

## Keyworkers

On admission to The Lodge, you are be allocated a care assistant who will be your key worker.

A key worker is an effective way to build closer relationships between residents and staff. You should be able to come to know and rely upon your key worker as a particular "friend" who will provide and support your care. The quality of the key worker/resident relationship is crucial and your key worker sees this as an important aspect of their work in getting to know you and monitoring your independence and self esteem.

Although your key worker will not be on duty everyday they will assist you and encourage you to continue your links with families, friends, leisure pursuits and personal grooming. Your key worker will communicate your needs and wishes to the care team on your behalf.

A key worker system is a two-way partnership and we invite you to tell them of your likes, dislikes and any other concerns you may have.

If you feel that you are unable to relate to your key worker please feel free to speak with any one of the Senior Carers or the Manager, to request a change.