

Where can I get help and support when the CBF are not available?

The Challenging Behaviour Foundation is an extremely busy service and we do as much as we can to help, as quickly as we can.

However, the CBF are not a crisis service and we cannot always help in an emergency. This information is provided to help you understand other sources of support if we are unavailable.

Keep others safe. If you feel that someone is at risk, there are steps you can take.

IF THERE IS AN IMMEDIATE RISK OF HARM TO YOU OR SOMEONE ELSE:

This is an **emergency**:

CALL **999 OR 112** to get immediate support, 24 hrs a day, 365 days a year.

IF THERE IS A CRISIS – NO IMMEDIATE RISK OF HARM BUT STILL AN URGENT NEED FOR SUPPORT

For health advice and support:
CALL 111

For Covid-19 specific advice and support:
CALL 119

For emotional support:

CALL The Samaritans on 116 123 (24/7, 365 days a year)
EMAIL The Samaritans: jo@samaritans.org (24hr response time)
More information about The Samaritans here: <https://www.samaritans.org/how-we-can-help/>

Text SHOUT to 85258 for immediate support, 24/7
More information about SHOUT here: <https://giveusashout.org/get-help/>

CALL SupportLine on **01708 765200** (closed over Christmas)
EMAIL SupportLine: info@supportline.org.uk (open over Christmas, 48hr response time)
More information about Supportline here: www.supportline.org.uk

Mind have a list of other crisis services here:
<https://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/helplines-listening-services/>

You may also find our information about the Impact of Caring on Families helpful:
<https://www.challengingbehaviour.org.uk/being-family-carer/the-impact-of-caring.html>

I am worried about the safety of someone with a learning disability, what should I do?

The following information is taken from our Safeguarding FAQ information sheet here: <https://www.challengingbehaviour.org.uk/education-housing-social-care/faq-safeguarding.html>

Some issues with care that you are worried about may be best dealt with by the service itself or a social worker, for example issues with personal hygiene or access to activities. Other more serious or more urgent concerns are considered safeguarding concerns, also referred to as child protection or adult protection (over 18s). Issues can range from physical, sexual or psychological abuse, to neglect or inappropriate restrictive practices (such as restraint or medication).

Adults with learning disabilities can also be victims of financial abuse and hate crime; see this information from SCIE about adult protection issues:

<https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse>

For more information on child protection issues, see the NSPCC website:

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/>

- call the police straight away if you think a crime may have been committed or that someone is in immediate danger,
- contact social services to tell them what you are worried about; the local 24-hour telephone number is available in phonebooks, [online](#) and at the local library. Social services are usually split into a child team and an adult team,
- you will speak with a duty social worker who can tell you what they will do next, such as discuss your concerns with the safeguarding team,
- for confidential advice about child protection, you can also call NSPCC's helpline on 0808 800 5000 or help@nspcc.org.uk
- you may also want to tell the [Care Quality Commission](#) about problems with a service, to inform their monitoring of the service.

To raise your concerns, you should:

Raising a safeguarding concern is different from making a complaint. Try to be clear and specific about your concerns and don't worry about being criticised for wasting time – it is better to report concerns than to keep quiet. We all have a duty to speak out when we feel something is not right.

The Challenging Behaviour Foundation support families with safeguarding concerns. You can contact the Family Support Service on 0300 666 0126 at any point to discuss safeguarding concerns and what you could do about them.

If a safeguarding referral has been made we can support you through the process. All CBF staff and volunteers follow a Child Protection Policy and an Adult Safeguarding Policy (available on request), that require us to refer safeguarding concerns that are not already being investigated.

We have created a sheet for you to fill in with all the relevant information you may need in an emergency to pass onto the relevant authorities – please see below.

My important numbers and information:

Complete this form with details of your relative with a learning disability and keep somewhere easy to access in case of an emergency. We've added some useful numbers in case you need them too.

My name:	My Date of birth:	My medications
My Address:	My contact number:	Any other info

Emergency contacts:

Name:	Relationship to me:	Contact number:

Additional useful information (complete those that are relevant):

Service:	Contact name	Contact number	Additional info
Care home			
School			
GP			
Hospital			
Social worker			

In case of emergency

CALL 999 or 112

For URGENT but not emergency medical support:

CALL

111 for general support

OR

119 for Covid-19 specific support

For emotional support:

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