Carers' Email Network** puts you in touch with families around the UK, to share experiences, get information and peer support.



See our **information** on behaviour support and related topics.

The Challenging Behaviour Foundation aims to support families who have a child or adult with **severe learning disabilities** who display **behaviour that challenges**.

A severe learning disability means a person has very limited or no verbal communication, and requires a lot of support to complete everyday tasks.

Please note as a small charity with limited resources we are unable to offer support to those who are experiencing challenging behaviour associated with mild/moderate learning disabilities.