

# *Key Working*

This procedure is to cover the formal arrangements required by the key-working role. In addition to these procedures are the general interactions on a day-to-day basis that also contribute to key working and should be logged and monitored in the same way as the formal procedures herein.

1. On admission the service user will be allocated a Key-Worker. On the admission date, or the earliest possible date thereafter, the service user will have an [induction \(4 Admissions Procedure\)](#) with the key work team. Staff should follow the [Lone Workers policy](#) when working alone with any service user.
2. Service Users will start their support agreement on a probationary period. Within the first week the Action Plan Coordinator will complete the initial assessment and first action plan with the service user. Clients will write down the actions they wish to achieve to meet identified support needs and state a date / time they expect to achieve the action (See [Appendix 1](#)) The Action Plan Coordinator will record the plan using the current version of Sanctuary Management Console Software - Sanctuary MC Software©; Clients will identify appropriate actions to meet support needs in conjunction with the Stages System (see [Appendix 2](#)). The resulting action plan will be followed and all relevant information documented, agreed and signed by both service user and Key-Worker (or other staff member in the case of absenteeism).
3. Responsibility lies primarily with the service user to ensure all key-work sessions are arranged, attended and action plan is achieved. The service user will have at least one diarised key-work session per week. A key-work booking form will be on display for service users to use to make arrangements ([Appendix 3](#)). If the Action Plan Coordinator is unavailable due to absenteeism, the service user is primarily responsible for making alternative arrangements with the Manager of the team in order to achieve the required key-work sessions. The team should be aware of absent Action Plan Coordinator and to the best of their ability will encourage and support service users in fulfilling the key work sessions themselves or by seeking another staff member to hold key work sessions. I.e. Manager.

4. In the case of planned holidays/time off Key Workers must meet with service users to discuss and arrange alternative key work sessions for the period in question and negotiate with other staff, under the supervision of the team, to cover for the absent Key Worker.
5. Key Workers will only deal with issues on the action plan. Any further issues will be added to the action plan tasks in order that all support work and related tasks are recorded. Key Workers will enter brief notes into the report form on the Sanctuary MC software© in time for the next review meeting (usually monthly), regarding service users' progress, assessment and /or risks that need staff team input.
6. The service user is expected to evidence how they have met the stages system using document at [Appendix 2](#). It is the responsibility of the service user to ensure that the Management Console action plan is updated on completion of any task. The Action Plan Coordinator will use monthly review meetings to ensure service user reports correspond with service user evidence sheets (see [Appendix 2](#)). The service user will go up the stages system when tasks have been completed and evidence, in the event tasks have subsided this may result in stage demotion. It is the responsibility of the service user to ensure action plans are achieved and recorded on the management console.
7. Although service users are primarily responsible for the completion of all documentation the Key-Worker will monitor, encourage and support the service user and will reduce assistance as the service user progresses and ability and confidence increases.
8. Key Workers (or other staff member) may accompany service users at external appointments when agreed as part of service user action plan, manager and team (or other staff member). Staff should follow the [Lone Workers policy](#).
9. The focus of support work is Multi-Agency Referral. All support/action planning must seek to make connections and build relationships with all agencies relevant to the personal development of the individual, for the benefit of the individual.

## *Project Workers*

Service users distributed evenly and appropriately.

Referrals, Interviews, Induction, regular key working sessions, action plan assessment with resident, resettlement issues and liaise with Action Plan Coordinator, seek accommodation and support resident through smooth transition.

## *Manager*

Referrals, Interviews, Action plan, 4 – 13 week review of the action plan, assessment with resident, liaise with and pass case to reintegration worker where applicable.

### *Support/Action Planning areas as per Sanctuary MC Software:*

#### 1. Health

- |                     |                    |
|---------------------|--------------------|
| 1.1. alcohol        | 1.9. epilepsy      |
| 1.2. blood          | 1.10. learning     |
| 1.3. cardiovascular | 1.11. medication   |
| 1.4. dental         | 1.12. physical     |
| 1.5. digestive      | 1.13. respiratory  |
| 1.6. drug           | 1.14. self-harming |
| 1.7. dvt            | 1.15. senses       |
| 1.8. emotional      | 1.16. skin         |

#### 2. Life Skills

- |                    |                        |
|--------------------|------------------------|
| 2.1. cleaning      | 2.7. independence      |
| 2.2. communication | 2.8. literacy          |
| 2.3. conduct       | 2.9. numeracy          |
| 2.4. confidence    | 2.10. personal hygiene |
| 2.5. cooking       | 2.11. prioritising     |
| 2.6. finance       |                        |

#### 3. Relationships

- |                |                     |
|----------------|---------------------|
| 3.1. community | 3.3. friends        |
| 3.2. family    | 3.4. spouse/partner |

