



Help Us Be Safe Emergency Handbook



To help people
stay safe, supported and understood.



HUBS Emergency Handbook



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 The things that keep you a healthy, safe adult

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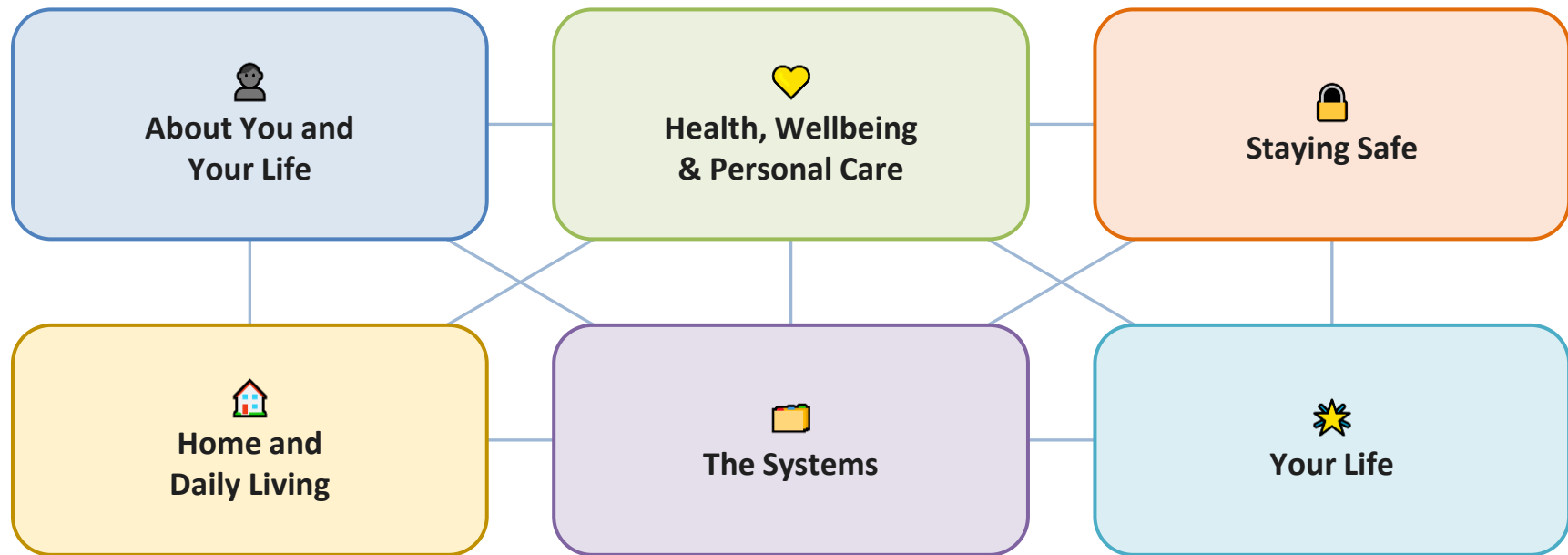
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HUBS Emergency Handbook



Your Safety Net

This book is a safety net for adults with disabilities. Each part below is one strand of the net. When they are all in place, you stay safer — and there are fewer emergencies.



HUBS Emergency Handbook



My Safety Net

Write in the people and support who help keep you safe. Each box is one strand of your net.
Ask someone to help you fill it in.

 My family _____	 My carer / support worker _____	 My doctor / GP _____
 My friends _____	 My social worker _____	 Emergency contact _____

HUBS Emergency Handbook



My Emergency & Support Contacts

Write in the names and phone numbers of the people and services who help you.

Ask someone to help you fill it in.



Emergency Services

999 fire, police, ambulance

111 NHS, not an emergency

Local police: _____



Health Contacts

Your Doctor / GP: _____

Your Dentist: _____

Your Pharmacy: _____



Care & Support

Social worker: _____

Support worker: _____

Care agency: _____



Family & Trusted People

Next of kin: _____

Family: _____

Friend/neighbour: _____



Home & Housing

Landlord / housing: _____

Home insurance: _____

Home repairs: _____

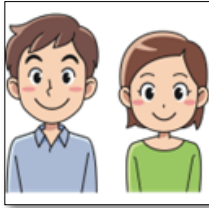


Home Emergencies

Gas / electric: _____

Water: _____

Other: _____



All About You



Your Details

This page is for you or your carer to write your basic details, so you always have them.

