



Minimum standards for keyworking services

**What a keyworking service should be
doing to give quality care.**



The keyworking service is for:



- autistic children and young people



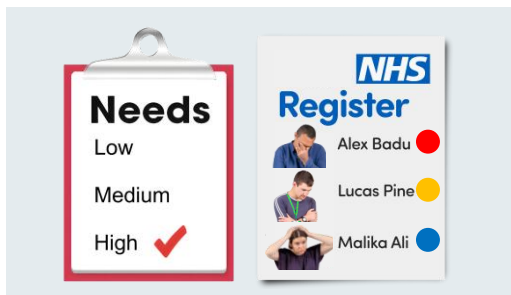
- and children and young people with a learning disability who:



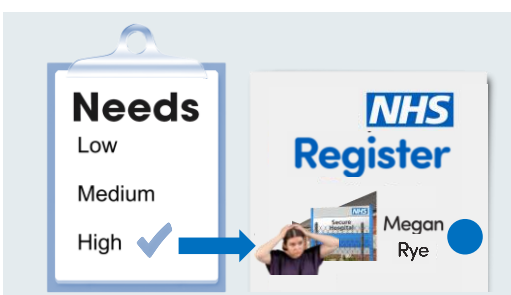
- are already in a mental health hospital and need support to leave and live in their local area



- might have mental health conditions that need extra support to stop them going into a mental health hospital

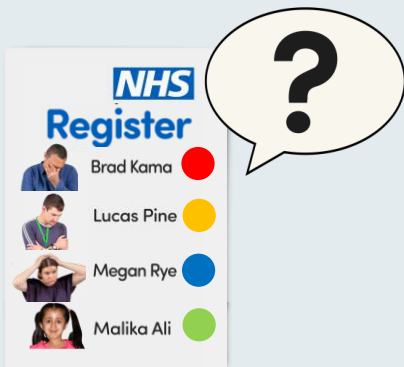


- are aged 18 years old and under and have a red, amber, or blue rating on the **Dynamic Support Register**



- are 18 to 25 years old with a blue rating on the **Dynamic Support Register**

What is in this document



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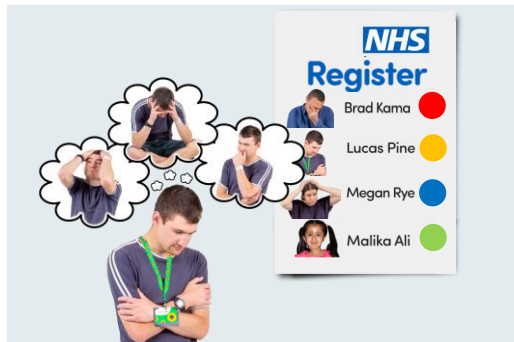


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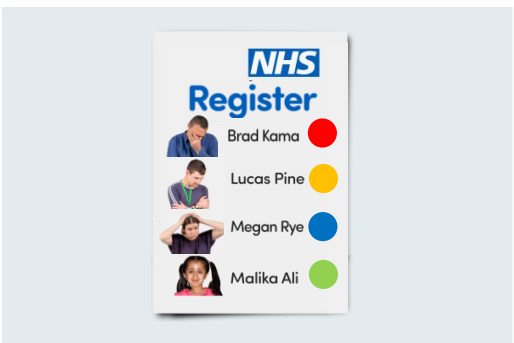
What is a Dynamic Support Register?



The **Dynamic Support Register** is for people with a learning disability and autistic people who might need urgent mental health care.



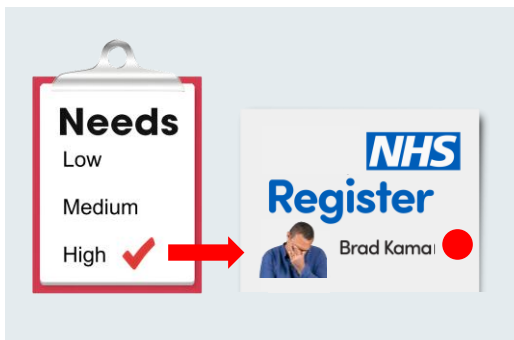
It is a list that helps professionals to know who might need extra mental health support.



The level of a person's risk is given a colour based on their **needs assessment**.



A **needs assessment** is where a professional looks at what support a person needs to keep them well and safe.



Red is for people who are high risk of going into a mental health hospital straight away.



Amber is for people who are at risk of going into a mental health hospital if they do not get the right care or treatment.



Blue is for people who are already in a mental health hospital.



Green is for people who are managing their needs well at home or in the community.



