

## Our Key Working Children Pilot Model 2018

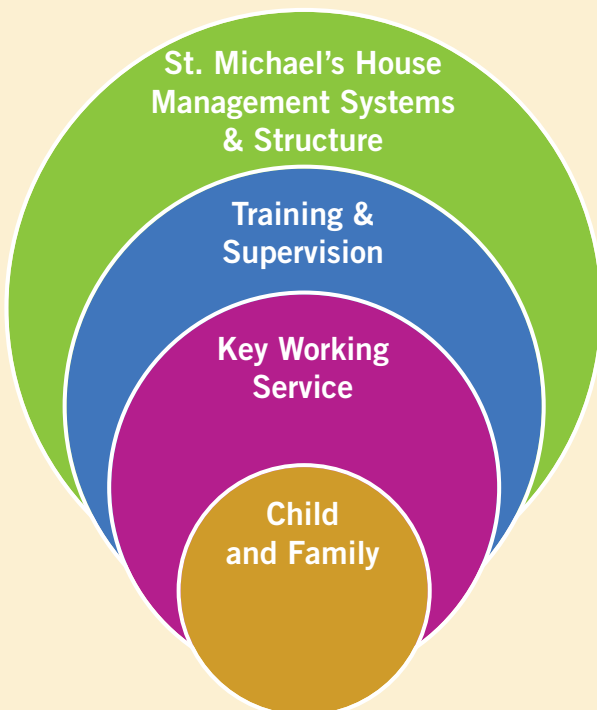
It is planned that key working will be part of services under the new HSE national programme for children with disabilities (0-18 years) “Progressing Disability Services” With this in mind St. Michael's House carried out a review of key working in Children's Services and obtained feedback from families and staff.

### What is Key working?

Key working is a way of engaging with children and families to ensure interactions with services are co-ordinated, consistent, and effective, and recognizes the individual needs of families.

### What are the functions of key working?

- Having access to a named person on the team that a family can contact with questions/queries.
- Provision of requested information or where to access it.
- Supporting a family to identify their priorities for clinical input/services
- Co-ordination of clinical inputs/services
- Provision of emotional support where required
- Supporting families to express their views, preferences and choices.



Our model of key working incorporates a specific definition of key working with clearly defined functions which also allows for different levels of key working support.

The review found that:

- Key working is highly valued by families
- Key working means different things to different people
- Families need different levels of key working at different times in their lives.
- Training and supervision are important for staff to support key working
- Families want clear and consistent access to and support from key working.

We have developed a model of key working that takes this feedback into account. We are introducing this model on a pilot basis in March 2019 with a representation of families in three of our Children's teams. This will enable us to test the model and the resources required to implement it.

### Levels of key working

Families are individual and we know that they can require more key working support at certain times than others. The pilot will look at offering families varying levels of key working as their needs change.

### Evaluation

The pilot will run from March – December 2019 and will be evaluated with the support of SMH Research Department and the UCD Centre for Disability and participating families and clinicians will have an opportunity to give feedback on the model. Findings from the evaluation will be made available to SMH staff and families and the HSE.

