



Barnet Learning Disability Service 2 Bristol Avenue Barnet London NW94EW

Dear Provider,

Firstly, we want to thank you for all your hard work and dedication to supporting people in Barnet with a learning disability during this difficult time. We all need to be working together to try and keep people with a learning disability well and out of hospital during. We wanted to bring together some information to help you.

This pack contains:

- ✓ Signposting- useful contacts, who to speak to about what
- ✓ Top tips for keeping out of hospital
- ✓ How to spot signs of deteriorating physical health
- ✓ What to do if hospital is needed
- ✓ How to support mental health
- ✓ Makaton useful signs for COVID-19 outbreak
- ✓ Hospital Passport Simplified COVID -19 Outbreak Version
- ✓ Easy read useful information examples







Useful Contacts

Who	How	When
Barnet Learning Disability Service	Duty Desk: 02083596161 BLDSIntegratedDuty@barnet.gov.uk	Monday- Friday 9-5pm
Care Quality Team	CareQuality@Barnet.gov.uk	Monday- Friday 9-5pm
Social care Direct	Tel: 020 8359 5000 Socialcaredirect@barnet.gov.uk	Monday- Friday 9-5pm
Emergency out of Hours (Social Care)	Tel: 020 8359 5000	Monday -Thursday 5.15pm-9am Friday – 5.00pm to Monday 9.00am
Acute Liaison Nurses Tamara McNamara Barnet General and Chase Farm Hospitals Sarah Lally Royal free Hospital	Mobile: 07931 290623 Tel: 020 8216 4474 Email: <u>tamara.mcnamara@nhs.net</u> Mobile: 07903 225052 Tel: 020 7794 0500 ext. 39517 Email: <u>s.lally@nhs.net</u>	Monday- Friday 9-5pm

Acute Liaison Nurses

The Acute liaison nurses across Royal Free, Barnet and Chase Farm hospitals continue to provide support and advice to patients with learning disabilities, their families and carers. In light of the Covid-19, we are limiting our access to wards and liaising with wards and teams by phone/email to ensure that they are aware of the reasonable adjustments that patient needs. It is especially important at this time to ensure that all people with learning disabilities have up to date hospital passports and these are completed well, so that whoever reads it has a very good understanding of that person's needs. If these can be completed electronically you can send them to the acute liaison nurse to attach to the patients electronic notes. Please contact us immediately to let us know if anyone with a learning disability is admitted. There is a possibility that we may be required to do additional roles at this time. We will update the LD team if there are any changes to our roles.







Covid-19 and physical health: How to support someone who has a learning disability

This section has been split into four main areas:

- ✓ Top tips for keeping someone out of hospital
 - Its important that we work to keep people out of hospital unless they really need it as they are very busy and we know that people with learning disabilities often find hospitals difficult places. There are lots of things we can be doing to reduce the chances of someone needing to go into hospital at this time, through Covid-19 outbreak or other reasons.
- ✓ Early warning signs recognition
 - People with a learning disability may not be able to communicate how they are feeling and are very reliant on others to watch for subtle signs of changes to their health. The STOP and WATCH campaign was developed by the Cumbria learning Disability service and is now being used nationally as a simple tool to help staff recognise physical signs or changes in behaviour that may mean the person is becoming unwell. The link below has a training video and further information about the tool. You can print this out in colour and display in your care setting for staff to follow
 - o https://northcumbriaccg.nhs.uk/your-health/campaigns/stop-and-watch-resources
- ✓ How to help manage Covid-19 outbreak symptoms
 - We know that Covid-19 outbreak affects people in different ways, making some people very unwell and others just experiencing mild symptoms. Most people can be managed very well at home with basic care
- ✓ What to do if someone does need to go into hospital
 - It's very important to make sure everyone you support has an updated Hospital Passport. This information is vital to help the hospital staff to best help the patient. Especially as support staff visits ae very restricted at this time.
 - The standard hospital passport is the most thorough version and we would recommend that everyone you support has one of these. If you need a copy of the full template, please email <u>BLDSIntegratedduty@barnet.gov.uk</u> Below is a simplified version designed around Covid-19 outbreak. If your clients already have a hospital passport, please continue to use that. If they don't, you may choose to use the simplified version in the short term.





