**Key Working Policy and Procedures**

**Purpose**

* To promote independence and dignity.

**Scope**

* All people we support.

**Policy**

* Each individual will have an allocated Key Worker.
* The Key Worker will be involved in all stages of the goal planning and risk process.

**Procedure**

* Key Workers are to act as the individual’ advocates. Each one must represent the individual and support their rights in any staff communication meeting where the people we support are not present.
* They are to be available for individuals’ review meetings.
* They are to be aware of professional boundaries at all times, and recognise the nature of the relationship between themselves and the individuals receiving support.
* They are to ensure that all individual needs are being met by the organisation.
* They are to facilitate the individuals’ social and recreational needs of the people we support.
* They are to facilitate any personal shopping needs of the people we support.
* They are supported to attend health and well-being appointments.
* They are presented with opportunities to spend time with family, friends and loved ones.
* They are presented with opportunities to seek employment or access to educational facilities where applicable.
* They are to ensure that the individuals’ property is respected and treated according to the people we support’ requirements.
* They are to support the individual in the preservation of, and entitlement to their personal human rights.
* They are to ensure that the people we support have a period of one-to-one quality communication according to hours allocated.
* They are to ensure that the individual has the opportunity to participate in community activities as they so wish.
* At all times, the key worker is aware of the need for privacy and to ensure dignity is shown to the individuals at all times.