Challenge

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The Challenging Behaviour Foundation

Celebrating the family

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

Families come in all shapes and sizes and for most of us provide a range of love and support that is wide-ranging and long term. Some family members are close (emotionally and geographically), while others are less so – and there are many permutations and dynamics which can change and evolve over time. The importance of family is recognised in law (for example the Human Rights Act-article 8 the right to a family life) as well as in policy:

"Families are usually the main source of love, care and support for children and adults with learning disabilities. This is especially the case for people with complex needs. Even when people leave home, they do not leave the family. Families continue to offer a lifetime of involvement, support and advocacy." (Valuing People Now 2009)

Families supporting a relative with severe learning disabilities whose behaviour challenges have a huge amount of experience and knowledge about supporting their relative. Advocating for their loved one to achieve a good quality of life that is filled with a range of opportunities and experiences that most of us take for granted, happens on a regular basis. It therefore makes sound sense to invest in families, acknowledging their skills and expertise and supporting and equipping them with information and practical tools.

At the CBF we have the privilege of working alongside families who display an amazing range of exceptional skills and qualities – which have been tested to the limit throughout the pandemic.

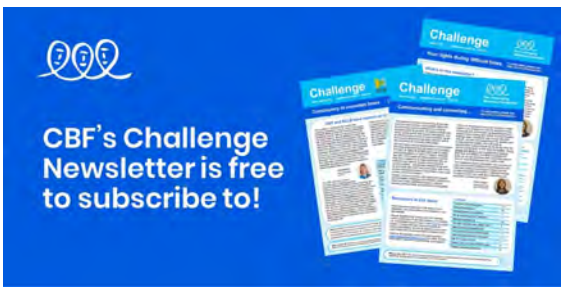
In this edition of Challenge we celebrate families and their varied and sometimes challenging roles, and the differences they are making to their relative's quality of life. Navigating the complex education, health and social care systems to access the right support and services can be exhausting and frustrating- but enabling your relative to be happy and to enjoy life is hugely rewarding and a cause for celebration.

Vivien Cooper
Family carer and
CEO of the CBF

Resources in this issue

All the resources featured in this edition of our newsletter (and many others) are available on our website. Visit the website for news, opinion, information, resources, opportunities, and support!

Remember that you can receive our newsletters directly in your inbox if you subscribe here.



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What is the CBF? We are a charity supporting children, young people and adults with severe learning disabilities whose behaviour challenges, and their families.

The impact of caring on our mental health

The 10th of October was World Mental Health Day, which this year took on the theme: 'Mental health care for all: let's make it a reality'. To mark the day and raise awareness of the mental strain of caring for somebody with a severe learning disability, Lucy Mottram tells us about her family's experience of caring for Oscar, her son. Connie, the CBF's new Policy, Projects and Information Intern is Oscar's sister.

Oscar was diagnosed with autism and severe learning difficulties at 2yrs. He is non-verbal, doubly incontinent, has a very limited understanding of the world around him and no concept of danger. He requires at least 1:1 support inside at all times and at least 2:1 support in the community. He has chronic health issues and had his first epileptic seizure aged 20. He is the light of our lives and a hugely valued member of our family…

Those of us caring for children with complex autism (and, of course, other disabilities) will know only too well the mental and physical strain that accompanies the challenges: anxiety, depression, isolation, loss of sense of self, physical and mental exhaustion etc etc... The intensity may come and go depending on the battles being fought but they are always present. Then there's the effect on siblings and marital relationships. It's hard to overstate the impact of the challenges associated with caring for someone who is so loved and so vulnerable and how many of us have said, or heard someone say, it's not the autism but the fight that brings you down.

