

# The role of the key worker

A guide for parents and  
families



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**The  
Children's Trust**  
For children with brain injury



  
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## What is a key worker?

A key worker is your main point of contact whilst you are at The Children's Trust. He/she will maintain regular contact with you, keeping you informed of any changes or developments in your child's care.

Your key worker:

- is someone who you and your family can ask questions to and raise concerns with;
- liaises with the multi-disciplinary team regarding your child's care, therapy, play and nursing needs;
- develops your child's care plans in conjunction with you and your child;
- contributes your wishes, feelings and concerns to reports and meetings.

## Who is my child's key worker?

- Every child and young person supported by The Children's Trust has an allocated key worker and co-key worker.
- The roles are allocated by the house manager and are fulfilled by nurses and/or child support assistants.
- You should be informed of the name of your key worker on the day of your child's admission to The Children's Trust.

## How do I contact my key worker or co-key worker?

- Your child's key worker or co-key worker will initiate contact with you shortly after your child's admission.
- A plan can then be made about the support you and your child may need from them on.
- Future contact and meetings can also be arranged, in liaison with yourself and your child. This may be through a combination of face-to-face meetings, telephone calls and emails.

## What can I do if I need further information?

- If you'd like further information on the key worker role or any of the information included in this guide, please speak to any of the healthcare professionals working with you and your child.

