

# Delegating healthcare tasks to your PA - Getting your support right



March 2022



# Welcome

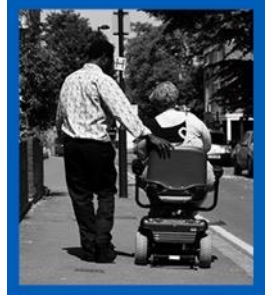


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- This webinar will last no longer than 75 minutes.
- Attendees are on mute.
- Please do comment and ask **questions** via the **Q&A** function. This is monitored by facilitators.
- Please use the **chat function** if you have any **technical issues**.
- Captioning can be requested at any time during the webinar by requesting it using the CC icon.
- If any questions arise during the session, we'll answer them if we can, time permitting, or we'll respond after the webinar.
- The links to the resources shared in this webinar will be added to the website when the recording of the webinar is published.



# Agenda

- Introduction
- Rob's journey and how delegating healthcare tasks has improved his life
- Delegation of healthcare tasks explained
- Things to get right from the employment point of view
- Implementing changes with your PA
- How Skills for Care is supporting individual employers
- Panel Q&A



# PERSONALISATION & EMPOWERMENT

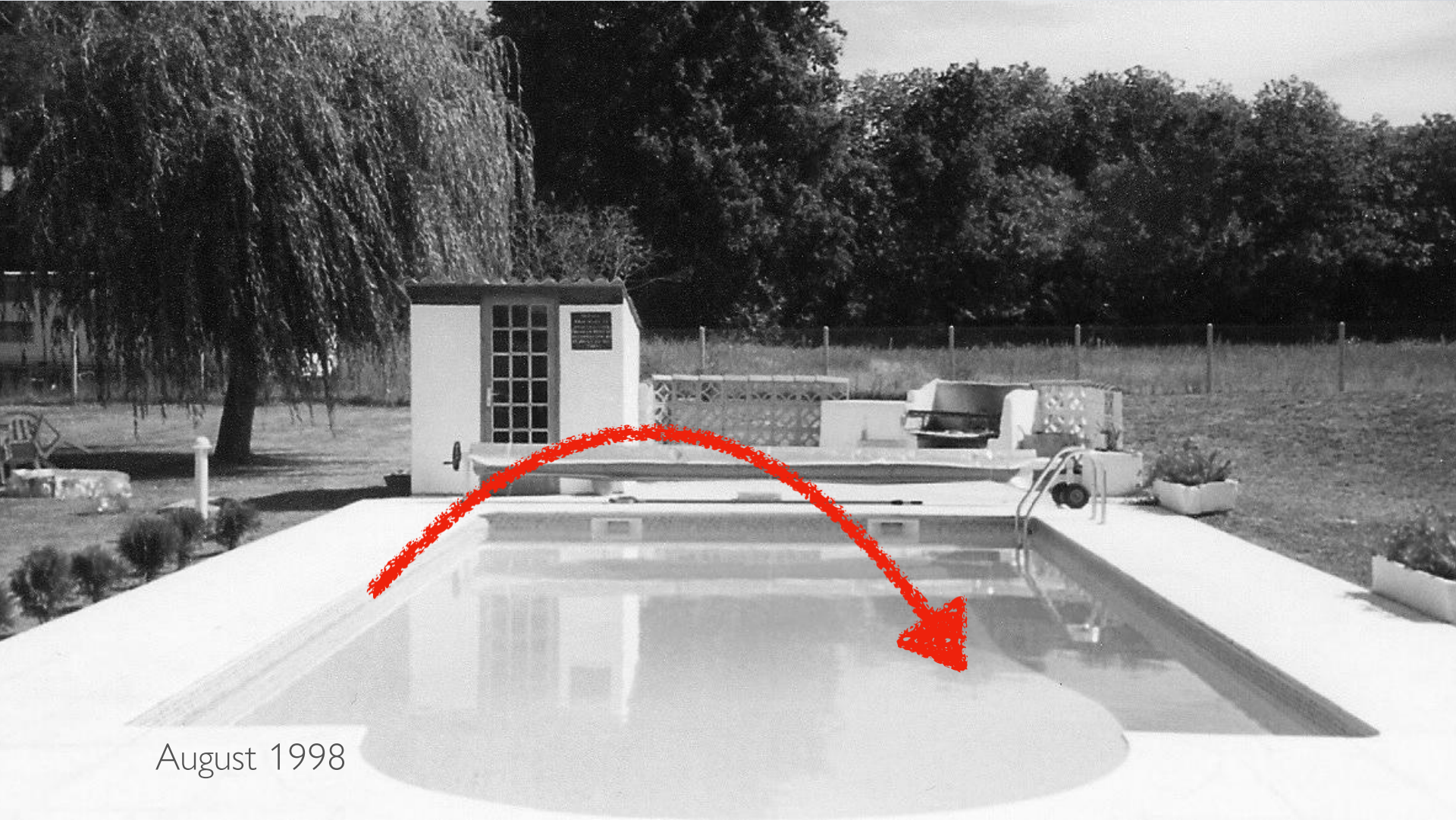
## The Impact of Delegation

By

Rob Moriarty







August 1998

# My story?

- 1998: C4/5 Incomplete Spinal Cord Injury (“Tetraplegia”)
- '99-'01: A-levels (Home): 60 PAs, Parents
- '01-'05: Uni (Leeds): 7 PAs/yr
- '05+ : Direct Payments/Personal Budgets/Continuing Healthcare/Personal Health Budget



If you want to read more:  
[www.robmoriarty.co.uk/about](http://www.robmoriarty.co.uk/about)



