

SD-27

POLICY AND PROCEDURE

Key-working

Approved by:

Pat O'Connell

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CARRIGLEA CAIRDE SERVICES

Procedures Manual

Title: KEYWORKING

1.0 Scope

1.1 Operation of the key worker system

2.0 Aims and Values

2.1 To ensure that there is an effective key worker system in place that supports service users

2.2 To ensure that key workers and link-workers have a clear understanding of their role and responsibilities.

2.3 To ensure that the role of the Circle of Support is understood.

3.0 Contents

6.0 The Role of the Key worker

7.0 The Role of the Link worker

8.0 Management of the key worker and link-worker system

9.0 The Role of the Circle of Support

4.0 Referenced Documents

SD-33 Person Centred Planning Policy
 Person Centred Plan

HR-26 Volunteers

5.0 Responsibilities

5.1 The manager, senior staff, key workers and link-workers

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6.0 The Role of the Key Worker

A key worker is a named member of staff or family member who has a responsibility for ensuring that a named service user receives support to achieve their goals as documented in the service users Person Centred Plan and in accordance with the policy and procedure on *Person Centred Planning*.

The Person Centred Plan tells us how a person wants to live their life and what is required to make that possible. The development of the plan is not the ultimate objective of Person Centred Planning, making real positive differences to someone's life is.

The key worker must ensure maximum participation of the service user while supporting him/her to meet a range of social, spiritual, emotional and intellectual goals in a way that promotes rights, choice, empowerment and risk management.

All staff in residential homes may be a key worker for one or more named service users in the home where they provide support.

All staff in day services will be key workers for one or more named service users who are day attendees only.

- 6.1 The key worker will be trained by the service and supported and supervised by line management to effectively carry out the role of key worker in partnership with the service user and the service user's circle of support.
- 6.2 The key worker should be assigned to the service user by the manager following consultation with both service user and key worker.
- 6.3 The key worker should spend sufficient time with the service user to build a close relationship with him/her in order to become more acutely aware of the service users needs and wishes.
- 6.4 The key worker is not solely responsible for the implementation of the Person Centred Plan. This is the role of every support staff when on duty as directed by line management.
- 6.5 The key worker in consultation with line management will support the service user to nominate his/her circle of support. This is the support available to each individual through the people that they know. It will include the key worker and may include family, friends, neighbours, housing liaison personnel, club members, peers, multidisciplinary support and others.

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- 6.6 The key worker with the support and approval of the line management will organise planning meetings with the circle of support to ascertain needs, feelings, wishes and aspirations of the service user with a view to progressing personal goals.
- 6.7 The key worker role is central to the development, implementation, and evaluation of the service user's *Person Centred Plan*. The key worker and service user should meet weekly with a view to sustaining their relationship and thereby progressing person centred plan goals as determined and agreed by the service user in consultation with and supported by the service and the circle of support.
- 6.8 The key worker, with or on behalf of the service user will report on goal progression at regular scheduled staff team meetings.
- 6.9 The key worker will provide the service user with a copy of their plan if they wish to have a copy.

7.0 The Role of the Link Worker.

- 7.1 The link worker is a named staff member who has a responsibility to support a named service user and their key worker towards achieving service user goals as documented in the *Person Centred Plan*.
- 7.2 Link workers may be a named staff attached to day services where the service user attends or may be a named staff on night duty where the service user resides.
- 7.3 The link worker will participate in the annual review of the person centred plan and continuous evaluation.
- 7.4 The link worker will support the key worker and service user to report on goal progression at regular scheduled day service staff team meetings.
- 7.5 Link workers may attend service user planning meetings and may be requested by the service user to represent the key worker if she/he is unable to attend.
- 7.6 Link workers may support the picture or easy read formatting of Person Centred Plans for service users.

8.0 Management of Key Workers and Link Workers.

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- 8.1 Managers must insure that key workers, link workers, and other members of the circles of support are clear about the following:
- The service mission, ethos, values, aims and objectives.
 - The role and responsibilities of key worker, link worker and circle of support
- 8.2 The manager is responsible for insuring that each service user has a key worker and link worker who are able to carry out their respective roles in partnership with the service user.
- 8.3 The manager is responsible for requesting training and insuring competencies of key workers and link workers.
- 8.4 The manager may decide that the key worker or link worker for a resident should change if:
- The service user complains that the relationship is not working.
 - The member of staff is unable to establish a positive relationship.
 - The manager believes that the relationship is not in the best interests of the service user or member of staff.
 - The member of staff or the service user relocates and the relationship is too difficult to sustain.
- 8.5 If a service user indicates that he/she is unhappy with his/her current key worker the manager will act to find a solution acceptable to the service user.
- 8.6 The manager must be available to support the service user, key worker and link worker for the initial interview and *Person Centred Plan* annual review. The manager must agree and sign the proposed plan on behalf of the service or alternatively request that risk assessment, risk monitoring and evaluation or further consultation be carried out. A review date must be agreed with the service user.
- 8.7 The manager/senior staff on duty is responsible for putting Personal Centred Plan progress on the agenda of the regular scheduled staff supervision meetings and supporting the key worker and link worker to report on progress achieved to their staff team on behalf of the service user they support.
- 8.8 Managers/senior staff on duty are responsible for coordinating the transfer of information between relevant parties from health care plans, medical records, work/activation plans and outcomes of service user meetings that are relevant to individual Person Centred Plans.

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- 8.9 Managers/senior staff on duty are responsible for the supervision of all records maintained by key workers and link workers. The standard of all recordings should reflect the dignity and the understanding of the service user. This will include the development of picture or easy read formatting of the Person Centred Plan by link workers for service users, if required.
- 8.10 Managers are responsible for ensuring that circle of support members are considered for volunteer status where applicable.

9.0 The Role of the Circle of Support

- 9.1 The involvement of family and or other representatives in each service user's life is promoted in accordance with the person's wishes and the nature of his/her disability.
- 9.2 The circle of support is the support available to the service user through the people that they know. It may include family, friends, neighbours, employers, pastoral care, community alert, housing liaison personnel, multi-disciplinary team, advocate or others.
- 9.3 The circle of support will always include a staff key-worker and possibly a link-worker unless the service user requests not to have this support.
- 9.4 Possible membership for the circle of support is explored at the initial interview by the service user with support from the key worker and link worker and agreed by the manager. These people are then invited to the person centred planning meeting of the service user.
- 9.5 At the person centred planning meeting, members of the service users support circle may offer to provide support to the person towards achieving identified goals. The nature of this support will be documented and signed by the circle of support member with a review date agreed.
- 9.6 Circle of support members will liaise with the service user, key worker, staff or manager after the meeting and throughout the process of the implementation of the action plan as determined at the meeting.
- 9.7 Circle of support members may need Garda clearance/references.
- 9.8 Because the Circle of support is mainly a non paid support role, guidelines and procedures for *Volunteers (HR-26)* in the service may apply.

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