

NHS NEWHAM HEALTH AND CARE SERVICES
Services for Children & Young People

Policy/Procedure Ratification Form

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Procedure Title	
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Consulted by	<ul style="list-style-type: none"> ○ Dr Meng Tan - Consultant Paediatrician ○ Jenny Storer - Specialist Health Visitor ○ Alison Spanner - Physiotherapist Team Leader ○ Marita Ludlam - Integrated Commissioning Manager, London Children and Families ○ Ann Morgan - Nurse Consultant for Vulnerable Children ○ Rachel Cook - Community Matron ○ Mahmood Hassan - Development Manager Child Development Centre ○ Eunice Costello – Key Worker Co-ordinator

Key working Coordination Operational Procedure

Ref: CYP39/10/2

DATE: January 2011

Operational Procedures
NHS Newham
Child Development Centre
Key working Care Coordination for Children with complex needs
Key Worker Standards

1 Purpose

To provide a co-ordinated approach to service delivery for families of children aged 0-5 years with complex needs under the care of CDC

2 Definition

Key working/care coordination is offered as a voluntary service to children and their families where two or more agencies are involved. Key working offers disabled children and their families a system in which services from different agencies are coordinated. Key working provides families with a single point of contact enabling them to have easy access to information, support and services to meet their needs. It encompasses individual tailoring of services based on assessment of need, interagency collaboration at practical levels and a named key worker for the child and family.

A key worker is a source of support for disabled children and their families and a link by which other services are accessed and effectively used

These operational procedures apply to key worker/care coordination services that employ designated (i.e. those whose role is solely that of a key worker) and those of non-designated key workers' i.e. those who key work with a small number of families as part of their other professional/parent role).

3 Aim

These standards apply to care co-ordination/key working services. Our aim is that all children under 5 years of age from CDC should have a Keyworker.

4 Organisational Standards

A successful key worker service is dependent on:

- 4.1 Multi agency commitment at a strategic and practice level.
- 4.2 Having a multi-agency steering group including representatives from families, education, health and social services and the voluntary sector.
- 4.3 An agreed referral system (see referral pathway, Appendix I), a joint information policy and specific guidelines on the eligibility of key workers. All referrals received must comply with relevant Information Governance requirements. Children can be referred to Key Workers using the Key Worker Referral form (Appendix IV)
- 4.4 An agreement between Health and LBN to provide family support workers via ECM meeting referral.
- 4.5 A communication strategy for professionals and parents.
- 4.6 A key worker manager to manage the service on a day to day basis.
- 4.7 Ongoing resources to run the service including the provision of administrative support, induction and ongoing supervision and training for key workers (see Appendix II).

- 4.8 A defined job description required for designated key workers as well as an agreed system for cover in the event of long term absence.
- 4.9 Setting up and maintaining links with other agencies impacting on the lives of children e.g. housing, benefits and the voluntary sector.
- 4.10 A system for monitoring, reviewing and evaluating the services. We currently follow CCNUK Key worker Standards including quality assurance Self Evaluation Tool (SET).
- 4.11 Identifying the cultural needs of the local population, including minority ethnic groups ensuring that the service provides for diverse needs.

5 Practice Standards

The role of a key worker should include:

- 5.1 Providing information
- 5.2 Identifying and addressing the needs of all family members.
- 5.3 Providing emotional and practical support as required.
- 5.4 Assisting families in the dealing with agencies and acting as an advocate as required.
- 5.5 A clear job description that outlines their responsibilities and duties (Appendix V)

This will be achieved by:

- 5.5 Proactive regular contact - needs lead.
- 5.6 A supportive open relationship based on the views of the children and their families
- 5.7 A child and family centred approach.
- 5.8 Working across agencies such as housing and benefits.
- 5.9 Provision of induction training and on going training and development for key workers.
- 5.10 Regular supervision, including both professional and management supervision from the key working coordinator as well as the peer support system being in place.
- 5.11 Non designated key workers to have protected time to perform their role. This should be documented in a formally arranged, authorised protocol and monitored to ensure commitment from the managers and organisations is maintained.
- 5.12 Families and disabled children should be given a clear explanation of the Key Worker/Care Co-ordination role, service and responsibilities (see Key worker /Family Contract Appendix III)
- 5.13 An inter-agency care plan giving the Key Workers access to resources and credibility with the agencies involved in care provision.

- 5.14 An information resource covering local services and their roles including information on different conditions and impairments and national organisations. Key workers should guide families and ensure that they have tailored information that is accurate, accessible and appropriate.