	+	-
Agency	No employment responsibility or staff recruitment concerns	High staff turnover, cost; Low quality; No privacy
Parents	Better Privacy - No strangers in your home, no cost.	Worse Privacy - Parents/Personal Care; No Independence to be with friends etc.; Limitations with elderly
Uni	Interviewed/hired from PA pool; Dropped to 7 PAs /yr; Consistency; Flexibility	Reliability; Grey Areas - Personal v academic support
Direct Payments	Basic Needs Covered; Simple Assessment; Means Tested	2 Year assessment period; No flexibility; Nurse/Parent Healthcare dependency; Low PA wage
CHC/PHB	Better PA Wage; Healthcare Training; Physiotherapy/Respite Costs Included; Agency Backup; Not Means Tested; No limit to cover, Absolute Control	Insurance Ambiguity; Training Suppliers Subject to regular review; Difficult to qualify for



# Direct payments

- PA Hourly Rate (£7.20): March 2010 (-9%)
- No physio
- No training for PAs
- DNs/Parents
- No backup option/respite
- Stand for 30 mins, 3x per week at best
- Average PA Contract: 18 >> 8 months

£75k p/a



# Personal health budget

- PA Hourly Rate increase
- Physio – two hours per fortnight
- Healthcare training for PAs
- Holiday/Respite costs
- Agency backup
- Stand for 60 mins, 5x p/wk
- Assistive Technology
- Average PA Contract: 8 >> 15 months



# Systemic dependence

- Home/University: Visits every third night
- Catheter Change: every three weeks
- 2005 onwards: Alternate Nights
- 18:00 - 22:00
- Two month period: 11/25
- Holidays/Away trips
- Manual Evacuation
- Time delay



