

The

Keyworking Service



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Information for professionals



**Nottinghamshire
County Council**



**Nottingham
City Council**



**Nottinghamshire Transforming
Care Partnership**

Why has the Keyworking Service been developed...

Nottinghamshire County and Nottingham City Councils have been successful in securing funding to trial a new way of working in supporting children and young people with a learning disability and/or are autistic, who are at risk of a Tier 4 admission to a Mental Health Unit/Ward.

The NHS Long Term Plan pledges that by 2023/24 children and young people with a learning disability and/or are autistic, with the most complex needs will have a designated keyworker.

The funding has provided a team of keyworkers, who will support and guide children, young people and their families through the health, education and social care system. By getting the right help and support at the right time, the aim is to reduce the risk of hospital admissions and in turn, improve outcomes for children and young people.





The bid was co-produced with young people, families and the following partners:

- **Notts' parent carer forum**
- **Rainbow Parents Carers Forum**
- **TuVida Nottinghamshire carers' hub**
- **Nottinghamshire ICB**
- **Nottingham City Council**
- **Nottinghamshire County Council**
- **Nottinghamshire CAMHS**

The Keyworker will provide a coordinator role, pulling together different services to ensure joined up provision and support for children and young people to remain in the community, where possible, and to have a smooth, supported discharge from hospital.

The ultimate aim of the service is to prevent problems from escalating to the point of crisis and to prevent admission or re-admission. The service will therefore work closely with children, young people and their families to improve their quality of life, ability to cope and to put in place the confidence, skills and knowledge to sustain a safe and happy home.

The keyworker role

The Keyworking Teams are small teams of highly experienced individuals working across Nottingham city and Nottinghamshire county borders, to create the right structures and interventions to enable early identification, recognition and accountability. Children and young people will experience a coordinated response with support that promotes long term sustainable change for themselves and their families.

The Keyworker will provide highly personalised and flexible face-to-face support to children, young people and their families to identify what works well for the individual, where support is helpful and where support is required.

The service will be child-centred and will take a whole family approach, with support tailored to the outcomes identified by the young person and their family. The exact role of the keyworker will be discussed with the existing care and support network and the family to identify where they would benefit most from additional support.

Keyworker support is an intensive intervention which aims to reduce the need for crisis intervention and hospital admission. Although support is not time-limited, Keyworkers are not intended to work with children and young people on a long-term basis. The length of intervention will be dictated by achieving the individual's identified outcomes. The Keyworker will ensure the right team and support network is in place and working well before support is withdrawn.





The aim of the keyworker support is to help the child/young person and their family understand the connection between health, education and social care and work in conjunction with the child/young person to ensure their views are heard, understood and considered.

Although the keyworker will support you as a professional, they will not replace any existing professionals, or at any point take on those professionals' roles. Keyworkers are an additional resource to work directly with the child, young person and their family, with an emphasis on getting to know the child/young person.

The service will kindly ask that professionals support and embrace the Keyworker function to ensure that we all work more cohesively to break down barriers to services and improve outcomes for children and young people. Evaluation of the service is ongoing and we welcome your thoughts to help us develop our service throughout its first year, so that we can better meet the needs of our Transforming Care cohort.

The Keyworker will adhere to Nottingham City and Nottinghamshire County Safeguarding Children policies and procedures.

How to refer

Referrals come from a single point of contact, the Dynamic Support Register (DSR).



What is the DSR?

- Two DSR panels (Nottingham City and Nottinghamshire County), which meet fortnightly to discuss the cases on the DSR, children and adults.
- Made up of representatives of all organisations' which have regular contact with/provide support to children and young people with learning disabilities, autism or both
- Case discussions focus on unblocking any system challenges that prevent children and young people and their families/carers from getting the support they need.
- Actions are set to decrease the risk of admission/ placement breakdown for the children and young people discussed and common themes are escalated via the Learning Disability and Autism (LDA) governance structure to inform proactive/preventative commissioning opportunities.
- The panels monitor actions from Care Education and Treatment Reviews(CETRs), Local Area Emergency Protocol(LAEP) meetings, previous DSR panel meetings and multi disciplinary teams (MDTs).

Tool used to RAG rate children and young people who have a confirmed diagnosis of autism, learning disabilities or both and who are at risk of being admitted to an inpatient setting/ mental health bed.

Clinical rating tool is then used by the DSR panel to determine risk level, frequency of review and monitor agreed actions.

Consent

Consent will be required from children and young people and families before users of service can be placed on the DSR and for the keyworking service to commence.

The overarching objectives of the keyworking service

Improve children and young people's lived experience so they feel

- Safe and happy
- Listened to, informed and involved
- Involved in their plans, care and support

Improve parent/carers and families' lived experience so they;

- Have reduced stress and uncertainty
- Are more stable, feel listened to, informed and involved

Improving access

- Timely access to the right personalised support
- Assessment, care and support are integrated across education, health, social care and voluntary, community services
- Continuity of care and support
- Well planned and well managed transitions

Improving quality of care

- Reasonably adjusted support
- Reducing inequalities
- Implementation of Care and Education Treatment (CETR) recommendations
- Outcomes agreed with young person and their family.



Who to contact with enquiries

The keyworking service is happy to chat or have a (virtual) coffee to answer any questions you might have regarding the service

Please feel free to contact Nottinghamshire county keyworking service at
KeyworkingService@nottscc.gov.uk

or Nottingham city keyworking service at
Keyworking.service@nottinghamcity.gov.uk



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