**Appendix three**



# Delegation governance template

This governance template can be used to summarise all of the aspects of the proposed delegation. It may be accompanied by one or more standard operating procedures (SOP) or replaced by an SOP if that is appropriate and all aspects are covered.

## Overall governance

Describe here where the delegated healthcare activity fits within the local health and care system and who is responsible for ensuring that it is taking place in accordance with this document.

This may be very different during the pilot and implementation stage rather than for an established programme of delegation.

## Consent

It is essential that people who access care and support are fully aware of the delegation that is taking place, are involved in the decision-making and give appropriate and documented consent. Ideally this should be through a shared care plan which sets out clearly the activity and any escalation process to be followed in the case of unusual results or concerns.

## Education and training

This section should include:

What learning and development is expected to be undertaken by those to whom the activity will be delegated – both background knowledge, and practical skills.

It may also include details of the type of training provision to be used – e.g. eLearning, accredited qualification, simulated learning etc.

Specific skills and competencies needed relating to the individual needs of the person and the nature of the activity being delegated.

All parties to the delegation should agree how the details of the individual training should be identified, recorded, updated and refreshed.

There should also be a clear statement of who is responsible for ensuring the successful completion of the training and a timescale for any refresher training or continuous professional development.

**16**

## Competence

Once the education and training is complete, there will be a need for clinical competency assessment by the person who is delegating the task, or an individual within their organisation who undertakes this on behalf of the organisation.

Details of how this will be completed and recorded and how often an observation of competency should be completed by the delegating regulated healthcare professional to ensure that they have confidence that competence is maintained.

Additional learning and development may be needed if a person’s health conditions change and should be monitored through clinical review and discussion by the regulated healthcare professional.

Policies and procedures covering delegated health activities often include clear guidance on initial competency checks and should include details of ongoing assurance of competence which is essential.

## Supervision

Confidence is as important as competence in the successful sustainability of delegation. All parties should be able to voice concerns and request an increased level of supervision, advice and information at any time in the best interests of the person and others involved.

Levels of supervision can increase or decrease according to the level of knowledge and skill of the care worker and their increasing confidence. Supervision may take a number of forms

depending on the activity which is being delegated and ongoing and flexible agreement between the regulated healthcare professional, the care provider and the care workers involved. The governance document should include details of how the supervision will be provided and by whom (e.g. phone/remote/working alongside). It is not the same as clinical observation of competency.

## Escalation

As with any healthcare activity, there must be a clear process of escalation when concerns and queries arise which should be understood by all involved including the person drawing on care and support.

Identification of the process for escalation will be included in the training programme and the person’s care plan.

The appropriate response to issues arising will differ depending on the nature and timing of the concerns raised.

Care providers and managers should be familiar and in agreement with the escalation process for any delegated activity in order to effectively operationalise where needed.

A clear pathway to access the delegator or out of hours services for urgent care and emergency care should be established prior to any pilot starting, with protocols being included in this governance document.

## Accountability

All stakeholders need to understand and accept their accountability. This will principally rest with the delegating healthcare professional, but other partners will also need to be aware they are accepting the responsibility and accountability for their role in the delegated activity.

Care workers undertaking the delegated activity work as agreed in the training and following the care plan, seek advice as required or as the person’s condition changes, such as an improvement or a deterioration. Care workers must not act outside of their competencies in relation to the delegated activity and as agreed within the person’s care plan.

Care employers must enable staff to have time to complete training and to undertake the delegated activity as they have been trained and without rushing. Identify any new staff needing training. Local protocols for requesting training to be added here.

Employers of delegating regulated healthcare professionals must ensure that staff are competent, confident and have time to undertake the supervision of the delegated activity.

Other parts of the system may also have accountability where some interventions are being delegated.

## Evaluation

If this is a pilot, details of any evaluation and who it will be provided by should be included in the overall governance document.

## Resources

Resources are an important part of governance, particularly where the activity covers more than one organisation. For delegation to be sustainable there must be appropriate recognition and reward for the individual who will undertake the enhanced role.

Add details here of what resources will be made available to support the delegation and the funding source.

## Key stakeholders

List the stakeholders that have been identified as active participants in the process and who will be asked to sign up to the governance document or standard operating procedure (SOP).

## Policies and procedures

Include here any standard policies and procedures for both delegating and receiving organisations to adopt a statement of what they should include if organisations are free to use their own.

## Review

How often will the governance by reviewed and who will be responsible for this?

It may be helpful to include here details of the owner of the document - date of inception and review date.

## Sign off

List here the formal sign off by relevant key stakeholders.