# Benefits

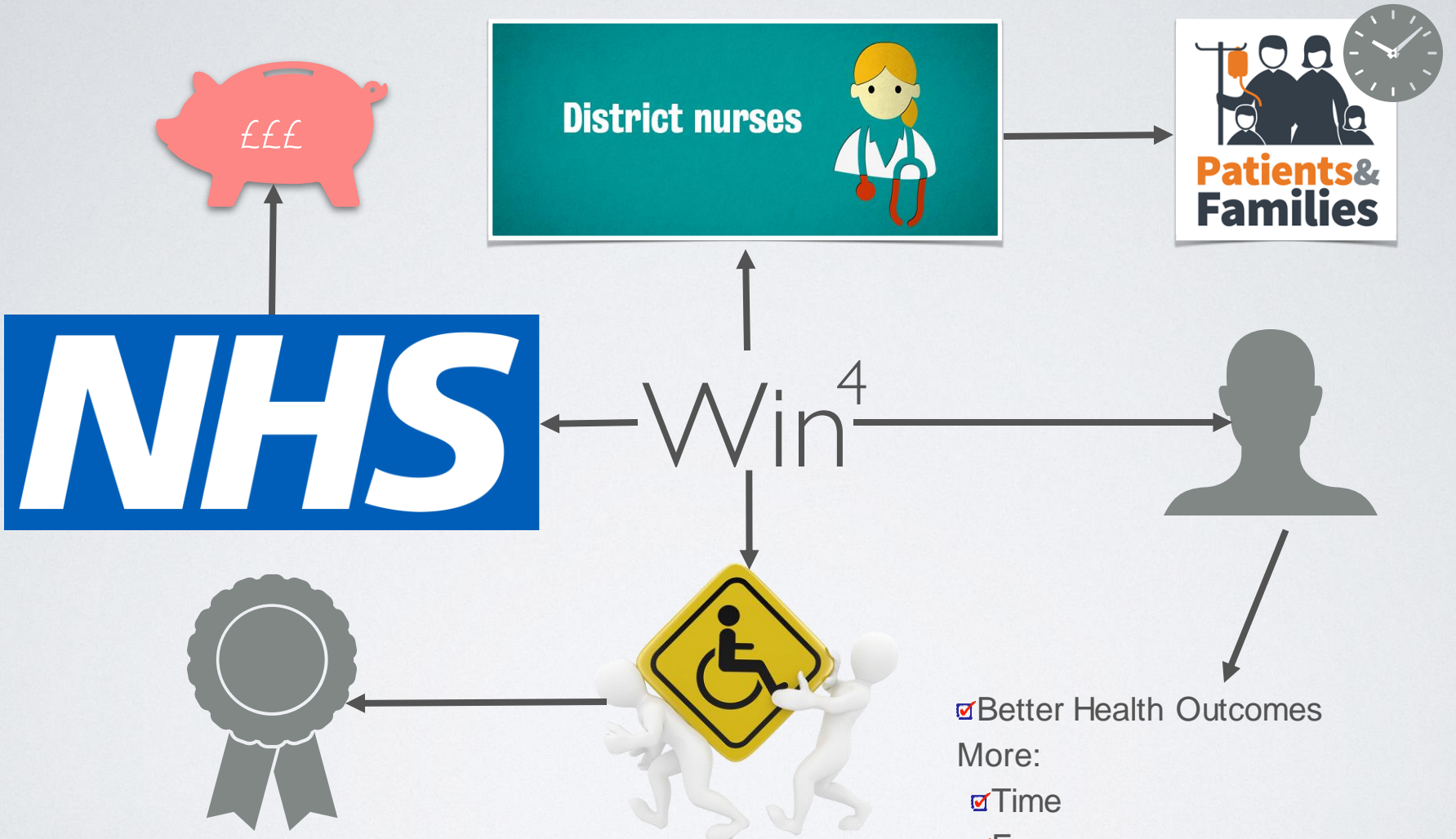
- Catheter changes quicker
- Go away without nurses/parents
- Toilet when I want to
- Produces better result
- More Comfortable
- Spasm/less pain
- Sleep/eat better
- Take fewer medications
- Stand longer/more frequently
- Body looser
- Sit for longer
- Skin better
- Work more productively
- More time

