



KEY WORKER

POLICY AND PROCEDURE

Date Policy Implemented December 2009 –by Paul Graham, Director of Services
Reviewed in line with Mental Capacity Act 2005
Policy Reviewed January 2022 by Dawn Brookes Registered Care Manager

Key Worker Policy

Introduction

Aspects Care generally delivers supported living services and these are where an individual support worker delivers support on a one-to-one basis for the hours commissioned.

Aspects Care allocates each service user a Care Coordinator and this individual best fulfils the Keyworker role within the supported living environment.

As such these staff are all key workers as they work individually with the service user utilising the individual's person-centred support plan.

Where there is floating support in shared occupancy environment then the floating support staff member will have a knowledge of all the residents in the building.

Management of Keyworkers

Aspect Care's Registered Manager is responsible for ensuring that each service user has appointed to them a dedicated staff team who are able to engage in a positive and constructive relationship with the service user. Wherever possible the service user should be involved in selecting the staff who work with them.

The Registered Manager will ensure that all staff are suitably trained and fully competent to carry out the duties required of them.

The staff team should remain consistent throughout the service user's time with Aspects Care; however, the Registered Manager may decide that the staff team for should change if:

- a. The service user complains that the relationship is not working;
- b. The member of staff leaves the employment of the Aspects Care;
- c. The member of staff is unable to establish a positive relationship;
- d. The manager believes that the relationship is not in the best interests of the service user or the member of staff.

The Registered Manager should ensure that staff members are properly supervised and/or provided with mentors who may offer them support and guidance.

The Role of the Supported Living Staff Member - Keyworker - General

All staff have a duty to each service user in their care regardless of their role.

A Keyworker is a named member of staff who has a central role in respect of a particular service user. Each service user is placed under the management of a Care Coordinator and this individual fulfils the general role of keyworker within Aspects Care.

As a Keyworker the areas of responsibility are broad and involve getting to know the service user in an enhanced way including their case history, the details of their file and also it is important to get to know other individuals and professionals that are involved with the care of the individual.

Responsibilities of the Keyworker include:

- Acting as a positive role model;
- Assessing the needs of the service user;
- Supporting the service user's links with their families and local community;
- Establishing guidelines for behaviour;
- Giving social, spiritual and emotional support;
- Creating a safe and happy environment in which to live;
- Helping the service user to access and use community education, health and leisure services;
- Giving advice on independent living to those who are about to leave services;
- The Keyworker will be required to oversee the placement planning and recording systems for the service user;
- The Keyworker is responsible for establishing and maintaining an appropriate relationship with the service user, and collating information required by other professionals involved with the service user.

The Keyworker should become the main coordinator of multi-agency services for the service user. They should help other staff follow the agreed approaches and care strategies set out in the Support Plan. They should also help to monitor and evaluate the effectiveness of each of the services.

The Keyworker should be appointed by the Registered Manager preferably before support has started with the service user. Where this is not possible, it should be done on the date of service commencing.

Wherever possible, the Keyworker should be involved in visits/meetings prior to service commencing. During this period, they should strive to become a familiar face who will be present at the time-of-service commencement.

During the early stages of service delivery, the Keyworker should spend sufficient time with the service user to assist with settling in, making sure the service user has a copy of the Service User Handbook and ensuring that they understand and are comfortable with the company procedures.

The Keyworker should ensure that all the service user's file, records and recording systems are adequately set up and that recording is taking place.

The Keyworker, supported by the staff team, should assist the service user to maintain social, recreational, cultural, and religious links through daily living activities inside and outside their home.

Being a Keyworker means working towards meeting a whole range of social, spiritual, emotional and intellectual needs in a way that promotes dignity, choice and independence, whilst promoting a caring, healthy, stimulating, safe and secure environment for the service user.

Health Care

The Keyworker must actively promote the health care of each service user and enable them to learn about healthy living.

In doing so they should liaise with key health professionals, including the Clinical Nurse specialist, the service user's GP, and dental practitioner.

The Keyworker should ensure that the physical, emotional and health needs of the service user are identified, and appropriate action is taken to ensure the medical, dental, and other health services needed to meet them are in place.

Service Users should be provided with guidance, advice and support on health and personal care issues appropriate to their age, needs, and wishes.

The Keyworker must ensure that relevant health care procedures in their support plan are adhered to, in particular, that the service user is registered with a GP and has access to a Dentist; and that they have an up-to-date Health Plan.

Complaints

The Keyworker must ensure the service user understands how the complaints procedures work, that they have a copy of the company's complaints procedure available to them and are confident enough to use the procedures if necessary.

Also, it is the Keyworker's responsibility to ensure the service user has an up to date copy of the Service User's Handbook and other information produced by the company. Ensure the service user is fully conversant with the Fire Precautions and is aware of fire exits.

Paperwork, Files, Placement Plans and Daily Records

Ensure that records and the service user's files are current and well organised.

Although many other people will have input to the paperwork overall responsibility lies with the Keyworker/Care Coordinator.

Make sure the Service User's Support Plan is kept up to date and relevant to the service user's interests and needs; make sure the service user has access to a copy.

Make sure that Daily Living Records are being completed in full by support staff and that the communication book is being used correctly.