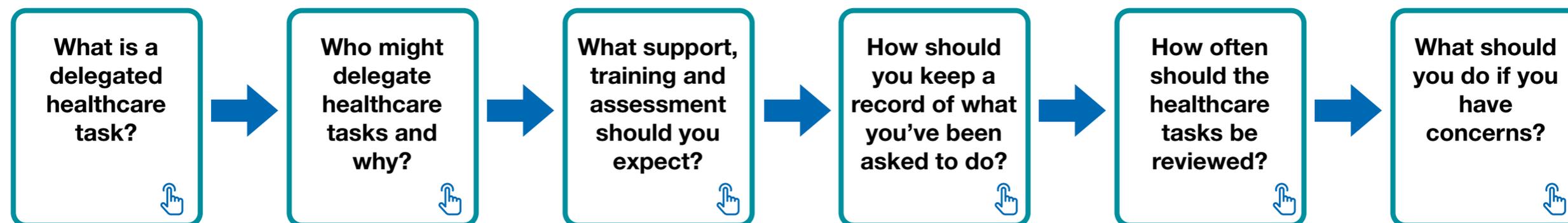
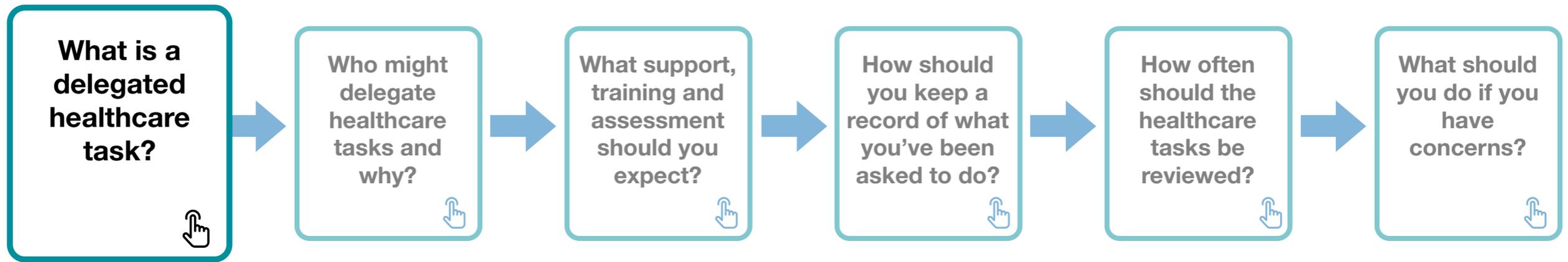


Delegated healthcare tasks

guide for care workers

This guide is for care workers who work in care homes and may be useful to care workers who work in other social care settings. You must only carry out delegated healthcare tasks that your employer and manager has agreed to and you have been sufficiently trained and assessed. You must not carry out delegated healthcare tasks without training and support or tasks you do not feel confident or competent to do.





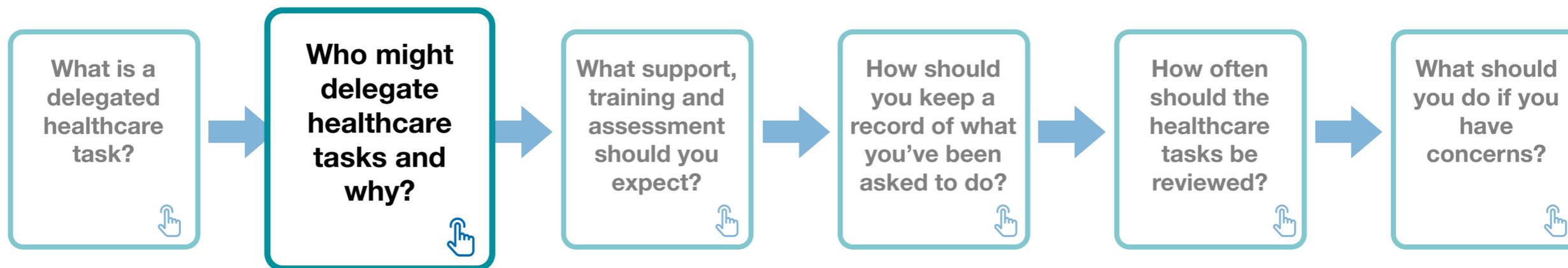
What is a delegated healthcare task?

A delegated healthcare task is usually of a clinical nature that a registered healthcare professional delegates to a paid care worker following appropriate assessment, training and support.

Examples include:

- Supporting skin integrity and wound healing by changing dressings.
- Supporting a person's nutrition using a PEG (Percutaneous endoscopic gastrostomy).
- Supporting a person to manage their diabetes through insulin administration and monitoring.