Your name:

Your date of birth:

Your address:

Your phone number:

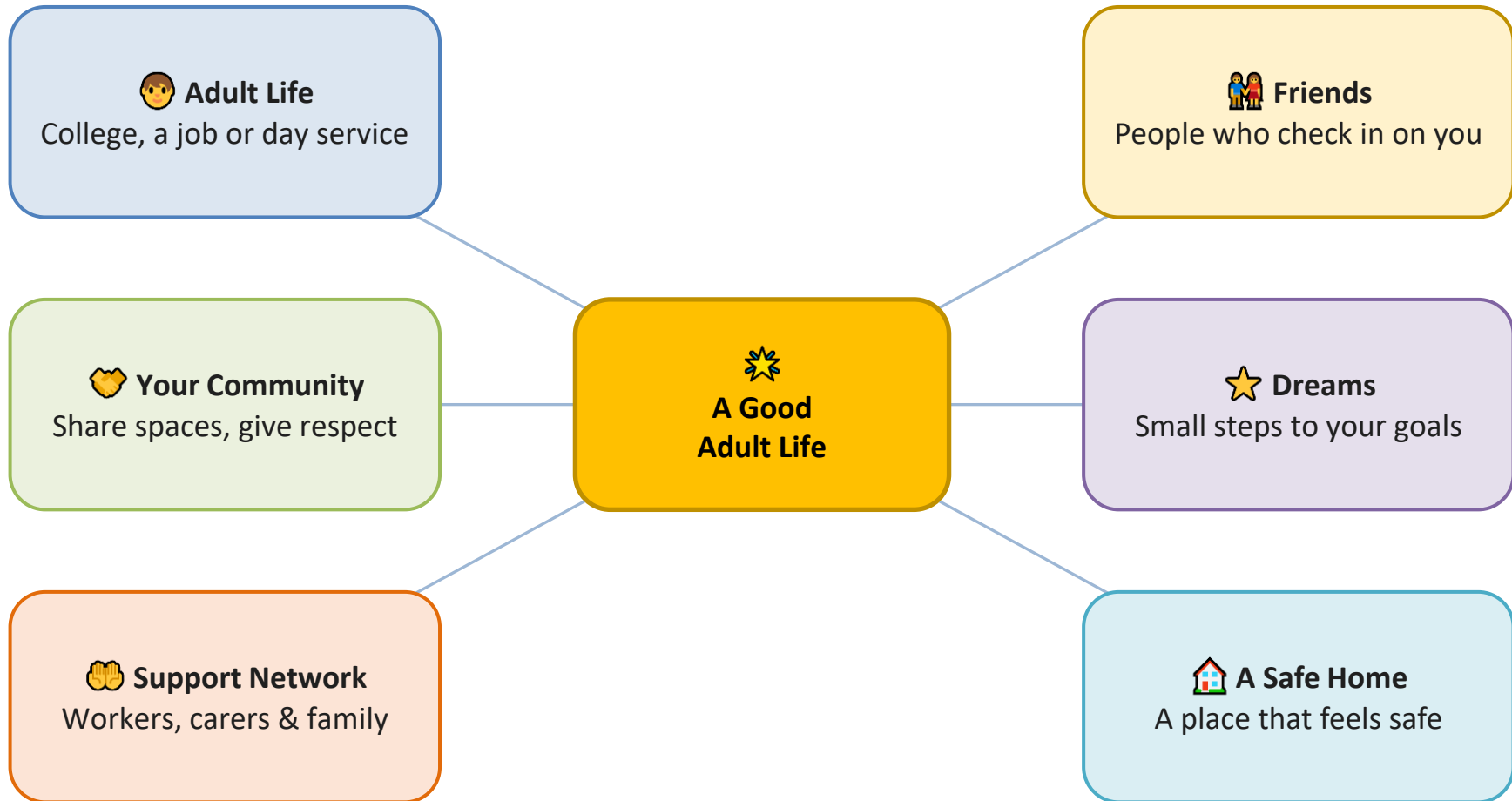
Your email:



Building a Good Adult Life



Lots of things help you live a happy, full life. They all connect to you.



Living Well, Day to Day

Six things that help you feel independent and part of your community.



Independence & Goals

- Cooking & cleaning
- Shopping & travelling
- Managing money



A Safe & Clean Home

- Safe, warm & clean
- Somewhere to relax
- Fits your needs



Dreams & Goals

- Right for you
- At your own pace
- Small steps, no rush



Out in the Community

- Be polite, wait your turn
- Follow the rules
- Ask for help, stay kind



Social Activities

- Clubs, groups & hobbies
- Community days out
- Make friends, feel included



Understanding & Inclusion

- People get busy or tired
- It is not always about you
- Say hello, join in, meet people



Personal Care



Personal Care and Looking After Yourself

Personal care means looking after your body every day 

This helps you stay:

- ✓ Clean 
- ✓ Healthy 
- ✓ Comfortable 
- ✓ Confident

Eating Well

- ✓ Eat regular meals and drink plenty of water 
- ✓ Meals on Wheels can bring hot meals to your home 

Everyday care

- ✓ Wash your body regularly
- ✓ Brush your teeth morning and night 
- ✓ Wear clean clothes
- ✓ Use deodorant if you want to
- ✓ Keep your hair clean



Nail care

- ✓ Keep nails clean and short
- ✓ Be careful when cutting nails 
- Do not cut nails if you are unsure



Ask for help instead



Sleep

- ✓ Sleep helps you feel calm and strong
- ✓ Try to sleep at the same time each day 



Your Medication



Some people need **help to take their medication**



This is okay.

- You might need support because:
- You feel worried about taking medication
- You worry about side effects
- You forget to take medication
- You feel anxious or low
- You find it hard to see a doctor
- You feel nervous asking for help



👉 **This is not your fault.**

Medication is there to help you feel better

It can help with:

- Pain
- physical health
- mental health
- feeling calmer or sleeping better

When you have the right support, medication can be **life-changing** .

If You Are Worried About Your Medication

You have the right to:

- ask questions
- understand your medication
- **get support**



🔔 If you forget medication, or feel scared to take it, or if you stop taking it, or feel unwell after taking it:

Tell someone straight away.



Seeing a Doctor



Getting Help to See a Doctor

You do **not** have to do this on your own, You can:

- Ask a pharmacy to **deliver your medication** each month 
- Use the **NHS App** to order medication or request help 
- Ask a **friend or family member** to go with you 
- Ask a **support worker or advocate** to help you 
- Ask someone to **make the appointment** for you 
- Write down what you want to say before you go 
- Ask for a **longer appointment** 
- Talk to the doctor about **mental health** too 

In an Emergency, if you feel:

- very unwell  
- very upset 
- Confused 
- Unsafe 

Ask for help immediately. 

Medication support should be written in your care plan so everyone knows how to help you safely. 

Remember

You have the **right to support.** 

You have the **right to healthcare.** 

It is okay to ask for help. 



Medication Calendar



Write Y / N or initials each day when medication is taken

Month/ Day	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th	31st
Jan																															
Feb																															
Mar																															
Apr																															
May																															
Jun																															
Jul																															
Aug																															
Sep																															
Oct																															
Nov																															
Dec																															



Seeing a Dentist



Why Seeing a Dentist Is Important

Seeing a dentist helps keep **you healthy** 😊.

It is not just about teeth, it is about your whole body. 🏃

😊 The dentist helps to:

- Stop tooth pain 
- Stop infections 
- Help you eat and drink 
- Keep your mouth clean 
- stop problems **before they get worse** 🤝 ✓

Remember ★

You have the **right** to:

- A dentist 
- Help to go to appointments 
- Support to feel calm 

Brushing Your Teeth

Brushing your teeth every day is very important 👍

It helps keep your mouth clean and healthy 😊

Brush your teeth **two times a day**

Once in the morning 

Once before bed 

Learning Disability and Teeth ⚠️

Adults with a learning disability are **more likely to have dental problems**. 😬 This can be because:

- Appointments are hard to get
- Tooth pain is hard to explain
- Brushing support is missed
- Dentists feel scary
- This is **not your fault**



Teeth and Your Body ❤️

If your mouth is not clean, germs can grow. 

Sometimes germs or food can go into your lungs 

This can cause a serious illness called **aspiration pneumonia** 😬 😞.

Keeping your mouth clean and seeing a dentist can help **stop this happening**.  



Grief



What is grief?

Grief is how you feel when you lose someone or something important 

Feelings

You might feel:

- Sad
- Angry
- Confused
- Lonely
- All feelings are OK



Changes

- Feelings can come and go 
- Some days feel harder than others 
- This is normal. 

Talking helps

You can talk to:

- Family
- Friends
- An advocate
- You are not alone.



Work and Mental Health



Work or volunteering can help you:

- build confidence 😊
- meet people 👤
- feel proud ★
- learn new skills 🌱

Mental Health and Wellbeing 🧠❤️

- worried
- anxious
- low
- lonely

You can:

- talk to someone you trust 🤝
- take a break 🛑
- walk away 🚶
- do calming activities 🌿
- visit a GP 🩺

Everybody feels upset or angry sometimes.