As a little boy, Oscar had been meeting his milestones, just, until a catastrophic collapse following an illness, but I couldn't accept that that was that. We tried Applied Behaviour Analysis (ABA) and saw that Oscar could learn. I ran a home programme and watched closely, discovering what he liked and didn't like and watching him form meaningful relationships. I recorded this information and became the expert in Oscar, fighting fiercely to get him the support he needed. We borrowed money to fight at tribunals and finally got him a place at the recently established Treehouse school where he stayed, under the 'Ambitious' wing, until he left the College at 23. Here Oscar was valued, challenged and loved and we were treated with respect and as a valuable source of information. The LA largely left us to our own devices but, with an eye to the future, I took, and filed for later use, minutes at every school, social care and health meeting as well as legal workshops… I left as little as possible to chance and didn't let any document stand until I was convinced it was accurate. Looking back I'm convinced that this focus kept me going, providing as it did a small sense of control in a world that often felt random, chaotic and uncaring.

We made the transition from school to college with relative ease but then, in 2015, the summer before Oscar moved to the new college, he had his first epileptic seizure, an event which we could not have foreseen and which preceded a series of family traumas. I had slept in a bed with Oscar for most of his life, to try to help him sleep, and had been next to him when he experienced this first tonic clonic seizure. I don't need to go into the detail of the pain of witnessing further suffering by my brave boy but suffice to say it tipped me over the edge and, for a long period, I became unable to leave the house for any length of time, preferring to be at home waiting for news of disaster. I felt haunted, heartbroken and completely out of control. Of course, having to deal with the challenges of looking after a child like Oscar does not protect you from the other stresses and strains of life and in the next couple of years his younger brother was diagnosed with scoliosis and had two huge operations to straighten his spine, my mother was diagnosed with cancer, my brother with incurable cancer and another family member had a catastrophic breakdown. Oscar does not happen in a vacuum but other traumas are so much more difficult to cope with when you're already at breaking point.

Oscar

Article continued on next page……

The impact of caring on our mental health - continued

It was during this period that we approached the cliff edge that every parent dreads, the move to Adult Services. Armed with all my documentation and knowledge and with a new and fairly friendly social worker, I naively felt, or at least hoped, that reason would prevail but 2 years of an ugly and hostile fight ensued just to maintain Oscar's level of support. At one point, the LA's plan seemed to amount to the end of college with no further provision and the simultaneous removal of Oscar's excellent home care provider, indeed all of his friends, to be replaced by a provider in special measures with no autism specialism. I knew only too well the effects of this on Oscar, a change in carer can send him into a spin, and this would have been catastrophic. This seemed to count for nothing and during this time I often felt I could not go on, but the support of an excellent solicitor, who made use of all the evidence I had gathered, together with a crazed determination to succeed kept me going and in the end Oscar got the support he needed.

Since then, we have had a couple of years of relative calm (pandemic aside), and, with the help of some good therapy, have started to recover as a family. Three years ago, to give Oscar and ourselves more protection, we and two other families took a test case to the High Court to challenge the law around Welfare Deputyships, which we have now been granted. The outcome seems to have made a difference to many parents and I now find satisfaction in the thought that I

might be able to help others in a similar situation. I cannot guarantee that Oscar will be safe forever, far from it, which will always make us vulnerable but we have got this far and we're certainly not giving up now. We have an accurate and detailed care plan, a welfare deputyship and some excellent support. I know Oscar's siblings, whose lives have been very affected and who both suffer from anxiety, worry about what will happen when we're not around. But they adore their brother and are great champions of the underdog, sensitive to injustice and inequality and determined to make the world a better place. It has, and will continue to be, an extraordinary and often very difficult journey but all 3 children are remarkable and we now work as a team and look out for each other. And when I see all my children, now young adults, enjoying time together my heart sings and I see that we are luckier than many who don't live with the same challenges. ***Lucy Mottram - Oscar's Mum***

10 Oct was World Mental Health Day

World Mental Health Day aims to raise awareness of mental health issues around the world and to mobilise efforts in support of mental health. Organised by the World Health Organization, the day provides an opportunity for all stakeholders working on mental health issues to talk about their work, and what more needs to be done to make mental health care a reality for people worldwide.