**“Choice, Flexibility and Control”**

**“Small changes = BIG impact.”**



	ASC	PHB	Saving
PA Pay	£88,400	£98,000	
Nurse Visits	£16,500	£4,900	
One-off Costs	£2,500	£5,000	
Contingency	£3,500	£4,500	
Tax Contribution	-£13,500	-£15,000	
TOTAL	£97,400	£97,400	0%

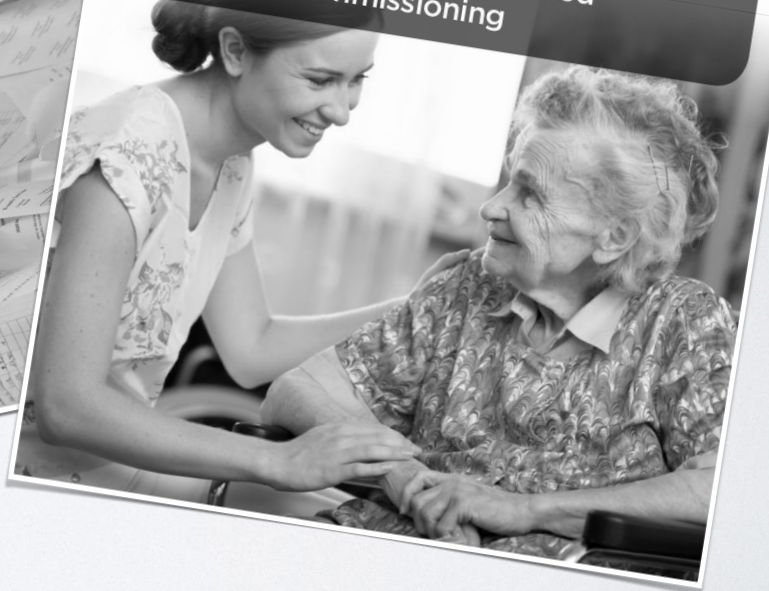


- ✓ Better Health Outcomes
- More:
- ✓ Time
- ✓ Energy
- ✓ Flexibility
- ✓ 400% Contribution Increase



**Integrated Personal  
Commissioning**

Delegation of healthcare tasks to  
personal assistants within personal  
health budgets and Integrated  
Personal Commissioning





# Have things REALLY changed?





“Personalisation has literally made the difference between me being kept ‘just about alive’ and actually ‘having a life worth living’.”

# Any questions for Rob?



# Delegation of healthcare tasks

03 March 2022

NHS England and NHS Improvement



## What we mean by delegation

- A nurse (or other health practitioner) giving someone else the authority to do something specific in a specific situation, that they would usually be responsible for delivering.
- A nurse (or other health practitioner) should only delegate tasks and duties that are within the other person's scope of competence.
- Requires training but also checking that the person understands and can show that they can perform the task satisfactorily (assessment of competence).





## Different kinds of tasks

- Personal Care – requires training in good core skills.
- Use of equipment – requires instruction in safe use.
- Healthcare tasks – require delegation and need to include training, assessment of competence and training review.

A close-up photograph of several blister packs containing pills. In the foreground, there is a white blister pack with several light pink, round pills. Behind it, there is a grey blister pack with several white, round pills. To the right, there is a dark grey blister pack with several yellow, oval-shaped pills.

## Which healthcare tasks can be delegated?

- Something that can be done in much the same way each time.
- Something that doesn't require the person to make clinical decisions each time they do it.



## Why delegate?

- PA can respond to the person's needs when and where required.
- Can help to make sure the task is done in a way that works for that person.
- PAs can value developing new skills and being able to more fully meet the person's needs.
- Makes best use of NHS workforce resources and skills.



## Deciding if delegation is appropriate

- Identify the tasks to be considered for delegation and consider:
- The person – is delegation in the person's best interest?
- The task – can it be taught or does it require judgment?
- The PA – is it within the scope of their job description and are they happy to take it on with training?
- The employer – are they content for the PA to take on this task?





