

Further information:

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Dynamic Support Keyworker

Information for families explaining the
Dynamic Support Keyworker Function

The overarching objectives
are:

Improve children and young
people's lived experience.

Improve parent/carers
and families lived
experience.

Improving access.

Improving quality of care.



What is the Keyworking Function?

The Keyworking Function has been developed as a response to the NHS England and NHS Improvement Long Term Plan commitment that by 2023/24, children and young people with a learning disability and/or autism, with the most complex needs will have a designated Keyworker.

Initially, Keyworker support will be provided to children and young people up to age 25 years with a learning disability and/or autism who are registered on the Dynamic Support Database and who are inpatients or are at risk of being admitted to a mental health hospital.

Systems for supporting these children, young people and families in local areas can be complex. Where they are not well joined up, children and families can fall through the gaps. They may struggle to find the help they need at the right time. A Keyworking function is seen as being an important response to ensuring children and families get the right support at the time and that local systems are responsive to meeting their needs in a holistic and joined up way.

What is a Dynamic Support Keyworker?

Our Dynamic Support Keyworkers have specialist knowledge and skills in working with people who have either a Learning Disability and/or Autism. They are not a clinical team and will not perform any clinical interventions.

Keyworkers understand that the parents/carers are the experts in the child or young person's care needs – they are there to support and empower families, they do this by:

- Being a point of contact for the family and all the involved professionals across the agencies/organisations
- Having regular contact with the family; listen to, support and work in partnership with the family, sharing information and following up on plans agreed.
- Providing of information and advice, helping families to build their own confidence and be in control of the choices open to them.

Should a child or young person up to age 25 years, be at risk of admission to a mental health setting, the Keyworkers will work closely with the family, alongside other agencies involved, to try and prevent this happening or will remain involved to try to make the hospital stay as short as possible and facilitate a smooth discharge.

What is the Dynamic Support Database?

The Dynamic Support Database (DSD) is a register that has information about the child/young person and what areas of their care may require enhanced community support.

The information helps services to work more closely together to manage a person's support effectively and ensure good outcomes in the community.

Once identified and added to the DSD, care will be routinely reviewed in collaboration with the support network to make sure that all the best practice for children and young people with a learning disability and/or autism is in place.

How do I get a Dynamic Support Keyworker?

If a child or young person has a diagnosis of Autism and/or a Learning Disability and they are at risk of placement breakdown or requiring a Tier 4 admission, then a referral can be made. Referral information can be requested via our email address. Once a referral has been received and deemed appropriate, a Dynamic Support Keyworker will be allocated to work with the child or young person.

The Dynamic Support Keyworker will then contact the child/young person and their family and start to discover how they can help and support.

