

## ANNEXE A - SUPPORTED LIVING EXAMPLES FROM ACCESS SOCIAL CARE

	Date	Contact description
1	August 2020	<p><b>Proposed restraint if attempting to hug family</b></p> <p>We were contacted about AR's daughter, J, prevented from having visitors because she is living in shared accommodation. There had been no individual risk assessment. Additionally, at the time of referral, due to J's Downs Syndrome the provider was also denying visits on the basis that J should have been shielding. Told that if visits outdoors were allowed, J would need 2:1 care to restrain her as she would attempt to hug AR and they would not allow this.</p>
2	July 2020	<p><b>No longer able to stay in own home due to impact of family isolation – family carer unsupported and struggling to cope</b></p> <p>We were contacted about MB's son, LB. LB lived in supported living but was unable to cope with a lack of visits as well as staff wearing face masks (due to significant medical trauma and intervention as a child). MB had no option but to bring LB back to the family home as he was so distressed being in his supported living accommodation. MB is now receiving direct payments but is nervous about recruiting employees to care for LB in case he can return home and will not be able to take his carers with him. MB has reported significant sleep deprivation and is experiencing significant mental health issues as a result.</p>
3	July 2020	<p><b>Care provider threatening to call the police if family attempt to visit</b></p> <p>The family of a young man in supported living were prevented contact at the young man's home since March. The provider threatened to call the police if family attempted to visit his home.</p>
4	May 2020	<p><b>No longer able to stay in own home due to impact of family isolation – only window visits at the end of a driveway allowed</b></p> <p>Person in 30s not legal aid eligible, not in local restriction area, cannot have visitors to her supported living home. Best interests processes were taking place about visiting in supported living and family not given copies of policies. Could only see the family through closed window on driveway. In the end families</p>
5	September 2020	<p><b>Regular weekly family contact for young person stopped – harm to emotional wellbeing</b></p> <p>Person in their 20s living in supported living, family contacted in April to ask whether they can have in person visits indoors with daughter. Daughter was used to visits every weekend and emotional wellbeing depended on this. Lived with one other tenant and her room was the first door by the front door - easy to ventilate and minimal risk of contamination. There had been no individual risk assessment.</p>
6	April 2020	<p><b>Insurers amending policies mid-term</b></p> <p>Provider contacted us in April as their insurer had contacted them mid policy to add in a term that the policy would not include COVID cases.</p>
7	September 2020	<p><b>Provider unable to plan services with confidence due to lack of clarity on guidance</b></p>

		<p>Provider contacted us in September to try and understand what impact of second lockdown would be on SL settings. They are unable to plan effectively, staff services effectively or communicate with families who are asking lots of questions to help prepare. Extra staffing could be needed for individuals who will need more 1:1 at home as family cannot attend and do this anymore.</p>
8	September 2020	<p><b>Local authority refuses additional support required for an individual experiencing isolation-related distress</b></p> <p>LA refusal to uplift 1:1 hours for shared core hours. This is needed because one of the tenants is displaying behaviours that challenge and distress due to the pandemic changes. Other tenants now at risk.</p>
9	August 2020	<p><b>Provider raising concerns over lack of mental health support available for tenants experiencing extreme distress due to pandemic related isolation</b></p> <p>Provider made contact with us directly as they had heard through a solicitor they approached that we were looking at this issue. He supports a cluster of accommodation 16 rooms in total and has been writing to the local MP, central government and newspapers. Some within his service had not seen family during first lockdown. He reported widespread provider confusion about what is possible for providers to facilitate, and additionally insurance concerns. Tenants suffering due to ongoing separation from family are needing additional psychological support and cannot access this.</p>
10	November 2020	<p><b>Mother of young man living in single occupancy supported living unable to visit son indoors, as provider has withdrawn care for the duration she is at the property and son sometimes requires 2:1 care</b></p> <p>COVID contact issue: mum wants to form support bubble with son (in supported living) - both single person households. Care provider object. Mum stopped from visiting house or travelling in son's car (this is how they usually spend time together and very important for wellbeing). Staff will not allow mum to use toilet in house. Staff now agree to mum visiting house but said they will withdraw, mum concerned what will happen if son's behaviour becomes difficult to manage she could be at risk. Had BI meeting but staff did not speak up. Mum told cannot apply to CoP about this. Son under community DoLS and mum is RPR .</p>
11	September 2020	<p><b>Mother and son supervised at every face to face visit by a care worker there to stop them from hugging – causing distress to son</b></p> <p>Family unable to visit son in normal way in supported living accommodation. Care provider always insists on at least one member of staff being with them to supervise the duration of the visit to make sure they do not hug or make physical contact. This is distressing for son and Mum wondering whether to stop going, but this will distress him even more.</p>
12	August 2020	<p><b>Family concern over future restrictions: cannot plan for these in absence of clear guidance and regulations</b></p> <p>Family had previously made contact to say that they have resolved their initial problem visiting their son in supported living but it was not easy and they are very worried about how to prepare son for impact of second lockdown.</p>