## Care planning

- Agree what tasks should be delegated.
- Plan how training will be provided, and competence assessed and reviewed.
- Include funding allocation for training where required, and for appropriate insurance costs.

## Duty of care



- CCGs are responsible for making sure that care plans meet the identified health and wellbeing needs of an individual and are an appropriate use of resources.
- The CCG must agree that the health needs of the person can be met through the purchase of the services specified in the care plan.
- The CCG must ensure that the care package contains everything necessary to deliver safe care; and that any significant risks have been discussed with the person or their representative and appropriate procedures to manage these risks have been included.



## Commissioners

Commissioners have the overall responsibility to ensure that the system commissioned for delegation, training, competency assessment and review is safe and robust.

## The practitioner

- The registered practitioner with the relevant skill to delegate the task, is accountable for the decision to delegate and cannot delegate that accountability.
- They are responsible for the decision in relation to the delegation of the specific task.
- Provided, the decision to delegate is made appropriately (which will include training, assessment of competence and review), they are not accountable for the decisions and actions of the PA to whom they delegate.



# The employer

Employers are accountable for the actions of their PAs when the PA is working within their sphere of competence and in connection with their employment (vicarious liability). It is helpful if employers:

- Check the job description and person specification include requirements for delegated healthcare tasks.
- When recruiting, think about the candidate's ability to learn the required skill.
- Check that each PA has received training and is competent and confident to deliver the delegated healthcare task.
- Not ask the PA to go outside the scope of their training.
- Seek advice from the care coordinator or relevant practitioner if concerned about a PA's ability to deliver the delegated healthcare tasks.



# The PA

The PA has a duty of care and is accountable for accepting the delegated task as well as responsible for his/her actions in carrying it out. The PA's responsibilities include:

- Taking part in training and signing to acknowledge competence and confidence to accept the delegated tasks.
- Seeking advice and support from the employer and delegator if concerns arise or they come across something not covered in training.
- Not undertaking tasks that they have not been trained for or exceeding the limits specified in the delegation of the task.
- Seeking retraining for delegated tasks within a reasonable timescale prior to expiry.



## What can help the process go well?

- Good communication
- Shared decision-making
- Personalised approach – not one size fits all







# Questions

# Employer Responsibilities

MBL insurance

# Choice, Flexibility & Control

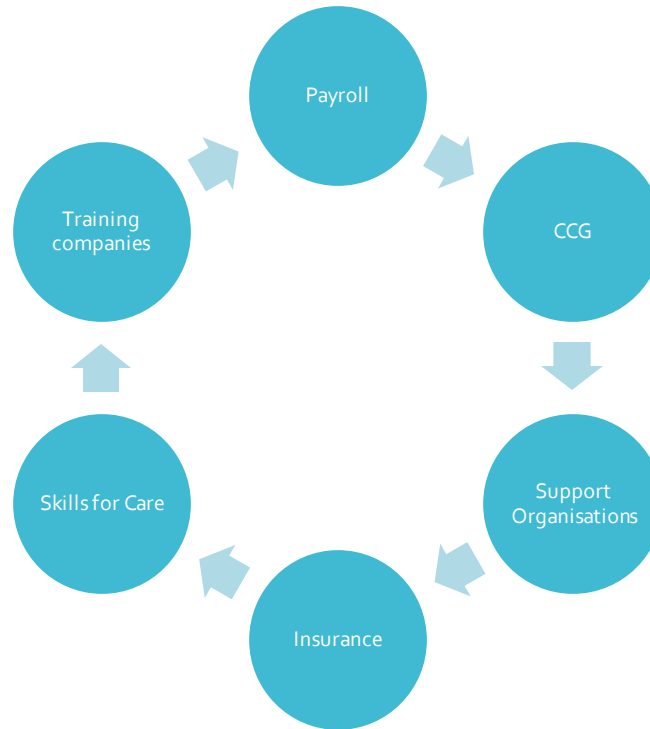
These are the foundations of direct payment policy. When we are discussing DP employment we must also add in responsibility.

