

<p><b>Subject:</b> The framework is for the delegation of complex tasks to social care workers in Northern Ireland</p>	<p><b>Circular Ref: OSS 02 2018</b></p> <p><b>HPRM Ref:</b></p> <p><b>Date of Issue: 18 January 2019</b></p>
<p><b>For Action by:</b></p> <p><b>Summary of Contents:</b></p> <p>Key issues in the process of delegation within the context of social care and social work services. Delegation can be defined as the entrusting of a task which would usually be carried out by one person as part of their professional role to another competent person. The circular provides a framework to social care workers, social workers and their managers on what is required of them when undertaking a delegated task and sets out the processes and considerations when making formal decisions around delegation of complex tasks to social care workers.</p> <p><b>Enquiries:</b> Any enquiries about the origins of this evaluation report should be addressed to:</p> <p>Jillian Martin Office of Social Services DoH Room C3.7 Castle Buildings Stormont BELFAST BT4 3SQ</p> <p>Tel (028) 9076 5794 e-mail <a href="mailto:jillian.martin@health-ni.gov.uk">jillian.martin@health-ni.gov.uk</a></p>	<p><b>Related documents:</b></p> <p><b>Superseded Documents:,</b></p> <p><b>Expiry Date:</b></p> <p><b>Status of Contents:</b></p> <p>For Information and action if appropriate.</p> <p><b>Implementation:</b> Immediately.</p>

# **The framework for the delegation of complex tasks to social care workers in Northern Ireland**

## **Introduction**

The purpose of this Circular is to address key issues in the process of delegation within the context of social care services and the circular sets out the processes and considerations when making formal decisions around delegation of complex tasks to social care workers.

## **Requirements**

## **Enquiries**

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## **CIRCULAR OSS 02/2018**

# **THE FRAMEWORK FOR THE DELEGATION OF COMPLEX TASKS TO SOCIAL CARE WORKERS IN NORTHERN IRELAND**

## **1. PURPOSE OF THIS CIRCULAR**

- 1.1** The purpose of this Circular is to address key issues in the process of delegation within the context of social care and social work services. Delegation can be defined as the entrusting of a task which would usually be carried out by one person as part of their professional role to another competent person. The circular provides a framework to social care workers, social workers and their managers on what is required of them when undertaking a delegated task and sets out the processes and considerations when making formal decisions around delegation of complex tasks to social care workers. A Decision Making Framework for the Delegation of specific tasks to social care workers is set out in **Annex A**.
- 1.2** The circular is intended for social care workers, social workers, social care managers and employers. The circular outlines key roles, responsibilities and considerations to ensure the safe and effective delegation of complex tasks as part of social care services. It is also intended for use by any health and social care professional who delegates a health or social care task to a social worker or social care worker.
- 1.3** This categories of social care tasks in relation to delegation processes are outlined in **Annex B**.

# The delegation of complex tasks to social care workers in Northern Ireland

## 1. Introduction

This document considers issues relating to the delegation of tasks to social care workers. These are commonly more complex tasks and would usually be performed by another worker as part of their professional role, which in specified and appropriate circumstances can be delegated to social care staff. Such tasks will often require training specific to the individual service users' needs and circumstances. Delegation can be defined as the entrusting of a task which would usually be carried out by one person as part of their professional role to another competent person. This framework outlines the key roles, responsibilities and considerations to ensure the effective delegation of complex tasks as part of safe effective care planning.

Increasingly people with complex needs are being cared for outside of hospital and clinical settings, in their own homes and communities. Social care workers are taking on more tasks in relation to that care and have a significant role to play in supporting people to live as independently as possible at home through the provision of safe, strengths- based, responsive and person centred care.

The purpose of this framework is to address key issues in the process of delegation within the context of social care and social work services, encompassing,

- Professional practitioner to social care worker or social worker
- Professional practitioner to social work student
- Within the social care line management structure
- Within or across teams/agencies;
- Integrated teams and settings

Specific tasks are not listed in this framework.

Successful delegation relies upon professional judgement *and* assessment of the individual's needs, *and* assessment of the task to be delegated, *and* of the worker who will carry it out, *and* must comply with local operational policy as well as with wider policy and regulatory requirements.

## Definitions that apply to this framework

<b>Social Care Worker</b>	<p>A social care worker is a worker who competently delivers care and support. They are accountable to themselves, their employer, their professional body, and to the people they provide care and support to. Social care workers provide care and support to individuals of all ages, to families, and to groups, supporting and improving the quality of their lives and social wellbeing.</p>
<b>Accountability</b>	<p>Social care workers are accountable for the standards of their practice and their conduct, and within delegation process are responsible for:</p> <p>Taking responsibility for work delegated to them, recognising and working within the limits of their knowledge, skills and experience.</p> <p>Recognising and respecting the roles and expertise of workers from other disciplines and agencies and working in partnership with them.</p>
<b>Competence</b>	<p>Competence is a bringing together in practice of relevant knowledge, experience, skills and values. Competence is having the knowledge skills, behaviours and ability to practice safely.</p>
<b>Duty of care</b>	<p>The law imposes a duty of care on practitioners when it is 'reasonably foreseeable' that they might cause harm to service users through their actions or their failure to act. This duty of care forms a legal liability with regard to the person receiving care, practitioners. Providers of care are accountable to ensure their activities and services conform to legal requirements.</p>