Guidance on home care provision

https://www.gov.uk/government/publications/covid-19-residential-caresupported-living-and-home-care-guidance/covid-19-guidance-on-home-care-provision

Guidance on residential care provision

https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance/covid-19-guidance-on-residential-care-provision

Issue		Your actions	Resources
	Hand washing The message regarding keeping well is to: √ keep washing your hands and the people you support to wash their hands. √ Remove rings, bracelets and watches and roll your sleeves above your elbows.		https://www.learningdisabilityen gland.org.uk/what-we- do/keeping-informed-and-in- touch-during- coronavirus/resources-that-can- help/
	Personal hygiene Supporting people to maintain good personal hygiene can help prevent infections i.e. urinary tract infections ✓ Support people to maintain good personal hygiene		Personal Hygiene Videos and social stories: <u>https://www.galleonsupplies.co.u</u> <u>k/SEN-personal-hygiene/</u>
	Oral Health Poor oral health can lead to pain and discomfort, and is significantly associated with major chronic diseases such as cardiovascular disease, diabetes, respiratory disease and stroke √ Support people with good oral care		Oral Care Guidance and Resource list: <u>https://www.gov.uk/government</u> /publications/oral-care-and- people-with-learning- disabilities/oral-care-and-people- with-learning-disabilities





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	Sanitary Products and	
	Continence Pads	
	Rationing or wearing a pad for longer due to short supplies a could promote infections. ✓ Check people have enough products for the next month.	
	Medication	
	✓ Has everyone you support who is prescribed medication got at least a month's supply?	
	Monitoring	
	Taking temperature can be challenging for many clients and could trigger unnecessary anxiety. If you observe: Fatigue, loss of appetite behavioural challenges with pyrexia (raised body temperature; fever) Then take the persons temperature if you are able to.	
	Nutrition	Mencap Easy Read Recipes
	✓ Good nutrition can help alleviate risks around constipation, lethargy, low mood and boost health.	https://www.bromleymencap.org .uk/wp- content/uploads/2011/02/Easy- read-recipes-version-May-2017- emailable.pdf
	Dysphagia ✓ Ensure strict adherence to any Eating and Drinking guidelines	Dysphagia Guidance and resource list: https://www.gov.uk/government /publications/dysphagia-and- people-with-learning- disabilities/dysphagia-in-people- with-learning-difficulties- reasonable-adjustments-guidance





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	Epilepsy ✓ Has everyone you support who is prescribed medication got at least a month's supply?	Epilepsy Guidance and resource list: <u>https://www.ndti.org.uk/uploads</u> /files/Epilepsy_services.pdf
	Asthma ✓ Has everyone you support got at least a month's supply of their medication? Especially preventative medication. ✓ Are people using their medication properly?	Asthma Easy read resources: <u>https://www.asthma.org.uk/advi</u> <u>ce/resources/#easyread</u>
	Diabetes Corona viruses can cause more severe symptoms and complications in people with diabetes. Support people with: ✓ Regular blood monitoring ✓ Taking medication ✓ Checking feet daily ✓ Keeping Active ✓ Having a Healthy Diet	Diabetes Resources: https://www.diabetes.org.uk/pro fessionals/resources/shared- practice/forpeople-with- learningdisability Diabetes and being ill https://www.diabetes.org.uk/Gui de-toiabetes/Life- withdiabetes/Illness
	Chest infections Respiratory problems are the main reason people with profound and multiple learning disabilities need primary or secondary medical care; pneumonia is the most common cause of death in this group. Some of the risk factors for respiratory problems can be reduced by good postural management (see guide) √ Support people with good postural care, repositioning and getting up and about. √ For people most at risk, discuss with the GP having antibiotics available	Postural care Guidance and resource list: https://www.gov.uk/government /publications/postural-care- servicesmakingreasonableadjust ments/posturalcare-and-people- withlearning-disabilities