Family carer wellbeing and resilience

"Looking after yourself is not being selfish; being aware of your own feelings and needs means that you will have greater resilience to carry on – the better you feel, the better you can help others to feel."

Read our information sheet:: Family carer wellbeing and resilience.

The CBF has lots of other information and guidance about the wellbeing of the family, including the impact of caring on families, the importance of short breaks and 'what will happen when I'm gone?' Browse our resources.

Getting out and about as Covid-19 restrictions have lifted

Christopher's family tell us what has been happening to Christopher as lockdown restrictions have eased.

Christopher after lockdown

Our lovely son Christopher is 29, he does have some challenges such as autism, SLD, and being non-verbal. He is usually a very happy and active young man who enjoys being outdoors with us (his parents and his dog) or with his housemates and support staff when he is at his Independent Living house.

Covid-19 hit us all very hard; due to lockdown we were unable to see Christopher physically for 117 days, although we were in frequent contact by telephone and Skype. When he was allowed to visit us again we were limited to taking him on car drives and for short walks in the fields behind our house. When restrictions began to be lifted we remained concerned about how we were going to keep him safe. He couldn't resume his weekly activities at the farm, the gym, swimming, Mencap club, etc., because of Covid-19 restrictions. We recognised that most social activity plans would have to be put on hold until health risks were reduced and facilities re-opened.

During the lockdown staff got Christopher into the routine of using anti-bacterial gels and washing his hands frequently, so when we were outdoors we always had the hand gel ready as he inevitably touches benches, fences, etc., and the hands will touch his face.

At the end of last year, staff at Christopher's house organised a holiday in Cornwall, so a remote cottage with all mod cons was rented and Christopher and his two housemates and all the support staff went for a much needed break: he walked and got lots of fresh air in the outdoors. He touched the sea and played with the sand and water, much to his delight. Staff sent us photos and we spoke to him daily; all went so well that we planned another break this year before the summer holiday as by then all three boys and staff were double vaccinated.

During the summer we were all very wary of more people being outdoors, so Christopher and his peers went outside mainly once staff had checked that not many people were in the park or the woods, and we did the same when he visited us.

Since September we all felt more confident, and since more places started opening again, we agreed that Christopher could start going back to the spa for the disabled. He, his housemates, and staff were allocated 1 hour a week exclusively for them, which was booked in advance, and seeing the photos that staff send us we all agree that is the one of the best times of his week.

Continued on next page….

Christopher

Getting out and about as Covid-19 restrictions have lifted

….continued

On Christopher's visits home, we also reintroduced occasional visits to a shop to buy himself a treat. We explained what we were planning and showed him photos and he clapped hands and jumped with delight - he was definitely waiting for this. So, armed with gel and disposable masks, we took him to the shop and he proudly got a big packet of popcorn. He has been very cooperative and adapted well to the changes, even though he may not understand why we need to be extra careful in keeping him safe.

Staff at Christopher's placement have started taking him on short bus trips once a week. He enjoys this very much and knows that he has to wear a mask and clean hands with gel for this activity. He continues to go for long walks in the woods, in parks, and in the streets at quiet times, and we are planning another holiday for him before the end of the year.

Read 'Your stories' on our website

We have other similar stories on our website, written by family carers.

In Mary's article Going on family days out, Mary gives her 'top tips' for how to create positive experiences as a family, including days out and about.

In Access for all, A father describes a moment of breakthrough taking his son on the London Eye, and how taking that initial risk opened up their world together.

Help other families and professionals by sharing your story and letting others know they're not alone. We're always looking for new stories for our Challenge Newsletter, and our website.

If you have a story you want to share, please get in touch, by completing the form on our website here.

Ann Craft Trust - Safeguarding Adults Week

Monday 15 - Sunday 21 November 2021

This guest article has been written by the Ann Craft Trust, as an introduction to National Safeguarding Adults Week, and how your organisation can get involved this year.

Safeguarding Adults Week is a week when organisations from a range of sectors can join forces to raise awareness of important safeguarding key issues, facilitate conversations about safeguarding, and develop confidence in recognising signs of abuse and neglect and recording and reporting safeguarding concerns.

