

Additional Service Requirement Specification

Competency Based Training - Delegated Health Tasks

1	Legislation and Policy Guidance
	<p>In delivering Delegated Health Tasks Providers will be expected to ensure compliance with the Cambridgeshire Community Services NHS Trust Medicines Management in the Domiciliary Care Setting Policy (Adults), and Cambridgeshire County Council's Children's Social Services Policy which governs the delivery of Services to Children in their own home.</p> <p>Responsibilities of the Care Provider under this policy include:</p> <ul style="list-style-type: none">• Ensure when agreeing to provide assistance with medication that they have the capacity and capability to do so safely.• Ensure they have appropriate employee liability insurance.• Ensure their staff comply with this policy.• Establish, document and maintain an effective system by which medicines are managed safely and securely (with particular attention to controlled drugs) to meet the Service User's care needs.• Designate an experienced senior member of staff to be responsible for management of this system.• Ensure that Care Staff providing assistance with medication, and appropriate managers, have been trained and are competent to do so.• Conduct and maintain a Medicines Risk Assessment for each Service User who takes prescribed medication.• Provide a Medication Recording Document or ensure a Medication Recording Document is available for their Staff to record assistance provided.• Ensure a system is in place which assures the source and accuracy of information contained within the Medication Recording Document, and that any changes made after production of the document are evident.• Establish an effective system to ensure that Medication Recording Documents which are no longer in use (e.g. from previous months) are removed promptly from the premises.• Establish a system by which completed Medication Recording Documents are reviewed by a senior, experienced member of staff at least once a month, who reports any discrepancies their own incident reporting system and takes appropriate action.• For Adults over the age of 18, establish an effective system to ensure that the Medication Recording Document is reviewed following discharge from hospital, and is updated when changes are made to the Service User's medication, e.g. following an out-patient appointment.• Immediately take medical advice in the event of a mistake occurring, and to fully investigate, document and take necessary measures to prevent recurrence. Provided due care and attention has been taken, and the policy has been adhered to, genuine mistakes should not be treated as a

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	<p>disciplinary matter. However, failure to report a mistake would be a disciplinary matter.</p> <ul style="list-style-type: none"> • Monitor the care provision and requirements to ensure the care continues to be delivered and is appropriate. • Respond to concerns raised by care staff and others about the Service User's medicines management. • Respect the Service User's right to refuse medicine on any occasion, and to report refusals and missed doses appropriately. • Specify in the care plan the details of support with medicines to be provided.
2	The Service
2.1	Overview
	<p>This Service will be available to:</p> <ul style="list-style-type: none"> • All residents of Cambridgeshire who are identified as having eligible social care needs and, • All residents of Cambridgeshire and Royston in Hertfordshire where individuals are registered with a Cambridgeshire GP, and are eligible for NHS fully funded Continuing Health Care (CHC) and Joint Funded Health Care from Cambridgeshire and Peterborough CCG.
2.2	Service Delivery
	<p>Delegated Health Tasks undertaken may incur an additional payment based on the needs of the Service User.</p> <p>In line with Specialist Training and Competency Guidelines below, the Provider's Staff will be expected to:</p> <ul style="list-style-type: none"> • Follow the care plan and this policy with meticulous care and attention. • Where they are trained and able to so, provide the level of support specified in the care plan. This could include: <ul style="list-style-type: none"> ○ Medication Prompting in accordance with the Care Plan and Service User's instructions. ○ Administering Medication/Administering Medication by Specialist Technique in accordance with the Care Plan and the Prescriber's instruction. • Medication Prompting must be recorded in the Service User's Care Plan. • Administering Medication/ Administering Medication by Specialist Technique must be recorded in the Medication Recording Document. • Immediately report any refused doses or mistakes in the administration of medication to their manager, including omitted doses. If unable to contact the manager, the Care Worker should not delay seeking medical advice. • Act in a way which would not put themselves or the service user at risk. Ensure they have received the necessary training and are competent and confident to provide the care required.

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- Staff will work closely with Community Health colleagues to ensure that there is clear communication and understanding of the person's needs.
- Care Staff are only accountable for medication they themselves administer or assist with.

Whilst the table below is not comprehensive, it provides an indication of the likely tasks to be undertaken, subject to Training and Competency requirements:

Medication Prompting	Administering Medication	Administering Medication by Specialist Technique
<ul style="list-style-type: none"> • Requesting repeat prescriptions from the GP • Collecting medicines from the community pharmacy/dispensing GP surgery • Disposing of unwanted medicines safely by return to the supplying pharmacy/dispensing GP practice (when requested by the Service User) • Reminding or prompting by the Care Worker to a Service User to take their medicines. • Manipulation of a container of prescribed medicine under the direction of the patient. 	<ul style="list-style-type: none"> • Selecting and preparing prescribed medicines for immediate administration. • Selecting and measuring a dose of prescribed liquid medication. • Applying a medicated cream/ointment/patch ; inserting drops to ear, nose or eye; and administering inhaled medication. • Preparing medication for the Service User to take themselves at a later (prescribed) time to enable their independence, in accordance with the Care Plan 	<ul style="list-style-type: none"> • Rectal administration, e.g. suppositories, diazepam (for epileptic seizure) • Insulin by injection • Administration through a Percutaneous Endoscopic Gastrostomy (PEG) and Buccal midazolam for epileptic seizure • Assistance with oxygen

Providers who undertake these tasks will need to ensure they are appropriately indemnified and have clinical governance arrangements in place to ensure staff are trained to undertake these tasks.

Moving forward the Commissioners will be working to develop strong strategic relationships with District Nursing and GPs to ensure smooth integrated working and their support in providing training and clinical governance to enable Providers to develop into this specialist area of the market.

3 Specialist Training and Competency

Training for independent providers who provide care for Service Users who live in Cambridgeshire is offered by Cambridgeshire County Council in partnership with the Cambridgeshire Community NHS Trust.

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- **Medication Promoting** - Any Care Worker providing medication prompts and assistance must clearly understand the limits of the support to be provided, and work strictly within the instructions in the Care Plan. If they have any concerns regarding this, or the Service User appears to require a greater level of support, the Care Worker must report this to their manager promptly.
- **Administering Medication** - Care Worker must not be permitted to give administer medication until they have received training in medicines management and have been assessed as competent against the elements set down in the Cambridgeshire Medication Competency Criteria. Competencies should be assessed consistently and re-assessed/adapted in line with the needs of the Service User.
- **Administering Medication by Specialist Technique** - Care Workers must not be permitted to give this level of support with medication unless they have received the necessary specialist training for the task and are deemed competent. Competency should be assessed consistently and re-assessed/adapted in line with the needs of the Service User.

This may involve delegation by a Registered Nurse, for an individual Service User, and an individual Care Worker by mutual agreement between the Registered Practitioner and the Care Worker. The Nurse must train the Care Worker and be satisfied they remain competent to carry out the task. The Nurse remains accountable for the task. A record of such delegation must be retained by the provider and the nurse.

Where Care Workers consider that they are operating outside the level of their competence, they must immediately contact the Registered Nurse for support and guidance, or additional training.

Nurses employed by Cambridge Community NHS Trust are not permitted to delegate to employees of any other organisation, for reasons of accountability.