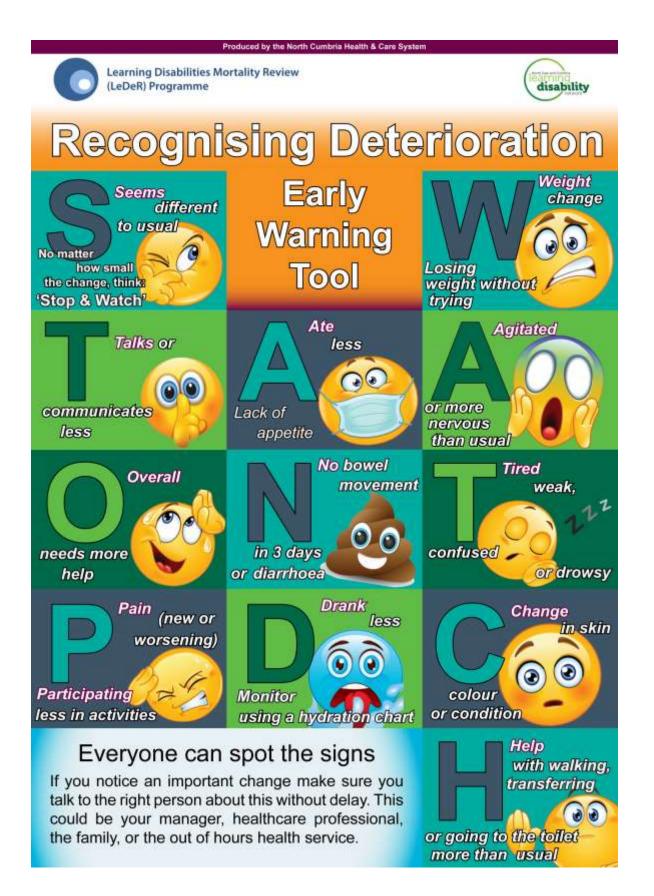




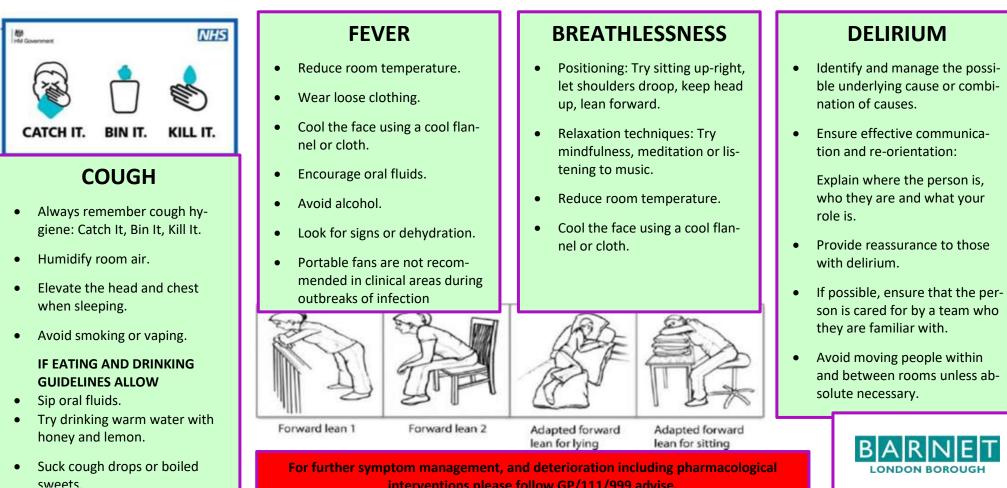
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	Constipation	Constipation
•		Guidance and
	If not treated constipation can	resource list:
	lead	https://www.england.nhs.uk/puli
2	to more complex problems.	cation/constipation-learning-
the second	Chronic, untreated constipation	disabilityresources
A REAL	can be very serious.	
1 5 7	\checkmark Problems need to be	
1	identified	
	early.	https://www.gov.uk/government
<u> </u>	\checkmark Is good bowl recording and	/publications/constipation-and-
	identifying in place?	people-
	✓ Are people being supported	withlearningdisabilities/constipati
	to have healthy diet?	onmakingreasonableadjustments
	to have healthy alet.	
	Enteral feeding tube care	Enteral tube
		feeding - NICE
	Need to reduce the risk of	Pathways
	infections and tube blockages.	
	\checkmark Ensure strict adherence to	https://pathways.nice.
🔺 🏠	protocols – flushing etc.	org.uk > pathways >
	\checkmark Are health passports in place?	nutrition-support-inadults
		> ent
	\checkmark If someone does come in with	
	a blocked jej /peg make sure	
	they bring their spare tube - if	
	they do not have one contact	
	their community dietician immediately - this will decrease	
	-	
	admission time significantly.	Corona virus and
	Mental Health & Wellbeing	Wellbeing
	Peoples routines are likely to be	wendering
	changed this can have an	https://www.mind.org.uk/inform
	impact	ationsupport/coronavirusandyour
-	on mental health and wellbeing.	wellbeing/#PlanForStayingAtHom
	Ways of supporting people's	eOrIndoors
- Participant	wellbeing:	
ALC: MAR	\checkmark increase welfare calls	
	\checkmark check people have a month's	
100 1000	supply of medication	
	\checkmark share ideas about activities	
	\checkmark help with planning / creating	
	new routines	
	\checkmark support people to maintain	
	contact with family and friends	
	via phone calls, apps and social	
	media	
	✓ Encourage people to access	
	support organisations	