- 4. Resettlement
  - 4.1. Resettlement Planning
  - 4.2. Emotional Health
  - 4.3. Physical Health
  - 4.4. Independent Living
  - 4.5. Housing Knowledge
  - 4.6. Housing Responsibility
  - 4.7. Budgeting
  - 4.8. Goal Setting
  - 4.9. Income
  
- 5. Vocational
  - 5.1. armed forces
  - 5.2. employment
  - 5.3. further education
  - 5.4. training
  - 5.5. voluntary work

Using the scale on the software for each area of support need the key worker will assess as:

Pre contemplation	Individuals in the <b>precontemplation</b> stage of change are not yet thinking about changing their behaviour. They may not see it as a problem, or they think that others who point out the problem are exaggerating
Contemplation	the action of looking thoughtfully at something for a long time
Determined	Possessing or displaying resolve
Action	A thing done; an act.
Achieving	A service user has engaged in 5 or more actions

The initial assessment process will provide an overall percentage score that reflects the current support needs of a service user. Following our intervention, this percentage score will increase as we look to address each area of support. The Action Plan should be outcome led and in the case of residential projects, measured by the Stages System.

## *The Stages System*


The Stages System will indicate the expectations and outcomes of the delivery and execution of the Action Plan. The stages system should be seen as a firm guide in order to accommodate different levels of progression and achievement and not as 'set in stone'.

A service user may begin to fulfil certain areas of a higher stage before reaching that stage and visa-versa.

# ACTION PLANNING

NAME			
DATE COMMENCING			
WEEKLY ACTION 1		When?	
WEEKLY ACTION 2		When?	
WEEKLY ACTION 3		When?	
WEEKLY ACTION 4		When?	
WEEKLY ACTION 5		When?	

Signature of Client	
Signature of Worker	

Go  
**confidently**  
 in the  

**direction**  
 of your  
*Dreams.*  
**Live the Life**  
 you have  
*Imagined.*

## Appendix 2

# SANCTUARY TRUST STAGES SYSTEM

PROBATION STAGE				
TASKS	EVIDENCE			
<i>Complete Action Plan</i>				
<i>Have live Housing Benefit and Income Benefit</i>				
<i>Attend fitness class or suitable alternative (if medically fit)</i>				
<i>Have registered with GP, Dentist and all other appropriate services</i>				
<i>Follow All Conditions of Stay at the Project</i>				

**Complete all of the above to achieve:  
STAGE 1 - Full resident status**

TASKS	EVIDENCE			
<i>Display Improved Personal Hygiene (where appropriate)</i>				
<i>Taking medication as prescribed (where appropriate)</i>				
<i>Set up payment plan to address any service charge owed to Sanctuary trust (where appropriate)</i>				
<i>Complete all cleaning and cooking duties</i>				
<i>Attending weekly Action Training Workshops</i>				

**Complete all of the above to achieve:  
STAGE 2 - Benefit - Do not have to return for evening meal**

TASK	EVIDENCE			
<i>Display an improving positive attitude towards Healthy eating (where appropriate)</i>				
<i>Have completed at least 5 Actions as identified in Action Plan</i>				
<i>Display improving sleeping pattern (where appropriate)</i>				
<i>Set up a saving scheme to help towards moving on</i>				
<i>Build Bridges with Family/ loved ones (where appropriate)</i>				

**Complete all of the above to achieve:  
STAGE 3 - Benefit - Contribute to staff team meetings as assistant spokesman**

TASKS	EVIDENCE			
<i>Completed at least 50% of Action Training Workshops</i>				

<i>Actively exploring new ways to have fun in a healthy way</i>				
<i>Begin to address any arrears from previous accommodation</i>				
<i>Display good personal Hygiene, sleeping pattern and exercising regularly</i>				
<i>Identified clear and achievable move on plan</i>				

**Complete all of the above to achieve:  
STAGE 4 - Benefit - Sanctuary will pay for Food hygiene course**

TASK	EVIDENCE			
<i>Complete 100% of Action Training Workshops, train externally</i>				
<i>Cook regular evening meal for all the residence</i>				
<i>Volunteer</i>				
<i>Consistently identifying and achieving Actions through Action Planning meetings</i>				
<i>Offer peer support to new or struggling residence and be the house spokesman in by weekly team meetings</i>				

**Complete all of the above to achieve:  
STAGE 5 - Up to 1 night out per week**

TASK	EVIDENCE			
<i>Sit on Sanctuary trust Management committee as Service user representative</i>				
<i>Complete a back to work training Programme</i>				
<i>Join Sanctuary trust Buddying Scheme</i>				
<i>Develop other support network set up in community</i>				
<i>Be taking all appropriate actions to move on</i>				

**Complete all of the above to achieve:  
SANCTUARY LEGEND  
Up to 2 nights out per week**

EVIDENCE NOTES