Warning Signs Someone May Be Struggling ⚠️

- not going out
- avoiding people
- poor hygiene
- struggling with money
- feeling anxious
- untreated health problems

Eating Well 🍴

- eat regular meals
- drink enough water 💧
- have healthy snacks 🍏



Food Shopping



Before you shop:

- Check what you already have at home
- Make a simple list
- Set a budget (how much you want to spend)

At the shop:

- Stick to your list
- Look at prices
- Choose your own food
- Ask for help if you need it

Try to include simple healthy choices:

- Fruit and vegetables
- Meals like pasta, rice or potatoes
- Protein (meat, fish, eggs, beans)
- Drinks like water or milk

Online food shopping:

- You can shop on your phone or computer
- Choose your food and add it to your basket
- Pick a delivery time
- Check the total price before you pay

Stay safe online:

- Only use trusted shops
- Do not share your password

Tips and tricks

- Do not shop when you are very hungry
- Buy easy meals for busy days
- Check dates on food
- Frozen food can last longer
- Use bags for life

Meals and shopping list

 Monday	 Tuesday
Breakfast: Toast	Breakfast: Cereal + milk
Lunch: Cheese sandwich + fruit	Lunch: Sandwich /Wrap
Dinner: Pasta + sauce	Dinner: Jacket potato + beans
 Wednesday	 Thursday
Breakfast: Toast + eggs	Breakfast: Cereal + banana
Lunch: Pasta	Lunch: Beans on toast
Dinner: Chicken + rice + frozen veg	Dinner: Sausage + mash + peas
 Friday	 Saturday
Breakfast: Toast	Breakfast: Cereal
Lunch: sandwich	Lunch: Soup + bread
Dinner: Stir fry veg + noodles	Dinner: Pizza + salad
 Sunday	
Breakfast: Toast + eggs	
Lunch: Sandwich + fruit	
Dinner: Chicken + potatoes + veg	



Meals and shopping list



Shopping list (simple & cheap)

Bread	Tuna
Pasta	Pasta sauce
Rice	Soup
Potatoes	Chicken
Cereal	Sausages
Milk	Frozen vegetables
Cheese	Bananas
Eggs	Apples
Butter	Salad
Jam	Pizza
Baked beans	Noodles

Simple tips for living alone

- Choose easy meals you know how to cook
- Keep a routine (eat breakfast, lunch, dinner)
- Drink water during the day
- Always clear up once you have eaten your food
- Look at used by dates and do not eat food once it has gone off

Remember

It is OK to eat the same meals each week
Eating well helps you stay strong and feel good
Ask for help if you need it

Adult Social Care



Adult Social Care is a department of South Council. They are there to make sure you have the support you need. Adult Social Care acts as a middle person between you and services.

Adult Social Care are people who: 🏠

- Talk to you
- Listen to you
- Help you get support
- 👉 They want to help you stay safe.

😞 How might I feel?
You might feel:

- Scared
- Nervous
- Worried
- 👉 This is OK.

What will happen? 🗣️
They will:

- Talk to you
- Ask questions
- Listen to your answers
- 👉 This is called an assessment.

- 🧑 You are not alone
- You can:
 - Have someone with you
 - Talk to an advocate
 - Ask for help

👉 You do not have to do this alone.

👍 Be honest

Tell them:

- What is hard
- What you need help with
- How you feel
- This helps you get the right support.

💛 What help can I get?

They can help with:

- Support at home
- Going out
- Daily tasks
- Staying safe

👉 This is called a care package.

⚠️ Important

👉 This is often the only way to get support.

❤️ Remember

You are not in trouble

It is OK to feel scared

They are there to help you

Your voice matters



Benefits

Benefits – Help to Support You

Benefits are money to help you live safely and independently.

Some people get benefits because they:

- Have a disability
- Have a health condition
- Find some daily tasks difficult

Personal Independence Payment (PIP)

PIP is money to help with everyday life.

It has 2 parts:

1: Daily living

2: Mobility

Mobility (Getting Around)

Some people get help with mobility if they:

- Find walking difficult
- Feel anxious going out
- Need support to travel

There are 2 levels:

- Standard rate

You need some support to get around

- Enhanced rate

You need a lot of support to get around

If you get the enhanced rate, this can help you:

Access a car through a scheme

Get a Blue Badge

Travel more safely

PIP and daily living

When you apply for PIP, they will assess how your disability affects:

- Preparing food
- Eating and drinking
- Managing your medication or treatments
- Washing and bathing
- Using the toilet and incontinence
- Dressing and undressing
- Talking, listening and understanding
- Reading and understanding
- Mixing and engaging with other people
- Making Budgeting decisions

Getting PIP is a long process that involves filling in lots of forms and being able to prove that your disability or illness badly effects your daily life.