Tips to Help Manage Symptoms of COVID-19



interventions please follow GP/111/999 advise.

Adapted guidance by BLDS

Original Credit to BSUH

Specialist Palliative Care

Team

- DO NOT implement this guidance if they conflict with the individual care plan.
- Please ensure all Medication is given as prescriber and As Required medication such as Paracetamol are given in line with your Medication policies. Check.





What to do if the Person Needs to Go to Hospital?

	If the person is unwell please contact the GP/111/999 as you would in normal circumstances.
This is my Displated passage were and any and any and any	If the person must go to hospital make sure you bring their hospital passport. Make sure the hospital passport is up to date.
Unique Care Name 1.0. Care Home Red Bag Number of the hard	If your service is part of the RED Bag scheme, make sure this is taken to the hospital. This should include copies of all relevant information about the person as well as their hospital passport.
	It's important the person goes into hospital with someone that knows the person really well. This will make sure the person gets the best possible treatment.
	Make sure you bring the person's medication and medication list to the hospital. This will make sure the person has their medication on time and in the right way.







Contact and tell the Barnet Learning Disability Service and the Acute Liaison nurse to advise that the person has gone into hospital. Please do this as soon as you can.

Email: <u>bldsintegratedduty@barnet.gov.uk</u>

Tel: 020 8359 6161

Useful easy read around Admissions:

If someone does have to go into hospital, please follow the guidance above. But here is a useful link to an easy read document about going into hospital for COID-19 symptoms from MENCAP

https://www.mencap.org.uk/sites/default/files/2020-04/What%20happens%20if%20I%20go%20into%20hospital%20ER%20%281%29.pdf

You might also be supporting people whose friends or family have gone to hospital, here's another useful link to help you talk about this with the people you support

https://www.mencap.org.uk/sites/default/files/2020-04/All%20About%20COIVD-19%20Loss%26Grief%20EasyRead%20template.pdf

Coming Home:

Its going to be very important that we are supporting the hospitals to discharge people from hospital as soon as they are medically fit to leave. As a care provider, you need to be assured you have all the information to be able to accept that person home safely. Below is a guide of questions to ask that might be helpful.





Advice for a good discharge from hospital

When someone you support goes into hospital there can be a lot of different people involved in their care and a lot of information being shared. When they are getting ready for discharge, it's important to make sure you are ready to accept them safely back to your service. Here are some examples of questions to ask when supporting someone with a learning disability to leave the hospital:

- 1. Has there been any changes to their care and support needs?
- 2. Do they have a new diagnosis?
- 3. Has there been any changes to their medication?
- 4. Are there any concerns about their skin condition or risk of pressure damage?
- 5. Have there been any referrals made to other services? If so, what are their contact details and when do you expect to hear from them.
- 6. COVID-19 specific:
 - a. are they still considered infectious? What is the advice around PPE from the hospital?
 - b. What is their advice for symptom management ie breathlessness?

