

## Decision tree for social care providers to enable safe and effective delegation of healthcare activities to care workers

This decision tree is designed to support care providers with decision-making and key considerations for safe and effective delegation. It is not a substitute for professional, regulatory or clinical oversight. We recommend that providers read the delegated healthcare activity guiding principles to ensure they have considered all aspects of delegation. The decision tree can be used as a visual quick reference guide.

1. Is the delegation in the best interest of the person accessing care and support? Have you involved them and/or their representatives in consent and decision-making?

No

**Recommendation:** Take a person-centred approach to delegation involving the person and consider their wishes, preferences and needs and the intended outcome of the delegation.

2. Do you have robust governance, policies and procedures for safe and effective delegation?

No

**Recommendation:** Ensure you have involved other stakeholders such as your insurers, your organisational board and/or senior leaders, your CQC inspector, your local commissioner and Integrated Care System.

3. Has delegation been considered fully within the person's care plan using a person-centred approach?

No

**Recommendation:** The care plan should include (not exhaustive) the activity to be delegated, the limits of the delegation, how risk will be managed, record keeping and reporting, contingency and escalation procedures and monitoring and review arrangements.

4. For residential care homes with nursing only: Are you aware of delegated healthcare activities happening internally from your employed regulated healthcare professionals to care workers?

No

**Recommendation:** Care providers must ensure they have the right governance, support and regulation to support delegation within their organisation, as well as where external delegation occurs.

5. Have you involved your managers and care workers to consider any impact, such as capacity to deliver, workforce wellbeing, how they are supported and supervised?

No

**Recommendation:** Involve managers and care workers in delegation decisions helping them understand the benefits, and check how they're feeling, their confidence and if they feel supported.

6. Are you assured that your care workers and managers have sufficient learning and development? How will this be provided and by whom?

No

**Recommendation:** Care providers and the delegating healthcare professionals involved are responsible for ensuring care workers have the right level of learning and development, skills and competency.

7. Do you have sufficient record-keeping systems in place for learning and development, skills and competency including how and when skills will be refreshed?

No

**Recommendation:** It's good practice to have clear and accessible learning and development records as agreed with the delegating healthcare professional.

8. Are you assured that a care worker is sufficiently supervised and supported by their manager?

No

**Recommendation:** Ensure that there are effective managerial supervision arrangements in place with the opportunity to ask questions, raise concerns and share positive outcomes.

9. Are care workers and managers able to access support, advice and information from the delegating healthcare professional?

No

**Recommendation:** Promote working in partnership and ensure staff have access to support and advice as needed. This can help to build trust and relationships across health and social care boundaries.

10. Are there escalation and out of hours procedures in place? Do you have agreed contingency arrangements if trained staff aren't available?

No

**Recommendation:** Ensure all staff and managers involved know who and how to escalate concerns including out of hours contact and are aware of contingency arrangements.

11. Are there sufficient monitoring and review arrangements in place for the person's needs and health outcomes, including how care workers knowledge and skills will be refreshed?

No

**Recommendation:** Take steps to agree monitoring and review arrangements with the delegating professional in line with the person's individual needs.

We are interested in feedback on what works and doesn't work in this decision tree. Please send proposed improvements to:

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