

# Resolving clinical stalemates when working with people with intellectual disability

## Key actions planning template

The person does not have the right support services to manage their recovery

### AUTHORS

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### Description of resource

Clinical stalemates can commonly occur when working with people with intellectual disability, especially around diagnosis and suitable treatment. This template provides a guide to reflect on clinical stalemates where the person does not have the right support services to manage their recovery, consider the contributing factors, and develop a plan to resolve the stalemate.

See the [Clinical stalemates](#) section on the [Intellectual Disability Mental Health Connect](#) website for more details.



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## Stalemate type

The person does not have the right support services to manage their recovery

Describe the issue

People involved and roles



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## Actions to date

Include actions utilised and note what worked/did not work.

Actions	Outcome	Why the action may/may not have worked



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## Plan to resolve the stalemate

Steps	Guidance	Notes and plans
<p><b>01</b> Consider the contributing factors</p>	<p>Consider for example:</p> <ul style="list-style-type: none"> <li>• complexity of the person’s case</li> <li>• involvement of family and support workers, a care coordinator, or an advocate</li> <li>• NDIS funding</li> <li>• experiences with support services in the past</li> <li>• where the person lives i.e. metropolitan area or rural and regional..</li> </ul>	
<p><b>02</b> Consider possible key actions</p>	<p><b>General approaches</b></p>	
	<p>Review the <a href="#">general approaches on Intellectual Disability Mental Health Connect</a>.</p> <ul style="list-style-type: none"> <li>• Listen to the person and their support networks’ concerns.</li> <li>• Seek advice from others.</li> <li>• Keep all parties up to date on actions taken and progress.</li> <li>• Offer ongoing support until the situation is resolved.</li> <li>• Consider the need for <a href="#">additional supports</a>.</li> </ul>	
	<p><b>Specific approaches</b></p>	<ul style="list-style-type: none"> <li>• Contact the person’s care coordinator to review the supports the person has and what other supports may be needed.</li> <li>• Schedule a case conference to review support needs with their team.</li> <li>• Liaise with the person’s NDIS Support Coordinator to ensure their funding package and supports are appropriate.</li> <li>• If applying for NDIS funding or appealing amount, facilitate or suggest the person’s care coordinator facilitates the accumulation of evidence from the person’s team advocating for funding to allow for necessary supports..</li> </ul> <p>For a full list of key suggested actions see the <a href="#">Clinical stalemates</a> section.</p>

## Plan to resolve the stalemate (CONTINUED)

Steps	Guidance	Notes and plans
<p><b>03</b> Decide on actions to take</p>	<p>Depending on the issue, choose appropriate initial actions. Several actions may be required.</p> <p>Consider a timeframe that will be used before deciding whether an action has been successful or not.</p>	
<p><b>04</b> Who needs to be involved?</p>	<p>Include who should be involved to achieve the actions and what their role is.</p>	
<p><b>05</b> What was the outcome and why?</p>	<p>Evaluate whether actions have resolved/aided progress on the issue.</p> <p>Reflect on why an action worked or did not work.</p>	
<p><b>06</b> Are further actions needed?</p>	<p>If the situation has not resolved/no progress, return to Step 2 and consider further actions. Acknowledge this and offer ongoing support to the person and their support networks until the situation is resolved.</p>	