		They wanted information on what this will look like, how will they be able to see him and will they need to have the same battle again just to see him even for outdoor walks.
13	November 2020	<p><b>Uncertainty over how to manage services when tenants are discharged from hospital whilst still testing positive</b></p> <p>A provider contacted us to ask how to manage cases where local hospital are trying to discharge tenants who are COVID-19 positive back into their own homes. Hospitals are doing this before getting a negative result. They can't see anything in the supported living guidance or regulations that helps them, only discharge to care home provision. They do not have access to testing and they are worried the virus will spread.</p>
14	November 2020	<p><b>Lack of guidance on visits out of supported living overnight resulting in care home admission criteria being applied – 14 day isolation in supported living tenant's bedrooms</b></p> <p>A provider organisation made contact to ask what the rules are on tenants going home to be with family members overnight. Do they have to quarantine on return? Lots of providers are using the 'admissions into care homes' rules for every overnight stay. Tenants struggling with having to isolate in their bedrooms for 14 days.</p>
15	November 2020	<p><b>Family forced to continue meeting outside in winter weather conditions – provider uncertainty on rules result in policy for outdoor visits only</b></p> <p>Client's son is in a shared house with 4 other individuals. His parents want to him to be able to come to their home for indoor visits (due to the weather) but the care provider won't let them do this. Family unsure as to whether indoor visits at the family home fit within any of the exceptions? They think the answer is no, but don't know how to support son anymore and what is allowed. Provider does not know the answer.</p>
16	October 2020	<p><b>Closure of day centres results in isolation for group of young people – family carers unable to step in to provide daytime support due to lack of clarity on rules</b></p> <p>How can families support those in supported living whose day services have been closed? Group of 3 young men living together, families willing to drop hours at work / stop work to provide opportunities to go out and care for them in the day, but not sure on rules, will they have to quarantine when coming back?</p>
17	September 2020	<p><b>Individual unable to have family contact with his Mum, who used to provide regular informal support when visiting</b></p> <p>Family contact through helpline- can they take son to McDonalds drive through. They are happy not to visit at supported living setting but provider telling her she cannot go out with him in a car to the drive through. This is part of his regular support and carers take him at least twice a week wearing masks. Mum not allowed to do the same.</p>
18	August 2020	<p><b>Uncertainty over rules – provider raising concerns</b></p> <p>Visiting and visitors - query from provider. What to do if people are coming and going from their home - people want to visit family - including overnight. What are the rules? Can we access testing?</p>
19	August 2020	<p><b>Suggestion from care provider that if family continue to pursue visits, they will apply for deputyship and remove family ability to support in normal way. No previous capacity issues.</b></p>

		Family told that if they keep trying to arrange in person visits to support their daughter in supported living, care provider may apply for deputyship or stop involving the family in her care and support. Family felt that they would be punished if they tried to visit.
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