

Keyworking service for children and young people with autism and/or learning disability



Who do we support?

The North East London Keyworking service works with children and young people with learning disabilities and/or Autism, aged 0-25 years old who have complex needs.

The service is available across:

- Barking & Dagenham
- Havering
- Waltham Forest
- Redbridge
- City & Hackney
- Newham
- Tower Hamlets



What do we do?

The aim of the Keyworking service is to ensure children, young people and their families' voices are heard and represented and they have the right support from services at the right time, to improve their experiences and outcomes, reduce the length of stay in specialist hospitals or avoid admission.

How will we provide support?

The Keyworking service will tailor the support provided based on each child, young person and family.

They will work with the services already involved in care and treatment to identify where additional support is most needed to make sure that their involvement is adding value and not duplicating or disrupting existing support.

We will not replace any currently supporting health and social care workers.

Sometimes, the Keyworking case managers may work directly with the child, young person and family, or they may work with services (social care, education, health etc) to join up care and treatment and to ensure there are no gaps.

Examples of what they may do to help avoid admission or support an earlier discharge include:

- Advocate for children, young people and families to ensure their voices are heard, understood and respected
- Ensure the right support from services within a timely manner at the right time
- Support services to work in a joined-up way
- Represent children, young people and families when they may not feel confident or able to speak up themselves
- Give you information and guidance in a way that will help improve quality of life
- Help children, young people and families to work with and have access to health, care, education and voluntary organisations
- Build trust as someone that will be a consistent presence for the child, young person and family during any transition, for example, helping with the transition into adulthood and adult services or between phases of education



How to access the keyworking service:

To access keyworking support, children and young people must be on their local dynamic support register. They can ask a professional working with them to refer, or they can make a self-referral by contacting the dynamic support register holders.

What is a dynamic support register?

A dynamic support register is a list of people with learning disabilities and autism who need support because they are at risk of going into hospital if they do not get the right care and treatment in the community. No one is added to the register without their consent.

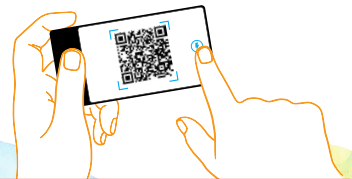
How do I get more information or make a referral?

If you would like more information or would like to make a referral, please:

Visit: www.nelft.nhs.uk/nel-keyworking-service

Email: keyworking@nelft.nhs.uk

Call: 0300 300 1603



Scan the QR code to visit our nel-keyworking-service

If you would like this information in Braille, large type, in another format or in another language, please ask a member of staff. (English)

Bu bilgileri büyük yazı tipinde Körler Alfabesinde, başka bir biçimde ya da başka bir dilde okumak isterseniz lütfen bir görevliye danışın. (Turkish)

Nëse këtë informacion do e dëshironit në Braille, font më të madh, në format tjetër apo gjuhë tjetër, ju lutem pyesni një anëtar të personelit. (Albanian)

Se desejar obter esta informação em Braille, num tipo de letra maior, noutro formato ou noutro idioma, por favor peça a um membro do pessoal. (Portuguese)

আপনি যদি এই তথ্যটি ব্রেইলে, বড় হরফে, অন্য ফরম্যাটে বা অন্য ভাষাতে পেতে চান, অনুগ্রহ করে, কোন কর্মীকে তা বলুন। (Bengali)

در صورت تمایل به دریافت نسخه‌ای از این اطلاعات به صورت بریل، با چاپ درشت، یا به فرمت یا زبانی دیگر، لطفاً درخواست خود را با یکی از کارکنان ما مطرح کنید. (Farsi)

Jeśli chcieliby Państwo uzyskać niniejszą informację zapisaną w alfabecie Braille'a, dużą czcionką, w innym formacie lub w innym języku, prosimy zwrócić się w tej sprawie do członka personelu. (Polish)

Si vous souhaitez obtenir ces informations en gros caractères Braï ou dans une autre langue, veuillez le demander à un membre de l'équipe. (French)

நீங்கள் இந்த தகவலை ப்ரெய்ல், பெரிய எழுத்துக்கள், வேறு ஃபார்மட் அல்லது வேறு மொழியில் பெற விரும்பினால், ஊழியரிடம் கேளுங்கள். (Tamil)

إذا أردت الحصول على هذه المعلومات بطريقة برايل، أو بحروف كبيرة، أو بصيغة أو لغة أخرى، يرجى طلب ذلك من أحد أعضاء فريق العمل. (Arabic)

Если вы хотите получить эту информацию на языке Брайля, напечатанную крупным шрифтом, в другом формате или на другом языке, пожалуйста, обратитесь к любому сотруднику. (Russian)

NELFT provides community and mental health services for people of all ages in Essex and the London boroughs of Barking & Dagenham, Havering, Redbridge and Waltham Forest, as well as Kent and Medway.

NELFT NHS Foundation Trust, CEME Centre –
West Wing, Marsh Way, Rainham, Essex RM13 8GQ.

Tel: **0300 555 1200**

www.nelft.nhs.uk

Production date: July 2023

Review date: July 2026

Ref: 1226771923

©2023 NELFT NHS Foundation Trust