Creating Safer Cultures

The theme for Safeguarding Adults Week 2021 is 'Creating Safer Cultures'. Promoting safer cultures is all about how organisations and individuals can take steps to minimise harm occurring in the first instance, whilst simultaneously ensuring correct policies and procedures are in place so that safeguarding concerns that are raised, are responded to effectively.

Each day of the week will focus on a different safeguarding theme to support you to get involved. We produce free resources for each theme, or you can create your own.

- **Mon**- Emotional Abuse and Safeguarding Mental Health
- **Tues**- The Power of Language
- **Wed**- Digital Safeguarding
- **Thurs**- Adult Grooming
- **Fri**- Creating Safer Organisational Cultures
- **Sat & Sun** Safeguarding and You

How can you get involved?

1) Sign up to receive your free electronic Safeguarding Adults Week resources from the Ann Craft Trust!

2) Book onto the Grooming and Exploitation: Opening Eyes and Minds Conference, Thursday 18 November. The conference will explore how people can become at risk of grooming across the life course. Sessions will explore sexual exploitation of young people, far-right extremism, predatory marriage, doorstop crime and grooming in sport and activity. See the programme to learn more. The event is taking place at the Crowne Plaza Hotel in Nottingham and COVID safety guidance is in place.

3) Attend a free online seminar run by the Ann Craft Trust. On Tuesday 16 November we'll be joined by Rhiannon-Faye McDonald, Subject Matter Expert at the Marie Collins Foundation, who will be presenting a personal perspective of online grooming and sexual abuse. On Friday 19 November, ACT's Nicola Dean and Sarah Goff will be discussing the power of language in safeguarding practice and reflecting on how our terminology can promote inclusivity.

4) Share our free podcasts, posters and resources within organisation, or create your own, to raise awareness of safeguarding issues. Watch this space as we will be adding more resources over the coming weeks!

5) Use the hashtag #SafeguardingAdultsWeek on social media to share your safeguarding initiatives or our resources! We've got pre-written tweets you can share.

Ann Craft Trust - Safeguarding Adults Week ... *continued*

6. Develop your knowledge - Explore our e-learning courses or book onto one of our training events.

7. Complete the Ann Craft Trust Safeguarding Adults Checklist to test your safeguarding knowledge. The checklist allows you to identify whether your organisation has the correct policies and procedures in place. We'll send you free resources on completion to develop your practice.

Need some Inspiration?

We loved how organisations supported Safeguarding Adults Week last year! There is no one-way to show your support, but we hope the ideas below give you some inspiration about how to get involved.

- NHS Trusts and local authorities shared videos and podcast to raise awareness of important safeguarding issues on social media.
- Liverpool YMCA ran safeguarding training during the week and tasked their residents to design their new safeguarding logo during the week.
- Organisations used the week to launch new safeguarding policies. For example, Wolves football club released their new easy-read safeguarding adults policy.
- Police forces set up stands in supermarkets to provide shoppers with leaflets and information about their role in safeguarding.
- Local authority buildings, sporting stadiums and universities were illuminated in Ann Craft Trust green to highlight support for the week! If you have the facility to light up your building, we would love to see your photos of this during the week!

We hope you can support Safeguarding Adults Week 2021.

If you would like to know more or have any further questions, email us at: ann-craft-trust@nottingham.ac.uk

