Topics > Business Procedures > Admissions Management: Model Policies

# Key Workers Policy

## Policy Statement

This home is committed to the idea that each service user should have a specific, named key worker who is responsible for co-ordinating their care and with whom they can build a firm professional relationship. The home understands that the use of a specific, named key worker to work with each service user is an aspect of care that is accepted as best practice in residential care.

This document sets out the values, principles and policies underpinning the home’s key worker approach. It should be followed by all staff and volunteers.

## Policy Content

In this home:

* each service user receiving a service from the home, based upon their individual needs and wishes, will have a named member of care staff responsible for co-ordinating their support, hereafter known as a “key worker” (or alternative title if used)
* service users will be involved in choosing who their key worker will be wherever possible
* the key workers overall aim will be to co-ordinate and facilitate the care provided for their named service users.

## Roles

In this home:

* the specific functions of each key worker will vary but their overall role will be to co-ordinate the support and care provided for the individual service users assigned to them
* the key worker will keep the rest of the care staff team informed about any changes in the plan of care for their assigned service users
* the key worker will be responsible to the Registered Manager (or other named manager) and will work under their guidance and supervision.

## Responsibilities

Overall responsibility for care lies with the Registered Manager who will delegate responsibilities to the key worker as set out below.

The key worker will be responsible for:

* taking the lead in all matters concerning the named person/persons they support
* communicating closely and sensitively with the named person/persons they support
* taking the lead in the development of a person-centred plan of care for the person/persons they support and communicating with the staff team regarding individual needs, developments or changes to that care through staff meetings and supervision sessions
* monitoring that the care and support from the staff team is consistent in its approach
* acting as a recognised contact point for other care professionals involved in providing services for the service user
* liaising with advocates, friends and families of the person/persons they support
* discussing and identifying with the Registered Manager any changes or difficulties being experienced or additional resources required.

In relation to person-centred planning, the key worker is specifically responsible for:

* setting up the individual’s care reviews
* inviting the people who the service user wishes to attend
* drawing up the agenda
* ensuring that action needed to achieve goals set during the review is followed through by named individuals.

In cases where a service user has an external facilitator for their care planning meetings, key workers should take less of a lead role and support the facilitator as required.

The key worker helps the service user to maintain contact with their family where appropriate and acts as the main link with them. If the key worker and the family are unable to agree about any matter relating to the service user, this should be discussed in the first instance with the Registered Manager.

## Training

All care staff expected to perform in a key worker role are appropriately trained and experienced in care planning and needs assessment. All new staff and volunteers have the home’s key worker policy explained to them during induction. Staff new to care work are not expected to become key workers until assessed as being competent to carry out the role and only after gaining further experience on completion of their Care Certificate.

## Review

This policy will be reviewed on an annual basis.

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