6 Safeguarding Responsibilities

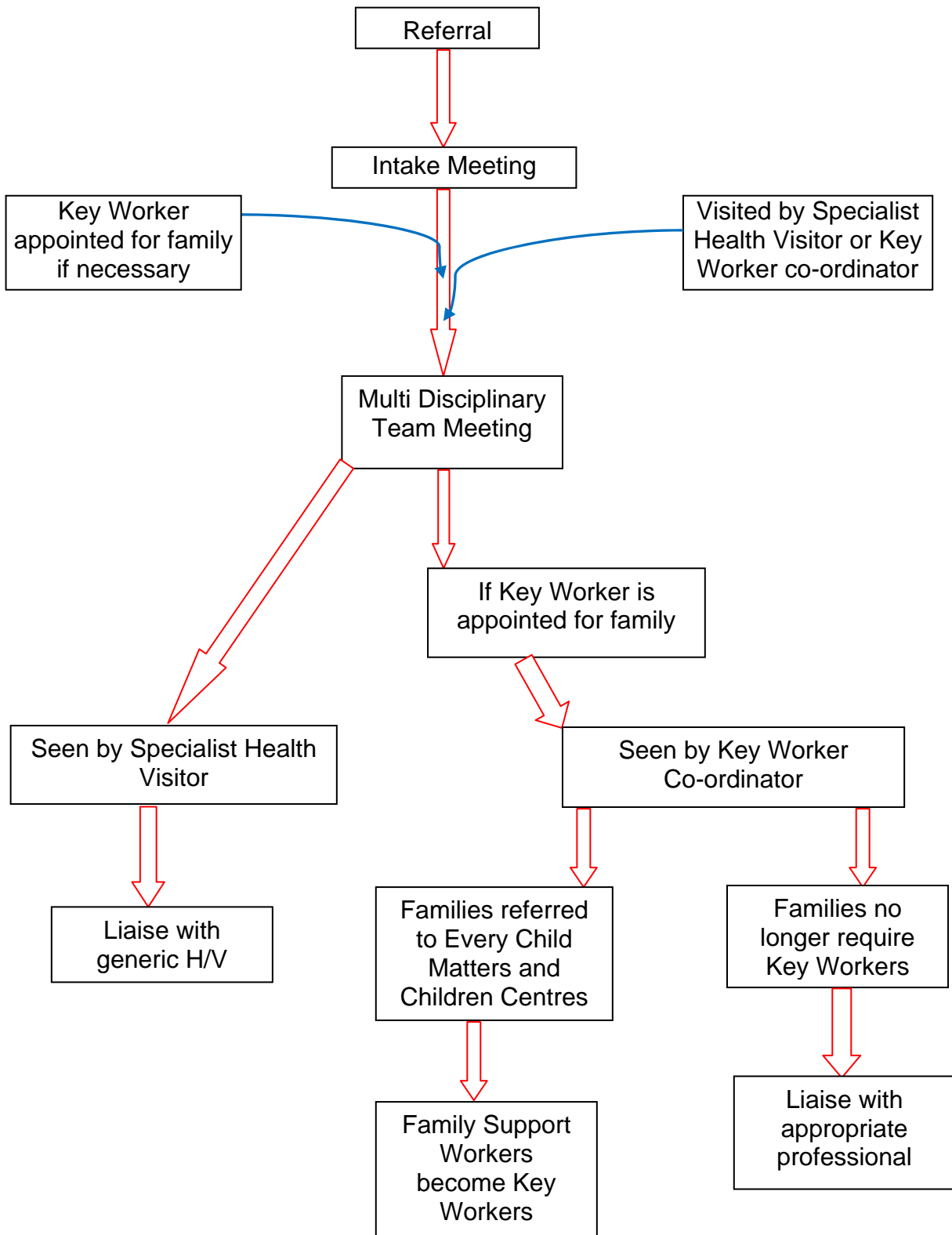
- 6.1 Any child with a Child Protection or Child In Need plan with a named Social Worker will not be offered a key working service as the Social Worker will be deemed the named key worker.
- 6.2 Any child for whom safeguarding becomes a concern should be referred to Social Care by the concerned professional including the Keyworker by the recognised referral route.
- 6.3 All Keyworkers should follow local Safeguarding policies and procedures.
- 6.4 Keyworkers should have received Safeguarding training to Levels 1, 2 or 3 as appropriate, currently provided by the local Safeguarding Board. See The Multi-agency Training & Development Programme for ongoing training. In addition, Keyworkers should undertake the specific Safeguarding Children Living with Disabilities training. (Appendix II)
- 6.5 Regular supervision of Keyworkers will be given by the Keyworker co-ordinator on four-monthly basis. This will include Safeguarding concerns. The Co-ordination will be available to discuss any concerns as required.

7 Assessment, planning and review

- 7.1 Inter-agency assessment leading to inter-agency care plan building on and linking with other assessments undertaken.
- 7.2 An agreed system and timing for inter-agency care plan and reviews in conjunction with family wishes.
- 7.3 Ensuring a system with appropriate support for families and children to participate in their assessments and reviews. Attend reviews as required
- 7.4 Support for parents and children's preferences regarding assessment and review meetings
- 7.5 Consideration for support needs related to ethnicity and culture including provision of translation and interpreters, so that all families can participate in assessment and review
- 7.6 An agreed system for record keeping and parent held records.