Benefits



Universal Credit

Universal Credit is money to help with:

- Rent
- Bills
- Food
- Daily living
- Most people apply online

If this feels difficult or unsafe for you:

- You can ask for a phone account
- Someone can support you to manage your claim



Work Capability Assessment

If you are unwell or have a disability, you may be asked to have an assessment

This is to understand:

- What you can do

- What support you need

After this, you may be told:

- You can work
- You can work with support
- You do not need to work right now
- If you do not need to work, you may get extra support and money



ESA (Employment and Support Allowance)

- ESA is for people who cannot work due to illness or disability
- Some people are on different types
- New Style ESA
- Based on your National Insurance
- Can be claimed with Universal Credit



Staying Safe

- Do not ignore letters about your benefits
- Ask for help if you do not understand something
- Keep your information safe
- Tell someone you trust if you feel worried



Lost in the system



Around 1.3 million people in England have a learning disability.

Some people with a learning disability never go over to adult services for support.

This may happen because:

- they do not meet the threshold for support
- they do not understand how to get help
- family members support them instead
- services do not identify their needs
- they feel worried about asking for help
- this means some people can be missed

This can leave people without the help they need

When someone becomes an adult, support can change:

- Children's services often stop
- Adult services may not start straight away
- Support does not always continue smoothly
- Plans from school may stop
- New assessments can take a long time
- This can cause gaps in care

Why this happens:

Services are separate

There is not always good communication

People may be:

Passed between teams

Waiting a long time

Not followed up



Lost in the system



Benefits can be confusing

- Forms are hard to understand
- Rules change between different benefits
- You may be asked for the same information repeatedly
- The people who are supposed to help you don't seem to help
- There is a lot of things stopping people getting what they are entitled to

So people with learning disabilities:

- ✗ Miss out on money they are entitled to
- ✗ Not know what to apply for
- ✗ Not understand what they are being asked for
- ✗ Struggle to manage payments



Care Charges



Charges for care services

Adult social care is often not free, and people may have to pay towards their care.

This may be for:

day care services

carers coming in to your home

Some adults with LD and their families cannot afford to pay what is being asked for, and often there is no explanation of why so much is being asked for.

This can:

- Feel unfair
- Cause stress
- Stop people asking for help
- Make it hard to trust
- Leave you without a care package

When an assessment is done several things are considered.

There is a minimum income guarantee of £95 to £120 per week, which means that is the least you should be left with after your care charges are paid for.

Also there is something call Disability Related Expenditure or DRE that you are allowed to claim for against any care charges.

This can include:

- Private care not paid for by the nhs or council
- Higher than average water, gas or electric bills
- disability equipment
- basic home cleaning
- Clothing and bedding cleaning
- Special food you need because of your disability
- Health services not provided by the NHS



Care Charges



Parents' views

Families often do a lot of support adults with learning disabilities.

They often provide:

- A home to live in
- emotional support
- help with medical treatment
- assistance with everyday life.

However they might:

- Worry about services
- Feel protective
- Find it hard to step back
- Sometimes this can delay outside support



Gas & Electric bills



Paying for Gas and Electric

Gas and electric bills can be hard to understand.
If you have a learning disability, you might:

- feel worried about bills 😞
- find letters confusing 📄
- forget to pay on time ⌚
- feel nervous calling energy companies 📞

 **This is not your fault, you have the right to support.**

Is There Cheaper Gas or Electric for Learning Disabilities? ?

There is no cheaper price just for having a learning disability. ❌

But energy companies must give extra help and protection if you need support. ✅

Help You Can Get:

- Priority Services Register (PSR) ★
- This is free.
- Ask your energy company to add you.

If you are on the PSR, you can get:

- bills in easy formats (large print, email) 📄
- help to understand bills 🗣️
- more time to pay ⌚
- extra help during power cuts ⚡
- someone else to help manage your bills 👤

You can join if you have a learning disability or long-term condition.



Gas & Electric bills



Warm Home Discount

Some people can get money off electricity bills in winter. This depends on:

- benefits you get 
- your income 
- Ask for help to check if you can get this.

What You Can Do:

- Ask a support worker, advocate, or family member for help 
- Ask the energy company to speak slowly and clearly 
- Ask for bills in a way you understand 
- Set up a payment plan 
- Use a smart meter 
- Make sure energy support is written in your care plan 

What to Do in an Emergency

If you:

-  cannot pay your gas or electric bill
-  get letters you do not understand
-  are worried about your energy being turned off
-  feel very stressed or upset
-  have no heat or electricity
-  Ask for help straight away.

You can:

-  Tell a support worker, carer, family member, or advocate
-  Contact your energy company and say you need extra support
-  Ask to join the Priority Services Register
-  Ask for more time to pay or a payment plan



Social workers



Social workers are an important part of Adult Social Care 🧡

It is important that you understand what a social worker does.

