

The

Keyworking Service



Information for parents and carers

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**Nottinghamshire
County Council**



**Nottingham
City Council**

NHS

**Nottinghamshire Transforming
Care Partnership**

What is a keyworker?

A keyworker is an individual that has experience of working with autistic children and young people and those with a learning disability aged (0-25 years) and will join your current network to support your child and your family. We know that you and your family understand your child's care needs the best, will work with you to get to know what is working well and identify what your family might need help and support with. The service will be child and young person centred and will take a whole family approach.

A keyworker might do this by:

- Visiting your child at home, in the community or at school /college.
- Talking to your child and yourselves on the telephone.
- Helping you to understand the care and support options, so you all feel confident to make decisions.
- Helping your child and your family to talk to professionals and to attend meetings with you.
- Helping you to access services that might be able to help you.
- Giving you information in a way that works for you and will help you to understand what treatment is available.
- Helping you to understand how the health, education and social care teams work together.
- Being the main contact for your child and your family.
- Making sure that you are as involved as you want to be.

Who are the Keyworkers?

There are keyworkers across Nottingham city and Nottinghamshire. Keyworkers will not replace any of your existing network of professionals; they are an extra person to support your child and your family and will take the time to learn what is important to you and what works best for you. Keyworkers will keep your child and your family at the centre of decision making so that decisions will be made with you, not for you.

Am I eligible for keyworker support?

To be eligible for support from a keyworker, your child must have been diagnosed as autistic or with a learning disability. Keyworker support will be prioritised to those children and young people currently in a Tier 4 hospital setting and those identified as at risk of hospital setting admission, as defined by the Dynamic Support Register (DSR). The DSR holds information about young people and what areas of their care may require enhanced community support. The information helps services to work more closely together to manage a person's support effectively and ensure good outcomes in the community.

The outcome...

- **Your child is supported to remain safely in the community or is safely discharged from hospital.**
- **You feel listened to, informed and involved.**
- **You experience a reduction in stress and uncertainty with increased stability.**
- **You all receive timely access to the right personalised support.**
- **Assessment, care and support are integrated across health, education and social care.**
- **Well planned and managed transitions take place between services.**
- **You feel safe, happy, informed and listened to.**
- **You feel involved in care planning.**
- **You understand the Care, Education and Treatment Review (CETR) process and feel able to participate.**
- **Your child is able to access a personalised health budget, if that is your preference.**



Gaining your feedback...

We want to make sure we listen to your experiences and use these to better meet your family's needs and the needs of similar families and young people in the future.

To help us achieve this, we will ask you what you think about your experience of having a Keyworker. Your Keyworker will discuss with you how you would be most comfortable giving your feedback.

As this is a new service nationally, your feedback is really important to help us understand if having a Keyworker is an effective way to support families and to prevent a crisis intervention. We believe that it is imperative to develop these services with young people and their families as it helps us to build a better service for families in the future.

Contact:

Nottinghamshire County Council

KeyworkingService@nottscc.gov.uk

Nottingham City Council

Keyworking.service@nottinghamcity.gov.uk



The Autism and Learning Disability Keyworking Service aims to empower and support children, young people and their families to have a voice that will be heard. The service will listen with an open mind, working creatively with families to champion their rights, break down barriers, to promote their health and wellbeing; ensuring they reach their full potential and are a part of their community.



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