Who might delegate healthcare tasks and why?

Who can delegate a task?

Tasks can only be delegated by a registered healthcare professional who is involved in the person's care.

Examples include registered health professionals:

- registered nurses
- nursing associates
- occupational therapist.

Responsibility

Your employer and manager are responsible to ensure that you have the right training, assessment and support to deliver the task safely and competently.

You are responsible for following the care plan and performing the task as required, flagging any concerns and escalating where you need further support or where you feel the task cannot be done safely.

You must not carry out any delegated healthcare tasks where you do not have sufficient training, assessment and support and/or tasks you do not feel confident or competent to deliver.

Before agreeing to deliver a task, make sure you:

- understand fully what it is that you are being asked to do and why
- have the skills, knowledge, experience and had relevant training to complete the activity
- be confident to perform the activity as part of your role
- be confident that you'll be properly supported and supervised.

It can be hard to refuse to carry out a delegated task, but you **must** refuse if you feel:

- you don't have the skills, knowledge and experience to carry it out safely
- the activity is something that you haven't done before or isn't a part of your normal duties
- you do not have the right support and supervision to do the task safely and competently.

If you refuse the task, it doesn't mean that it won't get done; it will be delegated to someone else.

Why are tasks delegated?

Social care workers are sometimes best placed to do certain tasks, as they usually know people well and can deliver a consistent level of person-centred care.

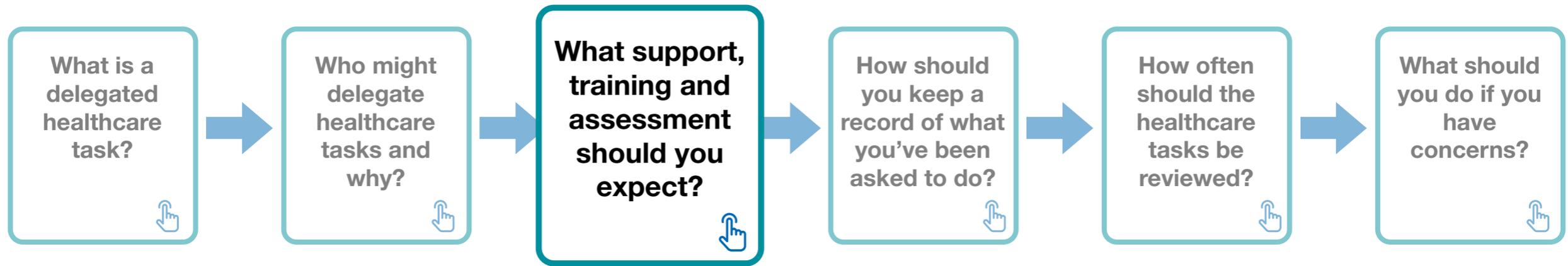
Tasks may be delegated to you if it is in the best interest of the person with their agreement and to improve the care and support to the person.

The benefits for the person can be:

- less restrictions on their life with more choice and control
- receiving responsive and timely person-centred and consistent care.

The benefits for you can be:

- increased job satisfaction
- developing new skills and knowledge
- opportunity to enhance the person's care, lifestyle and independence.



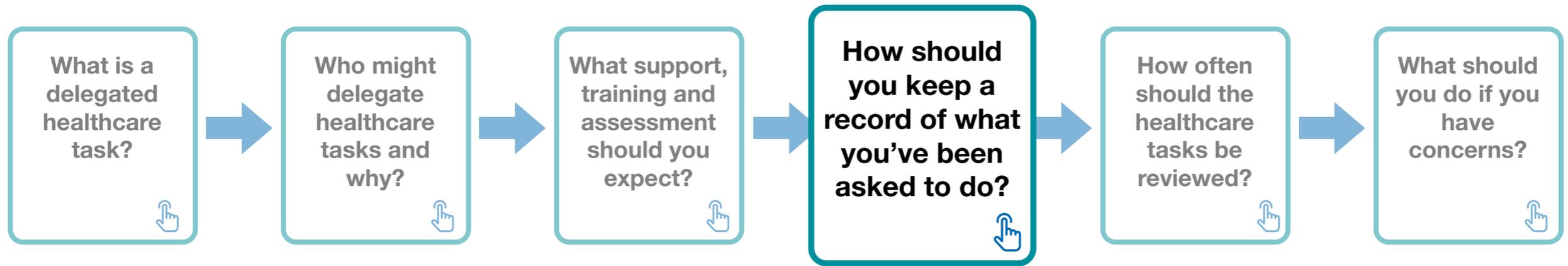
What support, training and assessment should you expect?