When things go wrong

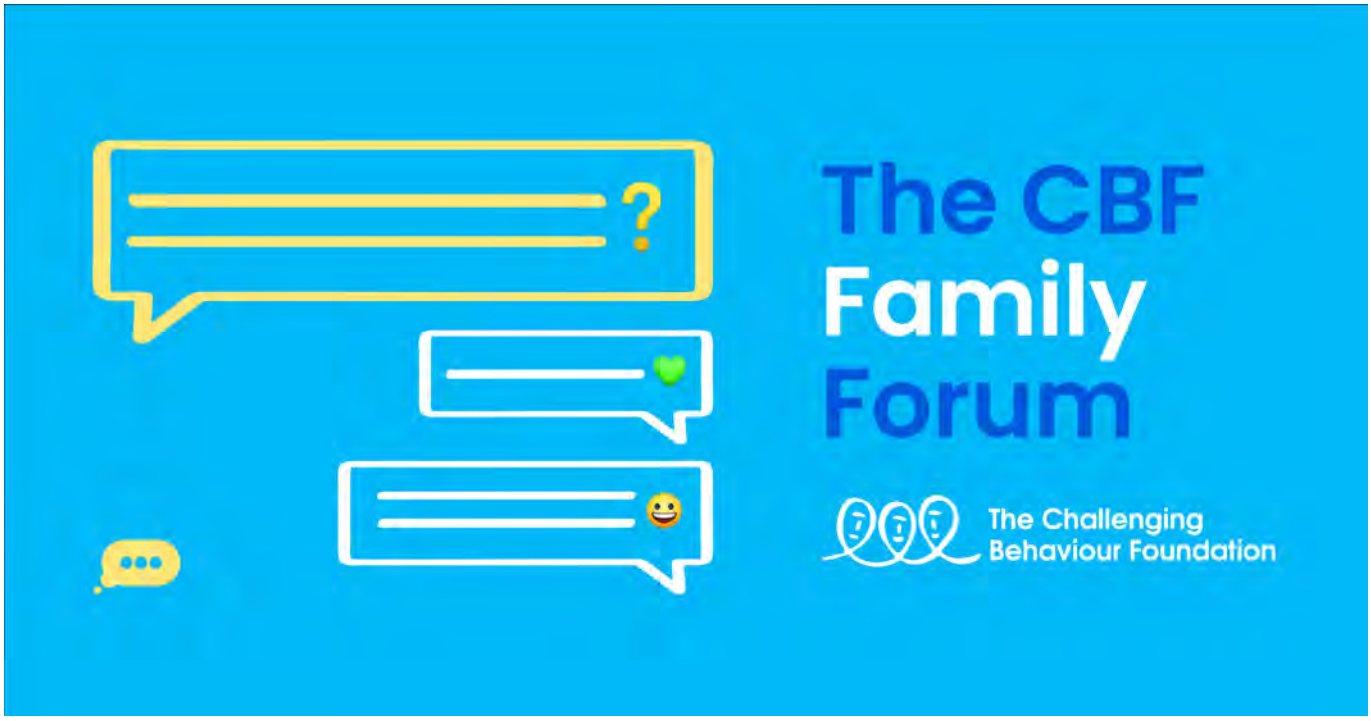
The CBF has a section of its website devoted to information and guidance. This includes a subsection on when things go wrong which will help you understand what is meant by poor support and abuse, and who to talk to if you suspect your relative is coming to harm or not being cared for properly.

The webpages include information sheets, and topical questions on the following issues:

- Making complaints if you are unhappy with the care of your relative, including how to raise a concern and what to do if you are not happy with the outcome of the complaint.
- Safeguarding; what to do if you are worried about the safety of someone with a learning disability, and who you should tell.
- Physical interventions; find out about reactive strategies, restrictive practices and reducing the use of those restrictive practices.
- Plus information on trauma support and preventing admission to Assessment and Treatment Units (ATUs).

The CBF Family Forum – our new Facebook support group

The CBF has recently launched a private Facebook group 'The CBF Family Forum'. Find out more here!



The CBF Family Forum, our new private Facebook group, is open to family carers of children and adults with severe learning disabilities whose behaviour challenges.

The purpose of the group is to connect fellow family carers. Whilst it has been set up by the CBF, the group moderators are CBF volunteers, who are also family carers. We hope members can make it their own, and create a welcoming and supportive community, sharing their personal experiences, asking and answering questions and forming relationships with one another.