Employers are ultimately responsible for recruitment, contracts, H&S in the workplace (home) and training of their employees.

*We would expect that a restaurant would train its staff to ensure cooking, cleanliness, hygiene standards were all high.*

As an employer you must follow the same laws as other businesses.

# Circle of support



# Any questions for Myles?



# Things to do before introducing changes

- Talk to your PAs at an early stage to identify worries or concerns they may have. Address those concerns and make sure your PAs are willing and confident in the new task they will be taking on.
- Remember that as the employer you need to support your PA through the introduction of any change and beyond.
- If the change goes further than a **reasonable management request** then consultation will need to be formal. Keep a record of the consultation even if the change is by mutual agreement.



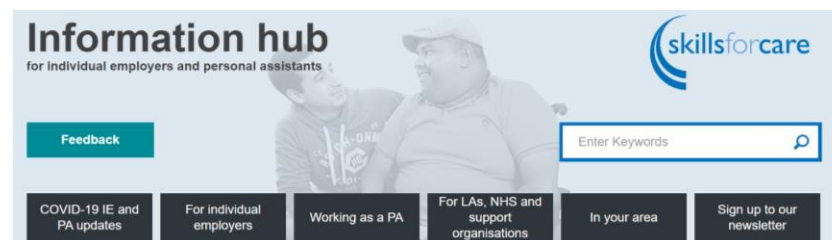
# Things to check before delegating a healthcare task

- Could the change constitute a change in terms and conditions of employment?
- Are you asking your PA to take on a task with a higher level of responsibility?
- Are you asking your PA to take on a task with a higher level of complexity and skill?
- Will there be a change in rate of pay as a result of the new task being introduced?
- Is the answer to any of the questions is yes take advice before you implement the change. Remember to seek advice from your insurer about your employer liability.
- For general advice on employment issues contact ACAS helpline 0800 470 0613 [www.acas.org.uk](http://www.acas.org.uk)



# Information hub for employers, PAs and support organisations

- Link to A Question of Care
- Being a PA guide
- Links to videos about being an employer and PA
- Practical guides to support learning and development
- Understanding the employment status of PAs
- [www.skillsforcare.org.uk/iepahub](http://www.skillsforcare.org.uk/iepahub)





# Employing personal assistants toolkit

This toolkit includes information about:

- recruiting a personal assistant
- before your personal assistant starts
- managing your personal assistant
- training and qualifications
- sorting our problems
- templates.



Email [marketing@skillsforcare.org.uk](mailto:marketing@skillsforcare.org.uk) for a free printed copy or visit [www.skillsforcare.org.uk/PAtoolkit](http://www.skillsforcare.org.uk/PAtoolkit)

# Funding for training

Support the development of both employers and PAs

## Individual employer funding:

- Pay for the cost of training, travel and replacement PAs

[www.skillsforcare.org.uk/iefunding](http://www.skillsforcare.org.uk/iefunding)

## ULO funding:

- Awarded to organisations to arrange training

[www.skillsforcare.org.uk/ulofunding](http://www.skillsforcare.org.uk/ulofunding)

## COVID-19 essential training:

[www.skillsforcare.org.uk/essentialtraining](http://www.skillsforcare.org.uk/essentialtraining)



# Events and keeping up to date

## Events and information webinars

- Webinars on subjects including staying safe online, understanding your responsibilities as an employer, wellbeing resources and how IEs and PAs can access them, recruiting during the pandemic and more to follow

[www.skillsforcare.org.uk/events](http://www.skillsforcare.org.uk/events)

## Newsletter for individual employers and those who support them

- Our quarterly newsletter keeps you up-to-date with new resources, events and news from the sector

<https://id.skillsforcare.org.uk/Account/Register>



**Any questions for Bernadette, Anita, Myles or Jez?**



**Thank you**