So social workers:

work for the local council

carry out assessments of people's needs

create care plans for adults with LDA

Investigate safeguarding reports to keep people safe

Work with other agencies and hold review meetings

Are supposed to support vulnerable adults live their best life

Help unpaid carers to get breaks and support they need.

If the council thinks that your needs badly effect your wellbeing, then they are supposed to allocate you a social worker.

What is it like to be a social worker? 🧡

It is a hard job to be a social worker. The main challenges are:

high pressure managing caseloads

emotional working with distressed people

complicated decisions that affect people's lives

dealing with conflict all the time

Some people feel unsure or scared because they may:

- ✓ Not understand the role of social workers
- ✓ Worry about losing control
- ✓ Have had difficult experiences before

This can make trusting a new social worker difficult and make it hard to accept help



Who does what?



Who is responsible for making sure that you get the care and income you need?

Benefits are the responsibility of the Department for Work and Pensions – or DWP.

The DWP is in charge of:

- Universal Credit
- Personal Independence Payments (PIP)
- Disability Living Allowance (DLA)
- Attendance Allowance
- Carers Allowance
- State Pensions
- Pension Credit
- Child Maintenance

The DWP is in charge of providing these benefits to all the people in England, Scotland, Wales and Northern Ireland.

Adult Social Care is responsible for making sure you get the care you need.

Adult Social Care is run by your local council, and have a legal duty to provide care for people who need it under a piece of law called the Care Act 2014.

They are responsible for:

- Care assessments
- Support package plans
- Personal budgets
- Providing Home Care
- Supported Living places
- Securing day services
- Respite care
- Direct payments so people can manage their own support.

The rules for who gets what from Adult Social Care are slightly different for each council area, and are set by your local council.

In an emergency, you can contact your local council and ask for a care needs assessment, or even put in a safeguarding request.

The council have a duty to investigate safeguarding concerns for vulnerable adults.



Keeping safe at the front door



Strangers at the Door & People Coming into Your Home ⚠️

Sometimes people may:

- knock on your door 🚪
- say they need to check or fix something 🔨
- ask for money for work or services £££
- This can feel confusing or worrying. 😞

👉 You have the right to feel safe in your home.

Strangers and Cold Callers 🚫

A **cold caller** is someone you do **not know** who comes to your door without asking first. This could be someone who:

- wants to sell something 🍰
- asks for money 💰
- says there is a problem with your home 🧑

❌ You do not have to open the door.

❌ You do not have to talk to them.

✅ It is okay to:

- keep the door closed 🚪
- say “No thank you” 🧑
- ask them to leave 🖐️



Keeping safe at home



People Coming to Repair Things

Sometimes people need to come into your home to fix something.

This should only happen if:

- the visit was **arranged before** 
- your **landlord, housing provider, or support worker** knows 
- the person can **show ID** 

You can:

- ask to see their ID 
- check with your landlord or support worker 
- ask someone you trust to be with you 
- Do not let anyone in if you are not sure who they are 

Paying People for Home Services

Some people may ask for money for:

- repairs 
- cleaning 
- gardening 
- other work 

 **Do not pay anyone at the door !**

You should:

- never give cash to strangers 
- unless they have provided work for you at a agreed price  .
- never give your bank details 
- never give card or PIN numbers 1234



Keeping safe at home



To help arrange and pay for services safely, ask a:

- support worker 
- family member 
- Advocate 
- housing officer 

What to Do If You Feel Unsafe

If someone:

- will not leave 
- makes you feel scared 
- tries to come inside 
- asks for money and pressures you 
- is abusive to you 

 **Ask for help straight away.**

You can:

- call a carer or other trusted person 
- call your housing provider 
- call **999** if you feel in danger 

Remember

- You are allowed to say **no** 
- You do not have to open the door 
- Real workers will not rush you 
- It is okay to ask for help 
- Your safety comes first 



Keeping safe at home

Doorbells with Cameras

Some homes have **doorbells with cameras**  

These help you **see who is at the door** before you open it. 

You can see the person on a screen or phone and **speak to the person** using the doorbell before you decide if you want to open the door. 

