

IST Referrers' Opinion Survey

NHS England (2015) *Building the right support* set out a national plan to develop community services and close inpatient facilities for people with a learning disability and/or autism who display behaviour that challenges. The aim is to strengthen support in the community and avoid unnecessary inpatient admissions.

The National Institute of Health Research (Health Services and Delivery Research programme) has funded the Intensive Support Team-Intellectual Disability (IST-ID) research project (16/01/24) which aims to identify all services across England which provide intensive support for adults with learning disabilities and challenging behaviour.

For further information about the study please see our study website: [IST-ID Study](#)

Why am I being contacted?

We are contacting service providers who are likely to have referred patients to Intensive Support Teams (ISTs) and asking about their views of these teams and experiences of referring to them. This will help us to build up a rounded picture of how ISTs currently function within their local service contexts.

We'd be very grateful if you could take a few minutes to answer the questions on the following pages.

Please note the information that you share is confidential

1. Job title:

2. How do you identify yourself?

☐

Male

☐

Female

☐

Other

☐

Prefer not to say

When completing the following questions please think of the most recent referral you have made to the IST:

3. Why do you refer patients to the Intensive Support Team (IST) (e.g., challenging behaviour, mental health crisis, etc.)?

Please list the reasons below:

4. How long (in hours/days) from when you made the referral until the IST got back to you to tell you how they would respond?

- ☐ <24 hours
- ☐ >24 hours – 5 days
- ☐ A week or longer

Please provide more details:

5. How long does it take from when you made the referral until the patient was seen by the IST team for an initial assessment?

☐ A week

☐ Longer than a week

Please provide more details:

6. What was the outcome of the referral process?

☐ Referral declined without assessment

☐ Accepted for assessment but not taken on for IST support

☐ Accepted for IST support

Please provide more details:

Over the past year

7. How many referrals have you made to the IST?

8. How many have been accepted for IST support?

9. Were you satisfied with the referral and respond process?

☐

Yes

☐

No

Please provide more details:

10. If relevant, what interventions did the IST provide:

a. For the patient

b. For family carers

c. For paid carers

d. Other

11. Did you think these interventions were appropriate?

☐

Yes

☐

No

12. If not, what would you have liked the Intensive Support Team (IST) to have done / provided?

13. How long was the patient under the IST?

14. Do you feel that the length of time of intensive support input was appropriate?

☐

Yes

☐

No

Please provide more details:

For the following questions we would like to hear about your general experiences and views of the IST.

15. What, if any, do you think are the advantages of having an IST in your area?

16. What, if any, do you think are the limitations or weaknesses of the IST?

17. How does the IST compare to or fit in with other services for people with learning disabilities / autism and behaviour that challenges in your local area?

18. Would you recommend the Intensive Support Team for people with intellectual disabilities and challenging behaviours who may be experiencing a crisis?

☐

Yes

☐

No

If you would like to, please give further details:

19. If you have any further comments you think are relevant and would like to share with us, please add them here.

Thank you for your time