



ST. PATRICK'S CENTRE (KILKENNY)
KELLS ROAD KILKENNY

Policy Document

POLICY TITLE: Keyworker Policy

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Mission Statement

To enable people to live a good life, in their own home, with supports and opportunities to become active, valued and inclusive members of their local communities.

To enable a supported self-directed living (SSDL) model of provision which is underpinned by our beliefs, values and vision.

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Table of Contents

	Page
1.0 Policy, purpose and definitions	3
2.0 Role & Responsibilities of the Key Worker Procedure	4 & 5
3.0 Supports available to the Key Worker	6 & 7
4.0 Absence of a Key Worker / Assigning of a Co-Key Worker	7
5.0 Policy & Review	7
6.0 References	8

1. Policy Purpose

1.1.1 St Patrick's shall establish and support a Key Worker programme to support individuals to live their Good Life. Key Workers and Co Key Workers will be allocated by Managers to support Individuals. The purpose of the Policy is to act as a guidance document to Key Workers and Co Key Workers to out their role, responsibilities and supports.

1.2 Definitions

1.2.1 **Advocacy:** Is a process of supporting and enabling an individual to express their views and concerns; access information and services; defend and promote their rights and responsibilities and to explore choices and options.

1.2.2 **Complaint:** expression of dissatisfaction with any aspect of care, support and service communication and / or experienced by the person.

1.2.3 **Culturally Valued Analogue:** Culturally Valued Analogue: Is a SRV strategy which uses the culturally valued analogue of a citizen of the same age, gender and location to inform benchmark of societal norms (e.g. 25 year old female – typical socially valued roles – graduate, sister, daughter, employee, valued customer, tenant, club member etc). It is useful to ensure that we strive to support people into growing more social valued roles.

1.2.4 **Discovery:** Discovery is a capacity based relationship approach which engages with the Individual to obtain a gain a deeper knowledge, insight and understanding of their life. In its' simplest form it is: spending time with the person to learn more about their likes/dislikes, character, traits, motivations, skills, abilities, connections, relationships, assets and commonalities; Identifying what is important to and for the individual. It is an individualised journey of learning rooted in Social Role Valorisation (SRV) theory (Wolf Wolfensberger). Hope Leet Dittmeier © has developed a Discovery process; this process will be used to inform the future planning of individualised services.

1.2.5 **Good Life:** a life that the individual chooses for themselves embedded in good health, meaningful socially valued roles, relationships and personal development.

1.2.6 **Human Rights:** The basic rights and freedoms to which all humans are considered to be entitled, often held to include the rights to life, liberty, equality, and a fair trial, freedom from slavery and torture, and freedom of thought and expression.

1.2.7 **Individual:** the person that a key worker is supporting to live their good life.

1.2.8 **Key Workers:** the key worker and co key worker are the members of the staff in the service who carries particular responsibility for the individual with a disability, liaises directly with him/ her, coordinates their supports and services, and acts as a resource person.

1.2.9 **Personal Care Plan:** the document that records aspects of an individual's life including personal details, home, food and dietary needs, communication, people and services, care needs, transport, social, spirituality, daily routines, community inclusion, education, sleep routine, sexuality, finances, dreams for my future, end of life and last will and testament.

1.2.10 **Personal File:** the file containing all non-Clinical information pertaining to an individual.

1.2.11 **Medical File:** the file containing all Clinical and health care information pertaining to an Individual

2.0 Responsibilities of a Key Worker

2.1 Relationship Building and Discovery:

- (i) Develop a relationship founded in discovery that fosters understanding, open communication, advocacy and development of your relationship through a Rights based approach.
- (ii) Supporting the individual in all aspects of their life including: health, relationships, finances, community living and their chosen and meaningful socially valued roles.

2.2 Promoting a Safe Life:

- (i) Responsibility for a safe life includes ensuring the person is free from all forms of abuse. The key worker will be familiar with reporting protocols in respect of Safeguarding.
- (ii) Understanding of risk management and review incorporating identified risk, supports and controls in place to reduce the risk, rating the risk and regular on-time review.
- (iii) Promote a safe physical environment for the individual at all times that is accessible, friendly, in good presentation and homely (e.g. bedroom painted in the chosen colour of the individual with photographs and effects of the individual's choice).

