

Contact

The North East & North Cumbria Keyworking
Team

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The North East & North Cumbria Keyworker Team

Information for professionals



How can we help

www.skillsforpeople.org.uk

Keyworkers

Keyworker services are being developed through pilot and early adopter projects, as a response to the NHS England long term plan commitment that by 2023/24 children and young people with a learning disability, autism, or both, with the most complex needs will have a designated Keyworker.

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

The initial phase of this work 2021-2023 is focused on 'children and young people who are inpatients or at risk of being admitted to hospital'. The intention is to widen eligibility over time to all children and young people with a learning disability, autism, or both.

The North East Keyworking team

The team is hosted by Skills for People, a charitable company which delivers services across the NENC region and promotes innovation nationally. The team will:

- Act as a main point of contact for children and young people and their family.
- Build and maintain positive relationships, work to avoid admission or facilitate discharge and strengthen links with relevant services.
- Support and facilitate clear personalised care planning and work across systems to support continuity of care.
- Troubleshoot on behalf of children, young people and their family / carers.

Eligibility Criteria

Children and young people are eligible if:

- They have a diagnosis of a learning disability, autism or both.
- They are under 18. If a Keyworker is allocated before a young person reaches their eighteenth birthday, the Keyworker may continue to support them beyond this date.
- They are at risk of admission or are currently in hospital.
- They are on the Dynamic Support Register (DSR). Priority is given to referrals at red or amber on the register.
- They reside in Newcastle upon Tyne, Gateshead, Sunderland, South Tyneside, North Tyneside or Northumberland.

Making Referrals

Referrals should be made by the lead professional involved in a young person's case. The referrer must complete a referral form and seek the consent of the family/young person. Both forms are available from the Keyworking team and will also be circulated to DSR's and other professionals.

Information is also available for young people and their families and although they cannot self refer, they can contact the service directly for information.

The forms should be sent to the Keyworking team **and** the professional's local DSR. Contact information for both is provided on the forms.

Eligibility will be checked and referrals acknowledged by the end of the next working day.

For more information please contact the Keyworking team.