

What is the Key Worker Service?

Families of disabled children and young people often need to see a whole range of health and care professionals, for a variety of reasons, at different stages and times of the child's life.

Some families and carers can be overwhelmed by the many different agencies, organisations or people they may have to deal with; others may not be aware of all the services and support on offer to them.

The Key Worker Service works together with families, to ensure that they can access all the support and services they need.

The Service works closely with the organisations (agencies) that families may have to deal with, including Children's Services, charities, hospitals, providers of short breaks and even schools and GPs, to ensure that they are working together to meet the needs of the child and family.

Who Is The Service For?

The Norfolk Key Worker Service is offered to disabled children and young people, from birth to age 19, who:

Have complex health needs

These children/young people have severe health conditions requiring ongoing health intervention and need support to carry out activities of daily living

and/or who have a high level of need

These children/young people have a severe learning and/or physical disability and need support to carry out activities of daily living

AND

Already see at least three specialist health or care professionals from at least two different agencies (organisations)

These professionals may include a therapist, social worker or a home visitor from organisations such as Norfolk County Council Children's Services (Education or Social Care), NHS children's services, housing services or voluntary services.

AND

Are registered with a GP practice within greater Norfolk

The Key Worker Service Coordinator can provide further information about these criteria as required

Who can be a Key Worker?

A key Worker can be...

A health or care professional already working with the family

The family will have the opportunity to suggest a key worker from the professionals already involved with their child. If the professional agrees, they will become the named key worker

Another health or care professional suggested by the key worker service

A parent/carer or someone close to the family

A rewarding role

Many recognise that being a key worker is extremely rewarding and professionals who become a child/young person's named key worker do this as an important part of their professional role.

Whether the key worker is a professional or a family member/friend, the key worker service provides support to help them to be effective in the role.