2.3 Support the Good Life and Inclusion through Intentional Activities:

- (i) Understanding conceptually and practically what the Good Life means to the individual and enabling this to happen through accessing resources, putting in place appropriate supports where required, evaluating what is happening and talking and reflecting with the individual on an on-going basis.
- (ii) Accountability and demonstration of how this is being achieved for the individual.
- (iii) Assisting the individual to design and plan their day ahead from waking moments to end of each day through intentional activities of the individual's choice based on preference / likes / interests and culturally valued analogue.
- (iv) Advocate with and on behalf of the individual where there are unmet needs – refer to appropriate support networks such as Manager, Human Rights Committee, Complaints Process, MDT, Restrictive Practice Committee, Practice Development Team, etc.
- (v) Assist the individual in maintaining and developing family contact and relationships (via visits, cards, events, occasions, gifts and regular contact).

2.4 Communication & Meetings:

- (i) Ensuring the individual is communicated with in an open, understandable and supported way specific to their communication needs and wishes.
- (ii) Support the individual
- (iii) Support the individual to plan and schedule relevant meetings with key people on a regular basis to discuss chosen aspects of their life. Key people can include family members, managers, staff team, allied health professionals, friends, advocates, etc.
- (iv) Ensuring any and all information should be communicated (via phone, in person, email, reports, record keeping, directly / indirectly with the individual) in a professional and appropriate manner at all times. Communication should also be respectful, dignified, truthful and thoughtful. Confidentiality must be maintained and upheld.
- (v) Language is essential to every aspect of our interactions. Language must be clear, understandable and appropriate.

2.5 *Supporting Good Physical Health & Well-being:*

- (i) Completion of the Health Audit Form and ensuring that all necessary health and well-being appointments are made, attended and recorded accurately and appropriately in the medical or Personal File.
- (ii) Promote the individual's right to health and wellbeing.
- (iii) Ensure choice and variety in with the individuals wishes and preferences.
- (iv) Supporting your key person to liaise and engage with Allied Healthcare Professionals such as Occupational Therapist, SLT, Physiotherapist, General Practitioner, Dentist, Chiropodist, etc.

2.6 *Personal File Management & Maintenance:*

- (i) Keep all documentation up to date (in chronological order i.e. most recent date first) within the personal file.
- (ii) Documents which need to be updated and reviewed included in the file are listed on the Personal File Index Sheet.
- (iii) Yearly file audit to send information that can be taken from the file to be safely archived.

2.7 *Medical File Management & Maintenance*

- (i) Work with the support of a Link Nurse to ensure that all medical needs of the individual are being met including Health Care Audit, medical notes, post appointment notes, record keeping and report writing.
- (ii) Documents which need to be updated and reviewed included in the file are listed on the Medical File Index Sheet.

2.8 *Skills:* Communication, networking and collaboration, interpersonal skills, problem solving, advocacy, rights based approach, professionalism, ownership, innovation and team-work are some of the skills that a key worker should possess and be supported to develop.

2.9 *Financial Planning:* to support the individual to full access and choice in respect of their own finances and ensure accurate recording keeping and reporting in with policy.

2.10 *Equipment:* to ensure that all equipment is regularly cleaned, hygienic and maintained to a high standard and state of repair. To report immediately to the Health & Safety Officer and Maintenance Manager if and when repair(s) to equipment are required. This includes furniture, wheelchairs, mobility aids, hoists and any other equipment required by the individual.

2.11 *Property:* to assist the individual to keep and maintain an accessible record of all their personal possessions and property and to uphold the rights of the individual in respect of their property.

3 Support for the Key Worker(s)

As Key Worker(s) it is not your sole responsibility to provide all care and support to the individual and there are a wide range of supports from other professional practitioners, policies, procedures and processes to assist you.

3.1 *Manager:*

The role of the manager is to:

Support the Key Workers in their role and responsibilities to support a good life for the individual they are supporting.

Support the team effectiveness by ensuring that each contributing team member is aware of their function and roles in supporting a good life and autonomy.

