

# Delegation Guidelines for Health Care Support Workers



## Learning Outcomes

- Define the terms delegation and accountability
- Understand the roles and responsibilities of support workers and line managers
- Understand the implications of inappropriate delegation
- Outline key legislation and organisational policy

## Purpose of the All Wales Guidelines for Delegation

These national guidelines have been developed to assist in the management and practice of all acts of appropriate delegation.

They have been developed primarily to support clinical staff, however, the principles could be applied to all staff groups across health and social care.

These guidelines do not apply to unpaid carers or volunteers who might have been taught to carry out a procedure by a member of health or social care staff.

# All Wales Guidelines for Delegation

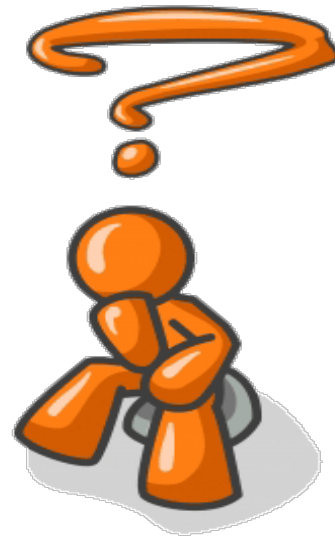


Adding a Digital Layer  
to the NHS  
Health Education and  
Improvement Wales (HEIW)



[Link to All Wales Guidelines Delegation](#)

What does delegation and accountability mean to you?



# Delegation

- Assignment of responsibility or authority to another person to carry out specific tasks
- To give control/responsibility to someone to trust or someone with a duty/task



# Accountability

- An obligation or willingness to accept responsibility or to account for one's actions/tasks undertaken
- Being willing to answer for all outcomes from your choices, behaviours and actions



# Accountability

To be accountable, practitioners must:

- Have the ability to perform the activity or intervention
- Accept responsibility for doing the activity
- Have the authority to perform the activity, through delegation and the policies and protocols of the organisation

Royal College of Nursing





## The person delegating the task must:



- Be satisfied that you have the skills, knowledge and experience to carry out the task safely and effectively – indeed, as safely and effectively as a registered member of staff would carry it out.
- Ensure you've received the appropriate training to perform the task.
- Ensure that the task is within your remit as a Health Care Support Worker.
- Explain exactly what's expected from you in performing the task and make sure you understand.
- Make sure you're happy to perform the task.
- Make sure you're supervised during the task.

**You must:**



- Understand fully what it is that you're being asked to do and why.
- Recognise that you have the skills, knowledge, experience and any relevant training to complete the task.
- Be happy to perform the task as part of your normal activity as a Health Care Support Worker.
- Be happy that you'll be properly supervised.

## A few Scenario's to help put in context

### Scenario 1



You are asked to carry out a work activity which requires you to use a piece of equipment that you have not used before.

- What should you do?
- Is this appropriate/ inappropriate delegation?
- What might the implications be?

**Please write your thoughts down for reference**

## Scenario 1



You are asked to carry out a work activity which requires you to use a piece of equipment that you have not used before.

- What should you do?

Never use any equipment that you have not had training on.

- Is this appropriate/ inappropriate delegation?

No, as the person delegated the task to you should ensure that you have the rights skills, knowledge/training and competence to undertake what has been asked.

- What might the implications be?

A patient could be at risk of harm e.g. the equipment is a hoist that you have not ever received training to use. You put the patient into the sling and you do not attached the sling to the machine correctly and the patient falls and fractures their hip.

YOU will be held accountable as you took on this task and did not inform the person delegating the task that you have not received training.

