



Who can have a Keyworker?

The criteria for access to a Keyworker is as follows:

- A formal diagnosis of a learning disability, autism, or both.
- 0-25 years of age with prime focus on 16 -25 years of age.
- High risk of inpatient admission to locked, secure or CAMHS tier 4 in patient services or are currently in in-patient services.
- The child/young person is on the Dynamic Support Register (DSR).
- Priority Referrals are those children and young people with an Amber DSR status, and those people with a Red DSR status and at crisis point.
- Those at Green DSR status are considered to be stable and reviewed within the DSR pathway. Children and young people rated as green will not be considered a priority for key worker allocation, however, they may receive signposting or consultation.
- Live in Herefordshire and Worcestershire.

For Any Enquiries:

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The Key Worker Service





What is the Herefordshire and Worcestershire Keyworker Pilot Service?

The new Keyworker Pilot Service is being developed as a response to the NHS England Learning Disability and Autism long-term plan commitment that by 2023/24, children and young people with a learning disability, who are autistic, or both, with the most complex needs will have a designated Keyworker.

The Key working function is an important response to ensuring children, young people and families get the right support at the right time, from local systems that are responsive to meeting their needs in a holistic and joined up way.

The initial phase of this work (2021-2023) is focused on “children and young people who are inpatients or at risk of being admitted to hospital”.

The Keyworker will be a navigator, will ensure continuity of care for the child/young person, and work across systems and services to ensure they are responsive to a child/young person’s needs as required, with the aim of supporting children and young people to remain in the community and avoid admission where appropriate.

The new Keyworker Pilot Service is an addition to community care/ support and will not replace other services/ agencies involved.

Keyworker Service has been developed in partnership with Experts by Experience from local self-advocacy and parent/ carer groups.

Why and how can a Keyworker help?

Many children and young people with a learning disability, who are autistic or both, struggle to get the right help they need from the system.

Children, young people, and their families are often frustrated by a lack of coordination between Education, Health and Social Care, might find it difficult to trust services, and may feel that they fall into gaps within the system.

The processes within these systems and services can often feel confusing and complex, and they may not be working in a holistic or adaptable way.

The Key working function will bring teams and services from Education, Health and Social Care together, so that they can work more collaboratively, and in partnership with children, young people and their families.

Keyworkers will navigate and empower children, young people, and families to navigate the complexities of the system to ensure they gain a clearer understanding of the available services.

Keyworkers will ensure that the voices of children, young people and their families remain at the centre of planning and discussions, by taking the time to listen to their stories and understand their individual needs.

The service aims to work with children and young people to develop a personalised plan which helps them to feel safe and happy, and to guide parents/ carers so they do not feel alone with co-ordinating their child’s care.

What will a Keyworker do?

Act as the key point of contact for children and young people and their family.

Build sustainable positive and trusting relationships with children, young people and their families during periods of crisis by actively listening to their lived experiences with empathy and compassion.

Working in a solution-focused way, Keyworkers will provide constructive challenge to Education, Health and Social Care to unblock the system and overcome barriers, so that the support put in place for children, young people and their families meets their individual needs.

Ensure that different services and teams across Health, Education and Social Care are working together and with the shared commitment of avoiding admission or facilitating discharge from inpatient settings.

Listen to what matters to the child, young person and their family and develop a clear, personalised plan based on this, and which reduces their risk of harm.

Work to identify and signpost children, young people and their families to other services where appropriate.

Ensure that Care Education and Treatment Review recommendations / actions are completed in a timely manner and that there are updates to the Dynamic Support Register to reflect this.

Support children and young people who are making the transition into or out of inpatient services.