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**Key Worker Pilot  
Frequently Asked Questions (FAQ)**

**What is the vision for the Keyworker Pilot?**

Our Long Term Plan commitment is that by 2023/24, children and young people with a learning disability, autism or both, with the most complex needs would have a designated keyworker: implementing the recommendations made by Dame Christine Lenehan.

**Who has been involved in the Keyworker project across Coventry & Warwickshire**

**Who is eligible for a key worker?**

Individuals who are 14-25-year olds with Autism and/or learning Disability at risk of admission or currently inpatients and due to be discharged.

**What does a Key worker do?**

A Keyworking function is seen as being an important response to ensuring children and families get the right support at the time and that local systems are responsive to meeting their needs in a holistic and joined up way.

**The core functions of the Key Worker are:**

* To support children and young people with a learning disability, autism or both, who are inpatients or at risk of being admitted to hospital, ensuring children and families get the right support at the right time and local systems are responsive to meeting their needs in a holistic and joined up way.
* Key Workers put the YP at the heart of the process to steer and empower change. They will work collaboratively, with allocated young people, their parents and families, to hear their voice and take forward their perspective.
* To facilitate transition from the keyworker practitioner to enable a step-down process ensuring continuity of the right system of community services and support to meet the child/young person’s needs once key-working involvement ceases.
* To support children and young people to settle within the community accessing the necessary support.

**What are the aim of the Key worker function**

* 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 & families lived experience so they,
* have reduced stress and uncertainty
  + are more stable feel listened to, informed and involved.
* Improve 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
* Improve quality of care:
* Reasonably adjusted support
* Reducing inequalities
* Implementation of Care and Education Treatment Review (CETR) recommendations
* Outcomes agreed with young person and family

**What is the referral process?**

* Individuals will be discussed in admissions avoidance meetings and allocated a Key Worker where it is deemed appropriate. Consent will need to be gained.

**Will the Key worker replace any services?**

No, the Key Worker will supplement not replace services.

* The role may vary depending upon the services involved, their level of involvement, their knowledge and understanding of Autism and/or Learning Disabilities, the goals of the individuals and the individuals’ ability to engage directly with the Key Worker.

**How will the Key Workers avoid duplication?**

* The Key Worker will work with the individuals’ lead professional and members of the MDT to clarify their role on a case by case basis.

**What if the YP needs Autism Specific support/knowledge?**

* Key Workers may work solely with the people and professionals already working with them to seek support with their Autism/Learning Disability knowledge.

**What if the timing isn’t appropriate?**

* Should it not be appropriate timing for the Key Worker to be involved, this will be discussed within the Key Worker Operations Group, documented and revisited at admission avoidance meetings.

**How will the Outcomes be evidenced?**

* There will be clear goal /outcome planning with the individual, their carers/family- which will support expectations of the Key Worker role. These will also be agreed with the wider MDT to avoid replication but also to ensure clarity of the role of the Key Worker. The Outcome Star Tool will be used to track and measure progress.

*Please note this is a working document, if you have any addition or suggestions, please email: Amy Danahay, Project Lead on* [*danahay@hotmail.co.uk*](mailto:danahay@hotmail.co.uk)