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Summary report

November 2024

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1. Overview

Source: York Consulting.
Programme Lead, a Local Authority Contracts Quality Manager and a former clinician.

A regular dialogue was also maintained with nine test sites that agreed to trial the guiding principles and/or supporting resources within their organisations or networks and feedback was gathered at a face-to-face learning event in February 2024.

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that it would necessarily be echoed by others that have used the principles and resources but who did not take part in the evaluation. However, the report findings provided a useful foundation for updates to the guiding principles, published in November 2024.

3. Key findings

Feedback on the guiding principles

Most respondents found the guiding principles to be useful, clear and comprehensiv-d3640@058>3@0

Reduced the risks associated with delegated healthcare activities (70%)
Enabled a better care experience and outcomes for people drawing on care and support (73%)
Increased my understanding of safe and effective delegated healthcare activities (79%)

Some social care providers have updated their internal policies and procedures in accordance with the principles and/or have incorporated them within joint assessments of care needs. Improved quality and consistency of care was mentioned. Others spoke of hospital discharge delays either reducing or being avoided following the adoption of the principles.

Whilst the guiding principles are there to support person-centred, safe and effective delegation of healthcare activities, the evaluation highlighted the complexity of decision-making across the integrated health and social care system and that situations and challenges will arise that are outside of the scope of the principles.

Feedback on the supporting resources

Three-quarters of the fifty-five respondents who provided feedback on one or more of the supporting resources agreed that they had improved their knowledge and/or confidence of delegated healthcare activities, had reduced risk and were making delegation more person-centred. A similar proportion said the resources were helping them to provide a better care experience for people drawing on care and support.

At least seven in ten respondents agreed with the following statements:

The supporting resources have...

Improved my knowledge/confidence of undertaking delegated healthcare activities (74%)

Enabled better decision-making and consent (73%)

Enabled

4. Recommendations

Recommendations included:

Update the guiding principles to include more detail on the responsibilities and

ensure that the care workers are competent to carry out the healthcare activity delegated to them. They should also be able to demonstrate that learning and development and support has been provided for them to deliver the activity to the required standard.

A link to the CQC [The scope of registration May 2022](#) has been included to clarify the registration requirements for delegated healthcare activity.

A link to [guidance published by NHS England](#) has been included which may be useful to consider for joint commissioning arrangement discussions.

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The [National Care Forum sample policies](#):

The language has been updated through the policies to reflect people drawing on care and support.

There has been an update included across the policies in relation to social and clinical judgement and ensuring appropriate arrangements are in place for a care