

What hours does the IST work?

IST work between the hours of 8am to 9pm, seven days a week.

If it is out of these hours, please call **NHS 111 (option 2)**. This is a 24 hour mental health crisis line.

Useful telephone numbers

Emergency Duty Team Social Services:
0300 3008123

Luton Community Learning Disability Team:
01582 547775

Bedford Borough Adult Learning Disability Team: 01234 276762

Central Bedfordshire Adult Learning Disability Team: 0300 300 8100

Please note: we do not provide an 'emergency' service such as a 999 response.

If you require urgent assistance, contact the services below:

999 for emergencies / 101 for general enquires



Contact Us

Twinwoods Health Resource Centre
Milton Road
Clapham
Bedfordshire
MK41 6AT

Tel: 01234 310538
Email: elft.ist@nhs.net
Web: elft.nhs.uk



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

BEDFORDSHIRE AND LUTON

The Intensive Support Team

Services for people who have a learning disability



**We care
We respect
We are inclusive**

What is the Intensive Support Team?



The IST is a multi-disciplinary team which offers intensive assessment, treatment

and support to Adults with a Learning Disability, who experience behaviours of concern and/or mental health problems.

We are a county-wide team based across Bedfordshire and Luton.



The IST works within the principles of 'Valuing People Now', which aims to reduce hospital admissions by providing a service within the community.

What happens when IST are involved?

If your referral is accepted, IST will arrange to complete an assessment.



This process will involve the service user, family, carers, and other professionals if appropriate.

Following the assessment, we will offer one of the following:

- Devise a care plan of intervention to support the individual through the crisis period
- Signpost to a more appropriate service for support if necessary
- If necessary, an admission to an inpatient unit may be considered. IST will support throughout this process.

Overall, the aim of IST is to work with service users within the least restrictive environment, adopting a person-centred approach to aid recovery.



Summary of services offered

The IST Service consists of:

- A Consultant Psychiatrist Specialist Doctor
- Learning Disability Nurses
- Mental Health Nurses
- Healthcare Support workers
- Assistant Practitioners
- An Occupational Therapist
- Speech and Language
- Therapist
- Admin Support

How to access IST



To access IST:

In a crisis situation and/or for urgent support, you can access IST by calling: **01234 310 538**

When accessing IST you will speak to a member of the team who will ask for information about the situation in order to assess the urgency.

Telephone advice may be given. If appropriate, a home visit will be carried out.

Response times will vary depending on priority of need, but it will be within four hours.