



**Children's
Disability
Network
Team**



St. Michael's House
Services for people with disabilities

Key Working in St. Michael's House Children's Disability Network Teams

What is Key Working?

Key working is a way of engaging with children and families to ensure they experience services that are well coordinated, consistent, and effective, by recognising the individual needs of families. Key working is a part of the progressing disabilities services (PDS) model.

Is Key Working Beneficial?

Yes, research with families suggests that key working saves families time and energy and can lead to greater family wellbeing.

What is the SMH Framework for Key Working?

This framework is based on a research project carried out in SMH Children's services in 2019.

SMH have developed a model of key working based on 6 different functions. The framework allows families to experience key working at different levels of intensity, depending on individual need. We know that families need for key working can vary and that at certain times this need may increase or decrease.

How does Key Working Support my Child and Family?

- **Contact.** Having access to a named person on the team that you can contact with questions/queries.
- Provision of **information** or signposting
- **Planning.** Supporting you to identify priorities / goals and to develop your individual family service plan (IFSP)
- **Co-ordination** of services / supports to ensure the service is holistic
- Provision of **emotional support** where needed
- **Advocacy** to support your child and family to express views, preferences and choices.

Does everyone have a Key worker?

Yes, every child and family who is open on the network team will have a key Worker. You will be told who is the key worker for your child and family and will be given their name and contact details.

If you have any questions...

Please contact your Key worker or CDN.M.