Remember - **You do not have to open the door.** 

This can help you:

- feel safer 
- avoid strangers 
- avoid cold callers 
- The doorbell can also **record who comes to your door.** 



Locking windows and doors



Locking your doors and windows

Why locking matters

- It keeps strangers out 
- It helps you feel safe and relaxed at home 
- It protects your things when you go out 

When to lock doors

- When you come home 
- When you leave the house 
- Before going to bed 
- When you're inside and don't want visitors 

When to lock windows

- When you leave the house 
- At night 
- When you're in another room and can't see the window 

Using extra safety features

Door chains

Peepholes

Video doorbells

Window restrictors

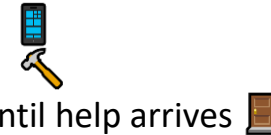


What to do if a lock is broken

Who to call

Not forcing the lock

Keeping the door shut until help arrives



Letting trusted people in safely

Checking who it is

Using the chain

Not opening the door if unsure





Home safety - Kitchens



Use the Kitchen Safely

Keep surfaces clear by moving

- tea towels
- paper towels
- letters and paper
- food wrapping
- cords and wires

away from cookers and kettles.

Give yourself a clear space to cook when you are :

- chopping vegetables
- serving food onto a plate
- taking something hot out of the oven
- taking something hot out of the microwave

Turn off everything after use

Check switches and knobs are off before leaving the kitchen

Use pans safely

Handles should point to the side, not over the front of the cooker.

Watch for hot surfaces

Let cookers, irons, and kettles cool down before touching.

Use an oven glove to pick up hot things

Keep water away from plugs

Dry hands before using electrical items.

Ask for help if unsure

Support workers or family can help check appliances and cooker settings.



Home safety - Electricity



⚡ Use Electricity Safely at Home

These are simple, practical things someone can do every day to stay safe.

Always check that:

- plugs are not broken or cracked
- Wires are not loose or showing metal wires
- There are not burn marks on plugs or wires

If something looks damaged, don't use it and tell someone you trust.

To keep safe it is advised that you:

- Don't overload sockets with more than one extension cord
- Use one plug per socket when possible.
- Switch off things you're not using
- Turn off kettles, toasters, heaters, and chargers when you're finished.

⚡ Use Electricity Safely at Home

It is important that you always:

- Keep electrical items away from water
- Dry your hands before using a plug or light switch
- Never use something that is plugged in the bath or shower
- You can put water in a kettle, but don't put a kettle in water
- Ask for help if something smells strange
- If you smell burning or see smoke, turn the item off (if that's safe) and call someone you trust.
- If there is a fire, call 999 immediately.
- Use smoke alarms
- If they beep or flash, tell your support worker.
- See if you can find out where the switch is to turn you electricity off.



Home safety - Gas



Use Gas Safely

Check the flame is blue

If it's yellow or orange, turn it off and tell someone.

Keep vents clear



Don't block or cover air vents — they help gas burn safely.

Turn off when done



Always check cooker knobs are fully off before leaving the room.

Smell gas?



Gas smells like rotten eggs. If you smell it, open windows and go outside

.

If You Smell Gas



Open doors and windows and go outside.

Call **0800 111 999** — National Gas Emergency.

Tell your support worker or neighbour.



Home safety - Bathroom



Stay Safe in the Bathroom

Keep floors dry

- Wipe up spills straight away to stop slips and falls.

Use non-slip mats

- Place mats inside and outside the bath or shower.

Check water temperature

- Test with your hand before getting in.

Keep electrical items away from water

- Hairdryers, shavers, and radios should stay far from sinks and baths.

If you are prone to fits or seizures:

- Keep your bathroom door unlocked
- Let someone know you are bathing or showering
- If possible, shower or bathe when someone you trust is in your home

Store cleaning products safely

- Keep bottles and sprays in a cupboard, not near food or towels.

Ask for help if needed

- Support workers or family can help with taps, plugs, or slippery areas

If you have a water leak:

- Contact your landlord, carer or housing manager
- Locate your stopcock and turn your water off



Online safety



Being online

Being online can be fun:

- Talking to friends
- Dating
- Social media
- Games

 But some people online are not who they say they are

Staying Safe Online

Do not share:

- Your address
- Your bank details
- Passwords
- Keep your profiles private
- Use strong passwords
- Only accept people you know

Online Dating Safety

- Take your time getting to know someone
- Keep conversations on the app at first
- Meet in a **public place**
- Tell someone where you are going
- Take your phone with you
- **Remember that some people pretend to be something or somebody they are not.**

Warning signs (dating)

Be careful if someone:

- Says “I love you” very quickly
- Wants to move off the app straight away
- Avoids video calls
- Has excuses not to meet
- Asks for money or gifts

 This could be a scam.



Online safety



Scams (People trying to trick you)

A scam is when someone lies to get:

- Money
- Personal information
- Photos

Signs of a scam

Be careful if someone:

- Asks for money (gift cards, bank transfer)
- Says it is “urgent”
- Says “don’t tell anyone”
- Pretends to be someone famous or important
- Has a story (e.g. stuck abroad, needs help)

 **Never send money to someone you have not met.**

Fake Accounts

Some accounts are not real.