Family members requesting to join the private group must first answer three questions. These questions help us to determine whether the person they are caring for has severe learning disabilities and displays behaviour described as challenging. New members must also agree to a set of group rules. Applications to join are then reviewed by CBF volunteer administrators.

We hope you will find it to be a safe space to connect with other family carers - sometimes the support family carers can offer one another can be very comforting and extremely useful.

See here to join the group: The CBF Family Forum | Facebook

Please note: The group is not for individual support or guidance from the family support team.

The CBF family support team can be contacted on 0300 666 0126 or by emailing support@thecbf.org.uk

Other peer support from the CBF

Carers' Catch Ups are friendly and informal Zoom calls for families to share successes and support one another. If you have a relative with a severe learning disability and want to chat with people that understand the challenges you may be facing, email: network@thecbf.org.uk to register your place now!

Our **peer-to-peer telephone listening ear service** is an opportunity to 'offload' to someone who understands what you are going through. These calls will be purely a listening ear, giving you the time to talk. The support is non-judgmental and confidential.

Find out more about peer support at the CBF http://bit.ly/PeerSupp

Your question from the email network

My adult son (severe learning disabilities, autism) has become very difficult to take into the community in the past 2 years. He is snatching things like drinks and snacks from kiosks. He will run into buildings to see what he can find. He gets plenty of food, but he is no longer taken grocery shopping because he took so much, entirely clearing displays of chocolate for example. He doesn't listen to advice about the consequences of his actions, which are ever-increasing restrictions. Can anyone suggest a therapeutic approach that has worked for them in similar circumstances?

I have worked with clients like your son. First find out what sensory need you are meeting, so ask for a sensory assessment.

Try just shopping for one item each day from a small shop which is shown on a picture board!

Although I am against medication unless really needed, it may be that for a while it could be needed to break a habit until he feels more comfortable and you find out what is driving the desire to grab any thing!

My son has behaved the same in the past. I am afraid we do not take him into supermarkets or shops any more but go for country walks instead. He also attends an adult day centre so that we can have a rest.

My 18 year old son has always been a huge challenge to take out in public, but I have always been very ambitious to keep his world as unlimited as possible (and during lockdown, for example, with no support, I had to take him shopping with me as there was no one to watch him).

We live in a small rural community and everyone knows him, so staff at shops (and most of the customers) know what to expect. This doesn't mean it is free of trouble, but it is a lot easier to deal with.

When my son gets bored, his behaviour gets worse. When he is with support workers they do tend to risk-assess him into very safe but also very boring situations.

Although we managed 17 years without medication, a crisis of puberty and lockdown meant we were forced to medicate him with risperidone, the ‘go to’ drug for crisis behaviour in people with autism. Now that things are settled and he is under specific LD psychiatric care for his medication, we are hoping to switch him onto fluoxetine which should be more targeted to what we believe is his main issue (anxiety), has fewer side-effects, and is not addictive in the same way as risperidone. I regret having to put him on risperidone in a crisis situation, and if I had it to do again I would argue for a better medication.

Above all, his life needs to be full of varied experiences. And I have found, from very hard experience, that once you stop doing something, it is very very hard to get back to doing it.

We certainly went through a period when we avoided all shops with my 23 year old son with severe learning disabilities and autism.

We found that restrictions didn’t work as he could not understand the link between his behaviour and the restriction. Our only 'power' has been in positive reinforcement. So an incident happens, we wait for the elevation to go down, and then we praise anything we can identify as a positive behaviour.

Because he has a visual impairment and mobility issues, we reintroduced shopping with very short visits with him in his wheelchair, holding the shopping basket on his lap. We later approached the owner of a local corner shop and explained our son wanted to go shopping. We took him there to buy a snack every day, which he chose. This worked and the shopkeeper and our son struck up a strong friendship. For other incidents that occurred, I visited all our local shops, the supermarket and the security guard offices at the local mall and have spoken to them and explained. This means that if something does happen, they have some understanding of why. I have found that getting people on our side has been fantastic.