Appendix I

Referral Pathway



Appendix II

Training Programme (Whole Team)

Training is an important part of Continuing Professional Development for key workers and Newham NHS will develop a training programme with the following components.

Date	Topic	Trainer	Venue
3 rd Nov 2010	Key-working Standards and self-evaluation training	CCNUK	TBA
As available	Disability Awareness Training	Newham NHS	
As available	CAF Training	LBN	
As available	Safeguarding Children Living with Disabilities	LSCB	
As available	Safeguarding Children – A shared responsibility Level 1, 2 and 3	LSCB	
	Counselling		
As available	Benefits training including families with no recourse to public funds	LBN	
As available	Right From The Start	Newham NHS trainers	

Appendix III

Newham Early Support Children's Service
Keyworker Contract: Parent and professional

Childs name:.....

D.O.B:.....

Parent/Carer:.....

Address:.....

Telephone No:

Commitment from Parent(s)/Carer(s)

- To agree to times and days to be contacted/visited.
- To agree to work in partnership with the Keyworker and other professionals working with you.
- To agree to share your continuing understanding of your child's abilities and needs.
- To agree to play a role in implementing the Family Service Plan.
- To use the Family File to help you share information and coordinate activity.
- To understand you Keyworker has a coordination role and is only responsible for the actions of his/her home agency.

I have read and agree to the following commitments

Signed: _____ Date: _____

Commitment from Keyworker

- To act as a single point of contact.
- To provide days and times of when you will be available to contact:
- To help identify the needs of the child and family.
- To have regular contact and continuity of support.
- To be sensitive to needs and family circumstances.
- To enable the family to access and receive relevant services.
- To enable the family to look forward to the child's next stage of development.
- To assist with the completion of the Early Support Family File/Development journals.

I have read and agree to the following commitments.

Signed: _____ Date: _____

A Keyworker will be assigned to a family for a 6 month period. After that it will be reviewed by the Keyworking Coordinator. A decision will be made in partnership with the Keyworker and family whether or not to continue.

Regular reviews will continue thereafter.



Keyworker Referral Form

Child's Surname: _____ Child's Forename: _____

Male | Female

Date of Birth: _____

Address: _____

Telephone No: _____

Ethnicity: _____

Language Spoken: _____

Interpreter required: Yes | No

To be completed by referrer:
Relevant medical details /History/Family concerns

Date: _____

Parent/carer consent to referral: _____

Referrer: _____

Contact details of referrer: _____

Appendix V – Key Worker Job Description

Key Worker

Job Description of Additional Duties

Hours

It is anticipated that the key worker will work with one family and that the time commitment will amount to no more than an average of 0.1 whole time commitment (one case). However the commitment will be variable from week to week, depending on the family's circumstances.

Job Purpose:

- The key worker role is to be viewed in conjunction with the roles and responsibilities of the main job description of the post holder (eg. Band 6 Physiotherapist)
- To help families be treated as equal partners in the care of the child and be able to influence the outcomes for their child.
- Enabling the child and family to be at the centre of all planning.
- To empower and support families to access services appropriate to their needs across all agencies and service providers.
- To provide a single point of contact and simplify the processes for the family of engaging with various professionals and services.
- Supporting families to develop confidence to engage with services independently.

Key Responsibilities:

Work with families:

- To develop a family service plan with a family who have a child with special needs to ensure that services are co-ordinated and that children and families receive support within a holistic and coherent framework.
- To be the first point of contact for parents/carers of a child with special needs seeking information, guidance and support.
- To co-ordinate agencies and professionals working with the child and family, including the arrangement of appointments.
- To provide emotional/personal support, sensitive to needs, culture and family circumstances.
- To help families to look forward to the child's next stage of development and anticipate service needs.
- To accompany families to meetings (medical, social services etc.) as requested by family, in consultation with line manager/supervisor and key worker co-ordinator.
- To ensure family and professionals have access to the full range of Early Support Program materials as appropriate.

Working with professionals:

- To liaise regularly with all professionals/services supporting the family to ensure that families receive appropriate support.
- To act as a first point of contact for other professionals wishing to obtain background information on the child and family.

Reporting and monitoring

- To maintain accurate case notes reflecting ongoing work with families.

Other duties

- To undertake appropriate training and professional development

This job description is not exhaustive and therefore additional duties within the scope of the post may be required.

Dimensions of the Role

To provide the key worker role to the designated family who have a child with a complex need and who live within the Local Authority boundaries of Newham.

Responsibility and accountability

- Practitioner's will continue to report to their existing line manager
- Additional support will be provided in the form of; regular group supervision, ongoing training and support from key worker coordinator as needed.
- Practitioner will keep Key Worker Coordinator informed of families progress and will participate in information sharing and training