Signs of a fake account:

- Very few photos
- Photos look like a model or celebrity
- Not many friends or followers
- New account
- Messages lots of people the same thing

 If it feels strange, it might be fake.

Remember that some people pretend to be something or somebody they are not.



Online safety



Social Media Pressure

Sometimes people online may:

- Ask for photos
- Ask you to send private pictures
- Make you feel you have to reply quickly
- Compare your life to others

It is OK to say NO

You can:

- Ignore messages
- Block people
- Take a break from social media

 You are in control.

If something feels wrong

- Stop talking to the person
- Block and report them
- Tell someone you trust
- Keep messages as evidence

Remember

- Not everyone online is honest
- You should never feel pressured
- You should never send money or private photos
- Help is always there



Travelling Safety



Bus passes

If you have a disability, you may get a free or cheaper bus pass. This helps you travel more easily.

- Keep your pass safe
- Take it with you every time
- Tell your local council if you lose it

Disabled Railcard

A Disabled Railcard helps you save money on trains. You can often get money off for a helper too.

- Apply online or by post
- You may need proof
- Keep it safe in your wallet or phone

Access cards

An Access Card shows what help you need.

For example:

- Help with steps
- Extra time
- A carer to support you

You can use this at :

- Cinemas
- Events
- some travel places.

If something feels wrong, trust yourself and get help

Feeling worried about going out

It is okay to feel nervous

- Start small
- Go out with someone you trust
- Go to places you know
- Try quiet times

You can

- Call someone while you are out
- Ask staff for help
- Go into a shop or café if you feel unsafe

Cars and taxis

- Always wear a seatbelt✓
- Only go with people you trust

If using a taxi:

- Book with a trusted company
- Check the car and drive
- Sit in the back

Do not get in if you feel unsure

Remember

- You have the right to feel safe
- You can ask for help
- You are not alone



Nick's story



Nick went to a special school when he was younger 🧑

He lived at home with his mum for most of his life 🧑🧑
Over time, his mum developed severe dementia 🧠
Nick became her carer for several years 🏠

He tried to look after her, even though he did not have the skills or support.

One day, his mum had a bad fall

- Nick called 999 for help 📞
- She was taken to hospital 🚑
- Nick was left at home 😞
- He did not know what would happen next 🧑
- He felt confused, scared and alone 🧐
- His mum had always done everything for him 🏠

Nick had not learned how to:

- Cook 🍴
- Pay bills 📄
- Manage money £££
- Look after a home 🏠

Nick did not go out much and he had very little social life 🧑

After this, Nick's mum did not return home and Nick stayed living at home on his own ❤️

Things started to get worse and the home became unsafe. There was:

- Mould on the walls 🧟
- Gone off food 🍌
- Strong urine smells 🚽
- Problems with the boiler 🔥
- Risks like possible carbon monoxide 🧑
- Nick could not manage or maintain the home 😞



Nick's story



Nick tried to help himself:

- He got a computer and looked online for support
- He tried to find staff and services 🧑🏻‍💻🧑🏻

But he found it hard to:

- Keep support in place
- Build relationships
- Stay consistent



Nick had a large hernia.

- It was left for several years 😞
- Without support, he could not manage his health needs 🤢
- This could have become very serious 🚑

Nick tried to access social care:

- But care costs were very high 💷💰
- This left him with very little money 😞

Over time, things slowly began to change, and with patient support, Nick started learning:

- Cooking simple meals 🍳
- Managing money 💰
- Living more safely 😊

- How to make friends and be respectful 🧑🏻🧑🏻
- Take medication daily 💊
- Personal hygiene support

Nick now has a good life:

- He attends two day centres and services 🧑🏻🎯
- He works alongside an organisation that advocates for change for Learning Disabilities
- A kind and consistent person in the community who is his Support Worker 😊
- This support has helped him feel safer and less alone 🤝🏠

Nick's story shows:

- People need to be taught life skills ⭐
- Mental health and trust are very important 🧑🏻🤝
- Support must be patient, consistent and understanding 😊
- Having a care package was crucial. It took time for Nick to get his care package right.
- We must never leave people with a learning disability alone with no support.
- It's too late for Nick to have his hernia treated now as it's grown to big.
- Annual health checks, consistency and having the right support can save lives.

This guide is inspired by Nick.

Help Us Be Safe Emergency Handbook



Many thanks to everyone who has contributed to the HUBS Emergency Handbook, this is a SE Essex community led production with input from so many people, inspiration from others, testing and correcting, any making it work across all ability levels has been a team effort.

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Help Us Be Safe Emergency Handbook