Also, meticulous planning has been key over the years. We have found that repetition of key phrases has helped to build understanding of shops, shopping and accepted behaviour. Things still go wrong in shops, and there are variables we cannot control, but these are the tools that have worked for us.

An update from Family Support

Elissia
Family Support Triage Officer

Lucy
Family Support Caseworker

Meet our new team members

We are delighted to introduce our two new Family Support team members, Lucy and Elissia. Welcome both!

Elissia, the CBF's Family Support Triage Officer, joined the team back in March. She is often the first person you speak to if you call our Family Support Service, where she triages a wide range of enquiries, signposts and books further support calls. Elissia updates CBF information resources, moderates the CBF's email networks, liaises with volunteers and is a regular contributor to the newsletter.

Lucy started at the CBF at the end of August as Family Support's new caseworker. Lucy is undergoing a training and induction period, after which she'll be providing specialist support to the family carers, including casework and advocacy activities, providing individually tailored information as required. Like Elissia, Lucy will also be producing materials for publication on our website and in the newsletter.

Our existing team members who you may be familiar with, Gemma and Holly, continue to offer casework support and lead the Family Support Team.

A brief explanation of what happens when you call us

1. We receive an enquiry from a family carer.
2. If the enquiry doesn't relate to somebody with severe learning disabilities whose behaviour challenges, the person is signposted to an organisation that can help by the Triage Officer.
3. If the enquiry does relate to somebody with severe learning disabilities whose behaviour challenges, and the Triage Officer can respond to the enquiry, relevant information is provided alongside details of our peer support services.
4. If further information or support is required, an appointment is offered with a family support caseworker. On the booked call, the caseworker establishes the family's situation and concerns, and provides relevant support and information.
5. After the first call with the family carer, the caseworker may offer ongoing individualised support depending on what is appropriate to their needs.
6. The family carer will be invited to use CBF peer support such as Carers' Catch Ups, the Family Carers' Email Network or a one-to-one listening ear call.

Families are always welcome to come back to the Family Support Service again in the future, should they need further support.

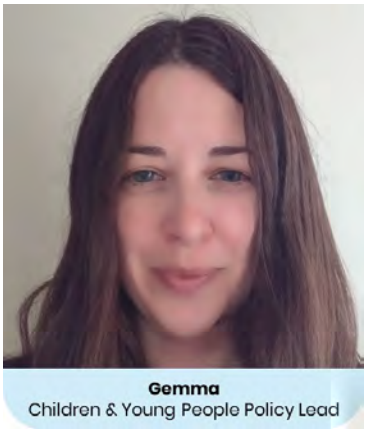
Join our email networks

Want to ask your own questions or share your experience by email?

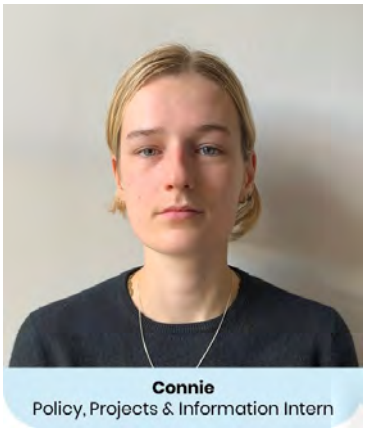
Join the Family Carer Email Network by completing the form here: https://bit.ly/cbfnetwork

We also have an email network for professionals.
You can find out more and apply here: https://bit.ly/PENatCBF

Other new team members at the CBF



Gemma
Children & Young People Policy Lead



Connie
Policy, Projects & Information Intern

As well as our two new Family Support team members, Lucy and Elissia, there have been other new additions to the CBF staff team.

After many years with us, the CBF bade a sad farewell to Jacqui Shurlock, our Children and Young People Policy Lead. Jacqui's replacement is Gemma Grant. Gemma will ensure we retain a focus on good lifelong support, with a particular responsibility for children's and young persons' policy; influencing change in the national arena and leading flagship projects in local areas to ensure families voices are heard.