General Advice

- Please inform the Barnet Learning Disability Duty Desk when someone with a learning disability is either admitted or discharged from hospital
- Please ensure the manager of your service reviews the Hospital discharge summary and ensures any follow up actions are completed in a timely manner







COVID19 hospital Passport

The Human Rights Act is the main law in the UK that protects my human rights. This law means staff in public bodies (including NHS) must always respect and protect my human rights, including during the Coronavirus period and when making decisions about restrictions and actions about the Coronavirus.

Name:

Able to indicate yes/no □ yes □ no

N.O.K / representative name:

Phone number:

Normal respiratory function:

Any airways issues:

Pre – existing medical conditions:

Medication:

Can understand information: \Box yes \Box with support \Box no

Can normally make medical decisions: \Box yes \Box with support \Box no – (contact NOK)

Blood tests/procedures:

no support
reassurance
sedation

Swallowing:

no issues
details below

Taking medication:
ono issues
with support
liquid Allergies:





COVID19 hospital Passport

Communication

I will let you know I'm in pain by:

If I'm worried or upset I may:

To help me understand what's happening and what treatment I need please:

I communicate by:

My hearing:

My sight:

Dysphagia:

How I eat: (food liquidised, mashed, cut small, cooled, support or special equipment needed)

Special diet: no yes, details below

How I drink: (small amounts, thickened, cooled, other)







Covid-19 and mental health: How to support someone who has a learning disability

The Covid-19 outbreak and the changes associated with it has the potential to impact negatively on the mental health of people who have a learning disability. It may make them feel anxious, confused, sad or angry.

People with a learning disability may not be able to tell how they are feeling. Here are some signs to look out for that might indicate that the Covid-19 outbreak is impacting negatively on their mental health:

- Wanting more of your time and attention
- Withdrawing from others
- Appearing agitated
- Displaying challenging behaviour including aggression and self injury
- Changes in sleep or eating patterns
- Difficulty concentrating
- Appearing tearful or sad
- Expressing lots of worries, perhaps in the form of repetitive questions
- Reduced interest in previously enjoyed activities
- Unexplained pain





Top tips for supporting someone's mental health during the Covid-19 outbreak:

- Look after yourself. You will be better able to support someone else if you are looking after yourself and keeping your anxiety levels to a minimum. The following advice from MIND on managing your mental health during Covid-19 outbreak may be useful: www.mind.org.uk/information-support/coronavirus-and-yourwellbeing/
- Provide Information. Where appropriate, provide the person with facts about Covid-19 including what is happening and what they can do to stay safe. The following easy read resource will help you to do this: <u>www.mencap.org.uk/advice-and-support/health/coronavirus</u>
- **Talk.** Encourage the person to talk about their worries and feelings related to Covid-19. Respond in a supportive way. Acknowledge that it is normal to feel this way. Ask them what they are worried about. Encourage them to think about things they can do to manage their worries and improve their mood- what have they previously found helpful?
- **Reassure.** Tell the person that they re unlikely to get seriously ill (if this is correct). Tell them that if they get ill you will look after them. Tell them that you are prepared to keep them safe.
- Limit news. Limit the amount of news that they are exposed to and the amount that you talk about Covid-19 to/around them. If they are talking excessively about Covid-19 try to gently redirect or distract them without being dismissive.
- **Provide connection.** Support from others can help us get through difficult times. If appropriate, provide the person with more regular social contact. This may include regular check-ins or linger/more frequent periods of quality 1:1 time.
- **Maintain contacts.** Support the person to keep in contact with people that are important to them via social media, text messages, letters and video/phone calls.
- **Relaxation.** Encourage and support the person to do something every day that is relaxing fro them. This could include breathing exercises, listening to music or playing with a pet. It may also be important for the person to have somewhere quiet they can go in the house.
- **Routine and structure**. Keep to regular routines and schedules as much is as possible or create new ones. It might be helpful to create a visual timetable to help the person understand their new routine.
- **Explain social distancing.** If the person is no longer able to attend their regular activities, for example because their day centre has closed, use a social story to explain why this has happened. A visual prompt like a social story can help them understand and remember the story
- Get creative. Identify alternative activities that the person can engage in at home. As much as possible involve the person in identifying these. The Pinterest page has lots of ideas: www.pinterest.co.uk/otldbirmingham/
- **Get outside.** If the person is well, encourage and support them to spend time outside everyday. BLDS has created a sample explanatory letter we can issue to a client to explain why they may need more time outside then is permitted under the current guidance. If you would like a letter for the person you support email us on bldsintegratedduty@barnet.gov.uk