You should receive training, assessment and review specific to the task and the person's needs which generally includes:

- any new knowledge required
- a demonstration of how to do particular tasks and understanding of the person's individual wishes and preferences to deliver dignified and person-centred care
- safe use and/or disposal of any equipment
- opportunity to practice and ask questions with the person who has delegated the task with observation and supervision to assess your ability, confidence and competence to carry out the task before working unsupervised
- a signed record that you have achieved competence
- agreed ongoing support requirements
- refresher training to ensure you remain confident and competent.
- the refresher frequency will depend on the task and the person's changing needs.

Please note: delegated healthcare tasks are person-specific, not task-specific. You would need further agreement, training and assessment for you to deliver a healthcare task that you have been trained for, to other people supported.





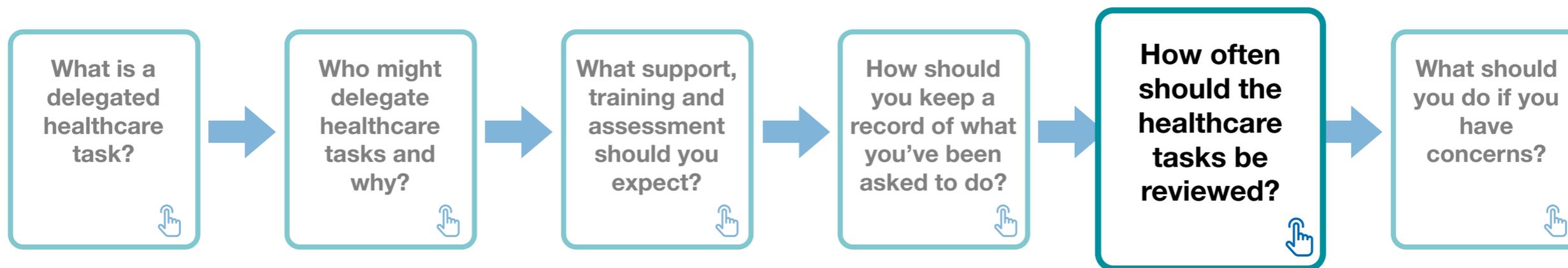
How should you keep a record of what you've been asked to do?

Ensure you understand and are able to follow the procedures for the delegated healthcare task in the person's care plan.

Any risks identified should be explained to you with an understanding how to manage the risk, who to contact if you have any concerns, including out of hours support if required.

Record your activities as directed by the healthcare professional and your organisation. For example, this could be completing a specific chart and how to monitor this as agreed with the healthcare professional.



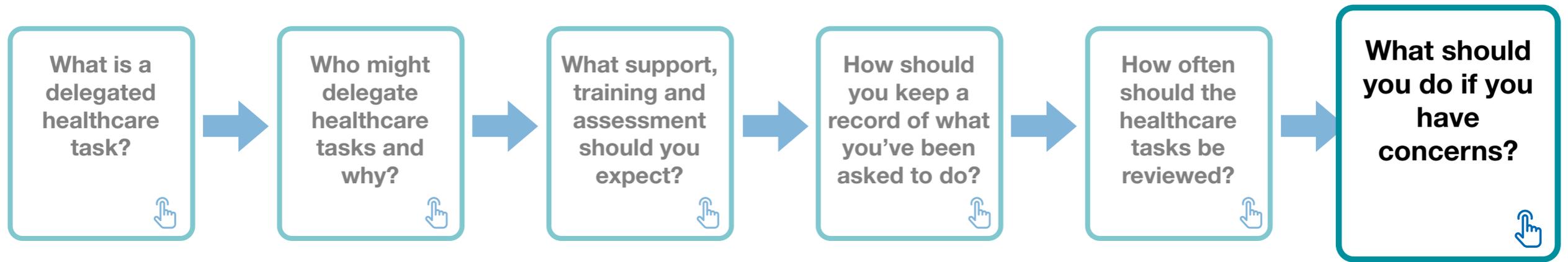


How often should the healthcare tasks be reviewed?

The delegating professional is responsible for ongoing clinical review arrangements. This should be documented clearly in the care plan along with who to contact for advice and reassessment, particularly if the person's needs are known to regularly change or fluctuate.

Contact your manager if you feel the person's needs have changed and/or the training, assessment and support you have no longer meets the requirements of the task.





What should you do if you have concerns?

A delegated healthcare task is a shared health responsibility and you or your manager must be required to make a standalone clinical judgement.

The care plan should include how to contact the relevant healthcare professional for advice and guidance, including out of hours support if required, for situations when you have concerns and what to do.

Contact your manager or out of hours arrangements if you have any concerns about:

- your ability and competence to complete the task
- your confidence to complete the task
- whether the person's needs or the task has changed
- if you require further training and assessment to carry out the tasks safely and competently
- if you feel you are unable to do the task for any reason.

