



Role of a Keyworker in the Child Death Review Process

A Child Death Review (CDR) is the statutory process for understanding why children die and learning from child deaths in England. It happens for every child death regardless of the cause.

The process includes immediate actions to be taken after a child's death, a local review of a child's death by those who were involved in the child's care and treatment in a CDR meeting followed by an independent review by the Child Death Overview Panel (CDOP).

Parents should be allocated a Keyworker, to support them through the review. They are a single point of contact for parents, sharing information and helping them access any services and support they might need.

There needs to be consideration about who is the best person to be the keyworker for each individual family, and discussion with local healthcare providers about keyworker allocation when a child dies in a hospital away from home.

There are no set rules about who can be a keyworker. It could be someone who already knows the family well e.g. a community nurse or it could be someone who has never met them before e.g. works within a bereavement team

Most important is someone who:

- ▶ Understands child bereavement
- ▶ Understands the Child Death Review Process
- ▶ Is contactable via email or phone
- ▶ Is able to signpost to local and national support organisations (for the whole family)

The keyworker has a vital role to play in supporting parents after a child death and enabling parents to be involved in child death review. It is important that keyworkers understand about Child Death Review and have enough time to support families properly.

Key Responsibilities

- ▶ Make and maintain contact and support for bereaved parents within the recommended timeframes and until the CDR process is complete. Use the parents preferred method of contact where possible.
- ▶ Provide bereaved parents with all relevant information and assist their understanding of the CDR process and how they can be involved. This can be achieved using the template letters and regular contact via their preferred method.
- ▶ Facilitate bereaved parents to think about and voice any questions, concerns or other feedback. A feedback form can help with this.
- ▶ Represent bereaved parents at the CDR meeting, bringing their questions, concerns or feedback for those present to discuss.



- ▶ Inform bereaved parents if there are any delays to the process and, using their preferred method of contact, let them know that the meeting has taken place.
- ▶ Ensure that a plain English letter and summary of the meeting is sent to bereaved parents within a month of the meeting taking place. This should address any questions, concerns or other feedback the parents provided.
- ▶ Offer opportunity for bereaved parents to meet to discuss the outcome of the meeting
- ▶ Arrange follow-meetings for the parents with the lead clinician if needed to discuss any medical issues.
- ▶ Throughout the process, provide signposting to further bereavement support

Skills: <ul style="list-style-type: none">- Verbal & written communication- Active listening- Organisational skills- Advocacy- Personal/professional boundary setting	Personal Qualities: <ul style="list-style-type: none">- Empathetic and sensitive- Flexible and adaptable- Self-aware- Committed- Proactive
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