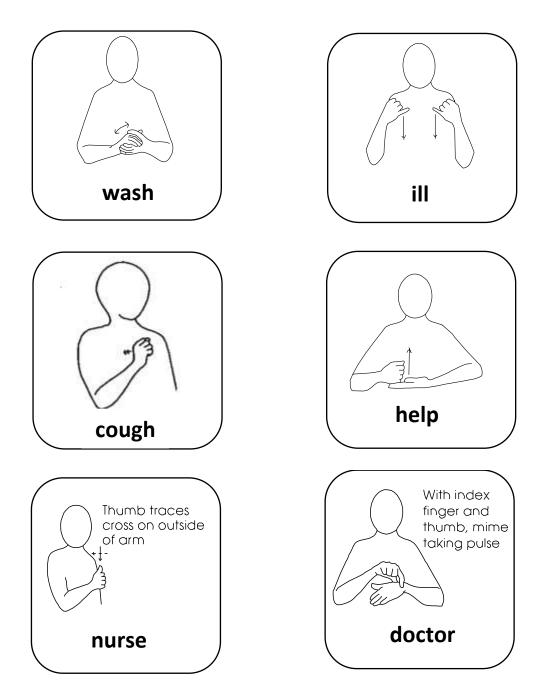
- **Get active.** If the person is well, encourage and support them to do some exercise every day. Sport England has some tips on how to stay active at home: <u>www.sprotengland.org.news/how-stay-active-while-youre-home</u>
- Share positive stories. If appropriate, share positive stories related to Covid-19. This could include people who have recovered and acts of kindness. A google search of 'positive coronavirus stories' should help with this or this try https://www.goodnewsnetwork.org/
- **Maintain supports.** If the person usually accesses counselling or therapy, ask that this can be provided online or on the telephone. If this is not possible, the therapist/psychologist may be able to provide you with some advice instead.

Further advice for carers can be found here: <u>www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19</u>





Some Makaton signs that might be helpful







Some useful Links:

COVID 19 Easy read examples:

- ✓ <u>https://booksbeyondwords.co.uk/</u>
- ✓ <u>https://easy-read-online.co.uk/</u>

Ideas for activities and support:

- ✓ <u>http://www.autismni.org/anxiety-resource-pack.html</u>
- ✓ <u>https://www.bild.org.uk/ldsenate</u>
- ✓ <u>https://chatterpack.net/blogs/blog/list-of-online-resources-for-anyone-who-is-isolated-at-home</u>

Staying Healthy:

- https://mentalhealth.org.uk/coronavirus?bblinkid=211101861&bbemailid=1998917 9&bbejrid=141578441
- ✓ ✓ https://www.bupa.co.uk/newsroom/ourviews/four-workouts-at-home
- ✓ ✓ https://www.nhs.uk/live-well/exercise/10-minute-workouts/
- https://www.ageuk.org.uk/information-advice/health-wellbeing/exercise/simpleexercises-inactive-adults/





This document was produced by Barnet learning Disability with credit for some content to Brighton Learning Disability service and Central London Health care Trust. Due to the frequent changes to the current COVID situation, we would recommend staff check information with latest government guidance.

Barnet Learning Disability Service

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In addition, the information does not constitute a recommendation or endorsement of any organisation, resource or website listed.

Barnet Learning Disability Service - April 2020