The CBF has also recently welcomed three new interns, Connie, Imarni and Indigo. This is the 11th year we've been running our internship programme, which is well structured to provide recent graduates with valuable experience and to give them unique insights into the experience of family carers.

Our past interns have moved into successful careers in the learning disability field or in the voluntary and/or public sectors.

Welcome Gemma, Connie, Imarni and Indigo!

Imarni
Research & Policy Intern

Indigo
Policy, Projects & Information Intern

Find out who's who at the CBF by visiting Our Team page on our website.

You can also remind yourself of our vision, mission and values.

If you want to get more involved in what we do, please considered becoming a volunteer. We are always looking for new Local Champions to join the team and help us to raise awareness of the work of the Challenging Behaviour Foundation, information and guidance about severe learning disability and challenging behaviour, and other related issues.

Family Carers' Information Directory

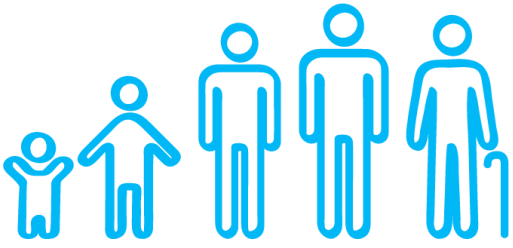
At the CBF we have a wide range of information sheets and DVDs that are free of charge to family carers. Many of these are located in the Information and guidance section of our website.

Our resources mainly focus on challenging behaviour, but we do have other CBF information sheets which list useful organisations for the following topics: communication methods (including intensive interaction), specialist equipment and safety adaptations, and transition and person-centred planning.

We are aware that families may also need information in a range of other topics including benefits, rights and care options, so we have updated the Family Carers Information Directory, which provides a selection of organisations, books, blogs, websites and information sheets for a variety of topics that family carers may find useful.

Read the Family Carers' Information Directory here.

Please note that the CBF does not endorse or recommend these organisations and resources. We encourage you to check that they are suitable.



Thanks Carina & Keith!

CBF's Carina ran the London Marathon and Keith Ridge ran the London Landmarks Half Marathon, both supporting the CBF in their endeavours. Each of them raised more than £2k. Thank you both for your incredible support.

You can fundraise for us too: If you are interested in fundraising for the CBF, please take a look at our fundraising page, and get in touch. Whatever your activity, we're hugely grateful for the support!

Donations to the CBF

A big thank you to all those who support us with regular and one off donations through direct debits to our bank, one off payments by card, or cheques sent to our address (see footer).

www.challengingbehaviour.org.uk/donate

If you would like to donate but do not have internet access, please give us a call on: 01634 838739 for details.

To donate by text: 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.

Also, thank you to those taking advantage of fundraising for free, by using Amazon Smile, Everyclick, Give as you Live and Easy Fundraising when doing their online shopping. It really does make a difference! and we're grateful for your support.

Don't forget the CBF100 Club!

For £12 per year you will be entered into a monthly draw with the chance to win £25 each month or £50 in November. More info here: www.challengingbehaviour.org.uk/donate

Why not purchase a number, or two, as a special present for friends and family? To sign up please email: info@thecbf.org.uk

or call us: 01634 838739.

Support and funding at the CBF

During the pandemic it is more important than ever to support each other and we encourage family and friends to keep in touch remotely. Our Carers' Catch Ups and listening ear service are still being held (see page 8), We also continue to connect by email to people in similar situations, providing some additional comfort, advice and support. See our peer support page for more information.

Our family support line is still open 5 days a week to support families — you can call us on: 0300 666 0126. We are continually producing new resources and following the latest guidance to inform families.

This edition of the newsletter has been sent out electronically. To view past editions or to sign up a colleague to receive an electronic version, please see our newsletter sign-up page

Subject to funding, we are sometimes able to send out a printed version of our newsletter, delivered directly to people's homes, for people without access to the internet. If you know somebody who wants to be added to the mailing list for future printed copies get them to call us on 01634 838739.

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/get-involved or telephone 01634 838739.

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.