It helps people get the support they need at home or in the community rather than in hospital



An easy read guide about the Dynamic Support Registers can be found here: [Easy-read-Dynamic-support-register-guide.pdf](#)

What does a keyworker do?



Keyworkers work with children, young people and their families and carers to make sure they are:



- fully involved in their plans



- have the support they need at the right time



- feel listened to and kept up to date



Keyworkers make sure that local services work together in the right way to give the right:



- care



- treatment



- support in the community

The minimum standards



The **minimum standards** says what a keyworking service should be doing to give quality care.



The **minimum standards** for keyworker services were written to:



- improve mental health crisis support



- prevent people going into a mental health hospital where needed

Minimum standards checklist

1. Plans how to build a keyworking service



Keyworking services should be built together with:



- integrated care boards [ICB]



- local authorities



- young people and family / carers



Young people and their families must be involved to help plan keyworking and decide how it is used locally.

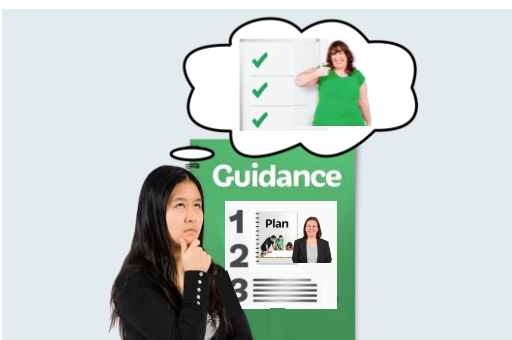


There should be reviews to see if the keyworking plan is helping.

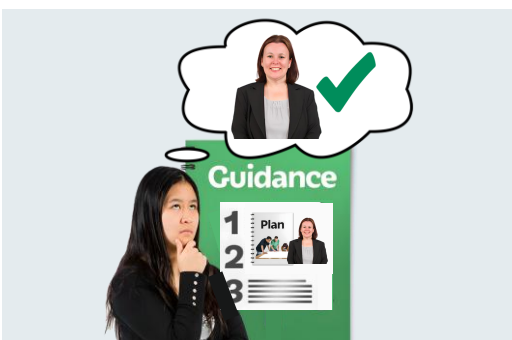
2. Keyworking service specification



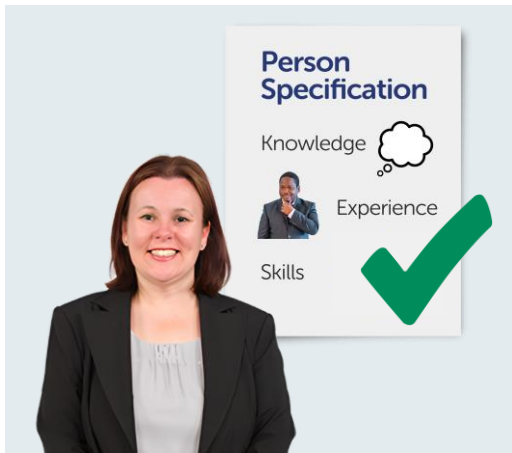
A **keyworking service specification** is a guide that explains how to set up this service and what support people should get from it.



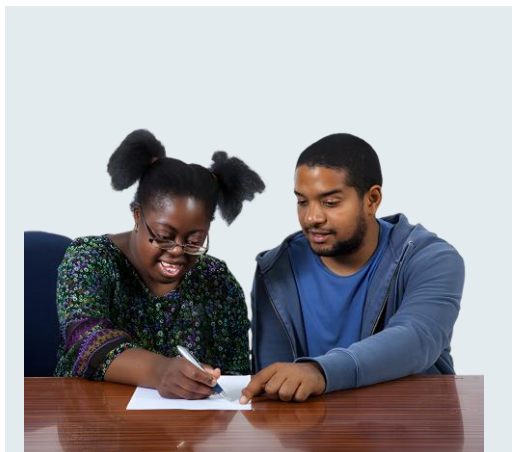
The guide should be clear and well written.



The guide explains what experience and skills a keyworker needs to do their job well.



A keyworker needs experience and skills in:



- education



- health



- care

3. Standard Operating Procedures



Standard Operating Procedures are step by step instructions. The instructions should:



- be clear and written for the keyworking service

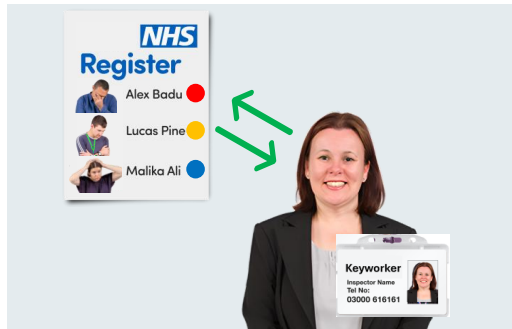


- say how services will support children and young people who maybe in a mental health hospital outside of their local area



- say how the keyworker service works across different integrated care board areas

4. Who can have a keyworker



There must be agreed ways of working between the **Dynamic Support Register** and the keyworking service.