## Scenario 2



A Healthcare Support Worker has been asked by a Registered Practitioner to help Mr Lewis with hygiene needs and completes this task during the morning shift. Later that day the daughter of Mr Lewis asks to speak to the ward manager and states that her father was unhappy about the way in which he was washed. He claims that the Health Care Supporter Worker was 'rough and uncaring' and that the water was cold

**What are the likely implications for the Health Care Support Worker and Registered Practitioner?**

## Scenario 2 continued



- What are the likely implications for the Health Care Support Worker and Registered Practitioner?
- The ward manager will need to investigate this matter and will talk to both individuals and the patient independently to ask for their account of the event. The nursing documentation will be looked at for reference.
- If the allegation is found to be true the incident will be taken seriously and a formal action will be taken.
- Remember: to ALWAYS document in real time and ensure you provide detail e.g. 19/11/20 at 8:40am Patient A was washed with warm water and soap with Registered Nurse B. PJ's were changed and teeth cleaned with toothpaste using patients own brush. Clean shave provided using patients own shaving gel and face towelled dry. Hair brushed and patient states they feel refreshed. Clean bed linen provided and patient sat up in bed using slide sheets. All pressure areas observed and skin intact.

## Scenario 3



You are undertaking phlebotomy training. You have completed practical based sessions in the classroom with phlebotomy training and have successfully obtained a venous blood sample.

The ward sister asks you to take a venous blood sample from a patient?

**How would you respond to this request?**

## Scenario 3



You are undertaking phlebotomy training. You have completed practical based sessions in the classroom with phlebotomy training and have successfully obtained a venous blood sample.

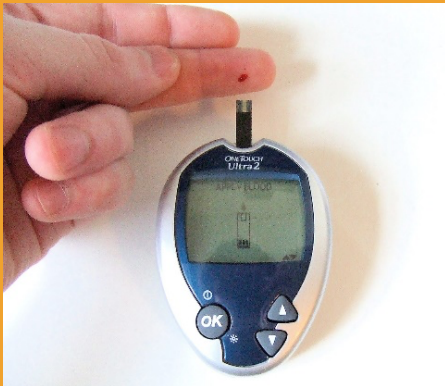
The ward sister asks you to take a venous blood sample from a patient?

**How would you respond to this request?**

**As part of the phlebotomy training you are required to observe 5 and take 5 successful samples and therefore you are not yet trained and competent to take bloods independently. You should NOT accept this request**



## Scenario 4



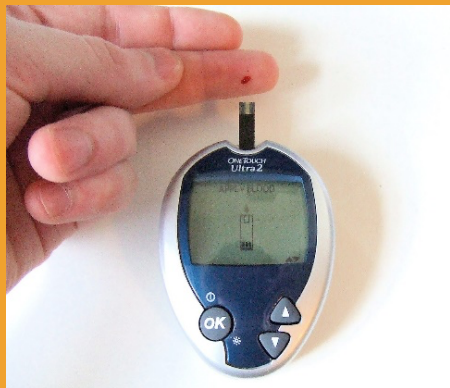
You have previously been assessed as competent at performing blood glucose monitoring. You have not performed this task for about a year and have not yet attended your yearly update.

The ward is very busy and you are asked by a registered practitioner to perform a blood glucose monitoring for a patient.

**What actions would you take?**

**What are the possible consequences of your actions?**

## Scenario 4



You have previously been assessed as competent at performing blood glucose monitoring. You have not performed this task for about a year and have not yet attended your yearly update.

The ward is very busy and you are asked by a registered practitioner to perform a blood glucose monitoring for a patient.

**What actions would you take?**

**You should not accept this task as your annual update is overdue and you have not kept this skill up to date**

**What are the possible consequences of your actions?**

**You will be held accountable**

# Key Legislation and Organisational Policy



All Wales Guidelines for Delegation.

Code of Conduct for Healthcare Support Workers in Wales.

Code of Practice for NHS Wales Employers

# Remember



- ✓ Work within your boundaries and scope of practice
- ✓ If you do not feel confident to undertake tasks/duties say no and discuss this with your ward manager
- ✓ Patients have the right to expect the same standard of care, from whoever is delivering it, and to know the qualifications of that person
- ✓ Delegation should be directed to meeting the needs and interests of the patients

Thank You