3.2 *Practice Development Team:*

St. Patricks Centre has engaged a Practice Development Manager and 4 Community Transition Co-Ordinators who may assist the Key Worker in developing skills and competencies to best support the individual. This team will support through planned and intentional engagement throughout the process of discovery, profiling and planning.

3.3 *Staff Training:*

All Key Workers will be invited to attend training that is both required by law and required based specifically on the needs of the individual they are supporting. This training is mandatory to ensure that the individual is fully supported to live a safe and good life.

3.4 *Senior Management*

The Senior Management Team will liaise with Managers in ensuring safe and supported services for all individuals. This is done through processes such as: quality assurance, complaints audits, file audits, regular reviews and meetings with managers, MDT, feedback from individuals (comments, compliments, complaints) using services, staff and families.

3.5 *Finance & Human Resources Departments*

Both departments will ensure support to the Key Worker by striving to ensure financial and human resource practices are in with best practice and protocols established under St. Patricks Centre policies.

3.6 *Social Workers*

Social Worker support is available to all individuals being supported by St. Patricks Centre. Support includes liaising with families, local and government representatives, legal representatives and authorities.

3.7 *M.D.T. (Multi-Disciplinary Team)*

This team meets on a regular basis to provide support to all individuals of St. Patricks Centre. Referrals can be made via the Clinical Lead in areas such as Occupational Therapy (OT), SLT, Physiotherapy, Dietician, Psychology, Positive Behavioural Support, Dementia Champion, Psychiatrist and Social Worker. Every Monday there is an emergency meeting to address issues which are raised of an urgent nature.

3.8 Restrictive Practices Committee

All restrictive practices can be referred to this committee for review and consultation. The committee is comprised of 6 members and is linked to the Multi-Disciplinary Team.

3.9 Independent Advocacy

The National Advocate is available to all residents of St. Patricks Centre – contact details are available in each house office and at reception.

3.10 Human Rights Committee

St. Patrick Centre has a Human Rights Committee that is responsible for ensuring the upholding of individual's rights. Any person using services, staff, family member and/or member of the public can make a referral to the committee for investigation.

3.11 Policies & Procedures:

It is expected that all staff of the organisation read and follow the guides established in the Service Provision and Care Policies and Procedures (Schedule 5 Folders). These are provided as a professional road map and code of conduct for all staff of the organisation.

3.12 Complaint Process:

Each individual should be fully supported to make a complaint, (expression of dissatisfaction with any aspect of their care, support, service). The complaints process should be followed as per Complaints Policy. There is a nominated Complaints Officer and Co-Complaints Officer within the organisation.

3.13 Quality Assurance:

The Quality Assurance Officer will regularly audit files, documentation and processes to ensure that these are up to date and compliant. Audits will be sent to the relevant Manager and copied to the Director of Services and General Manager for their perusal and attention. Post-audit tasks and responsibilities will be allocated to key workers and other team members with time-frames attaching as appropriate by the Manager.

4.0 Absence of a Key Worker / Assignment of a Co-Key Worker

4.1 Each Key Worker should be partnered by the Manager with a Co-Key Worker. The role the Co-Key Worker would be to link regularly with the Key Worker for updates, hand-over, support and in the event of planned or unplanned leave (holidays, sick leave, emergencies, etc), the individual will continue to be supported to live their good life.

5.0 Policy Review

This policy will initially be subject to a review after 1 year so as to evaluate the Key Workers and Co-Key Worker roles and responsibilities and effectiveness of same.

Thereafter the policy will be reviewed every 2 years or soon if legislation and / or internal practices / protocols are updated and changed.

References:

Clement, T., Bigby, C., (2008) *Making Life Good in the Community
Implementing a keyworking system in a group home for people with intellectual disabilities.*
La Trobe University, School of Social Work and Social Policy May 2008

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[Accessed: 20.05.2016]

Interim Standards for New Directions, Services and Supports for Adults with Disabilities.
HSE, November 11, 2015.

SI 367 of 2013 – Health Act 2007 (Care and Support of Residents in Designated Centres for
Persons (Children and Adults) with Disabilities) Regulations 2013.