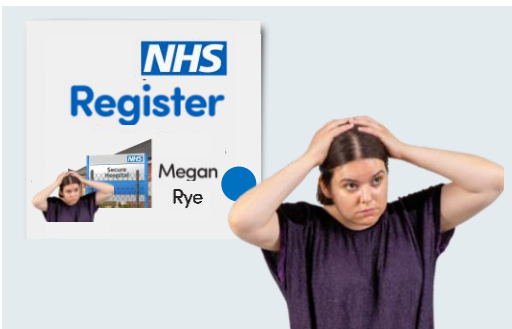


Referral to the keyworking service should be through the **Dynamic Support Register**.

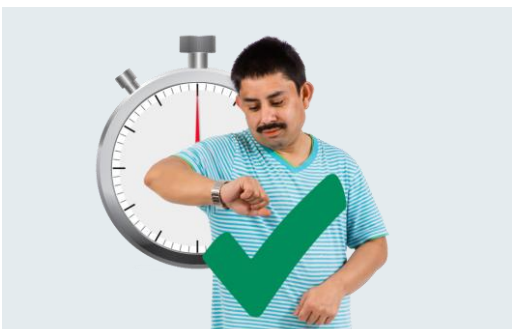


Children and young people must be assessed for a keyworker if they are:

- aged 18 years and under who are rated red, amber or blue on the **Dynamic Support Register**



- aged 18 to 25 years old who are rated blue on the **Dynamic Support Register**

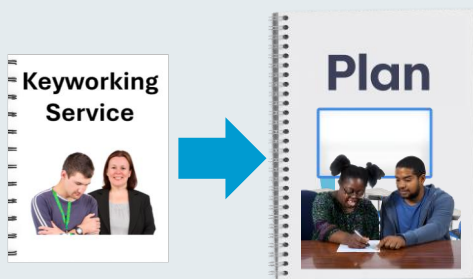


This must be done quickly to help children or young people get the support they need.

5. Sharing information and advertising



Information about the keyworking service should be shared and advertised.



And added in the special educational needs and disabilities (SEND) local plans.

6. Checking how well keyworker service works



Commissioners (people who pay for services) should be able to see the data about the keyworking service in their area.

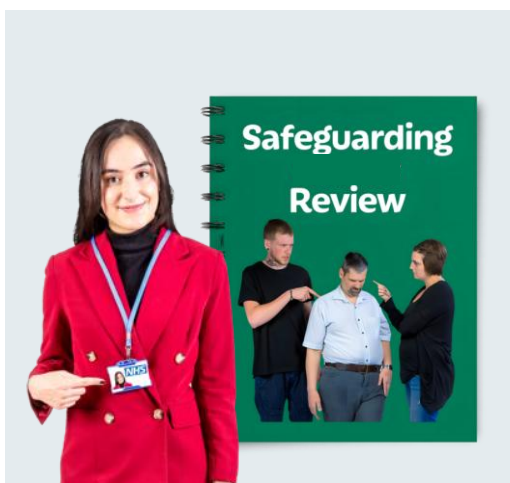


All children, young people and parent carers should be asked to share their experiences of keyworking.

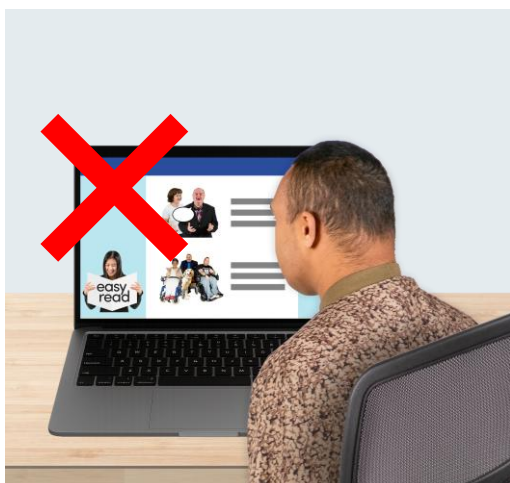
7. What should happen if a keyworker has any concerns



There should be clear ways of how to raise any issues or concerns seen by a keyworker



Senior managers should quickly step in to investigate issues raised.



The full minimum standards for keyworking services document can be found here: [NHS England » keyworking services](#)

This is not in easy read.