<p><b>Medication administration</b></p>	<p>Involvement of the social care worker in any of the following:</p> <ul style="list-style-type: none"> <li>• helping the service user to identify the medication to be taken or applied;</li> <li>• preparing the medication dose; and/or</li> <li>• giving or applying the medication dose to the service user.</li> </ul> <p><b>Medication assistance</b></p> <p>The act whereby a social care worker reminds the service user to take or apply his or her medication.</p>
<p><b>Registered Practitioner</b></p>	<p>A practitioner who is on a register for that particular discipline or profession, i.e. the Northern Ireland Social Care Council (NISCC) or the Health and Care Professionals Council (HCPC).</p>
<p><b>Personal care</b></p>	<p>The provision of appropriate personal assistance and support to individuals who have needs associated with age, illness, disability, past or present substance misuse, mental health, physical health or cognitive functioning and includes actions taken to support personal health and social wellbeing, rehabilitation, assistance with social wellbeing activities and routines of daily living.</p>

**2. Policy, Legislative and Guidance Context**

**2.1** Best Practice, Best Care 2002 sets out the framework for setting standards to improve services and practices, strengthen accountability, ensure transparency and to improve monitoring and regulation of HSC organisations.

**2.2** The HPSS Quality, Improvement and Regulation (NI) Order 2003 defines the arrangements for improving the quality of provision measured through clinical and social care governance.(HSSPPM) 10/2002 outlines how the arrangements for clinical and social care governance should be taken forward, and identifies the key steps towards implementation.

**2.3** Social care governance: A practice workbook (NI) sets out the social care governance framework and provides guidance for practice (SCIE and DHSSPS 2013)

**2.4** Improving and Safeguarding Social Wellbeing - a strategy for social work in Northern Ireland (DHSSPS 2012).

**2.5** The 'Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003' applied a statutory **duty of quality** on the HSC Board and Trusts. This means that each organisation, large or small, has a legal responsibility to ensure that the care it provides must meet a required standard.

**2.6** The Quality Standards for Health and Social Care-Supporting Good Governance and Best Practice in the HPSS (DHSSPS, 2006) identify the standards that the public, service users and carers can expect, and the standards the statutory sector and special agencies need to meet in the planning, delivery and review of health and social care services.

**2.7** NICE guideline: Managing medicines for adults receiving social care in the community, provides recommendations on the systems and processes for managing medicines for adults receiving social care in the community (NICE 2017).<https://www.nice.org.uk/guidance/ng67>

**2.8** Guidelines for the Control and Administration of Medicines, Domiciliary Care Agencies, RQIA, January 2009. These guidelines provide advice on the management of medicines by Domiciliary Care Agencies, with the aim of promoting the safe and effective use of medicines and ensuring that suitable and high quality care is provided to service users.

**2.9** DHSSPS Minimum Standards for Adult Day Care, Domiciliary Care Agencies and Residential Care Homes. These standards cover administration, storage, recording, training and reporting errors.

The relevant medication standards within these three documents are as follows;

Day Care Settings, Standards 29, 30, 31, 32

Residential Care Homes, Standards 30, 31, 32, 33  
Domiciliary Care Agencies, Standard 7

**2.10** Social Care Workers' Professional Responsibility in Respect of Administration of Medications - Northern Ireland Social Care Council Guidance September 2013 (revised February 2016). Guidance to support social care workers to develop best practice in assisting with medication.

**2.11** Northern Ireland Medicines Optimisation Quality Framework (DoH 2015) the framework promotes multidisciplinary working and collaboration amongst health and social care professionals optimising patients' medicines use.

**2.12** NISCC Standards of Conduct and Practice for social care workers.  
NISCC Standards of Conduct and Practice for social workers.

**2.13** Department of Health guidance and standards can be accessed at: <http://www.dhsspsni.gov.uk/index/hss/governance.htm>  
Legislation can be accessed at: <http://www.opsi.gov.uk>

### **3. Who is this Framework intended for?**

The framework is intended for social care workers, social workers, their managers and their employers. It is also intended for use by any health and social care professional who delegates a health or social care task to a social worker or social care worker.

### **4. What is Delegation?**

**4.1** Most tasks carried out by social care workers do not require any delegation process and are carried out as part of the core duties and functions within their social care job role. Tasks are ascribed to the social care worker as part of day to day workload management and workload allocation arrangements by their employer and line manager.

- Delegation is only required when a social care worker is carrying out a specific task in a specified situation which would usually be performed by another worker as part of their professional role.
- Delegation is the process by which another professional; the delegator transfers responsibility to a competent worker, to carry out a specific task in a specified situation.

In these circumstances the delegator is responsible for assessing the needs of the service user, and developing a care plan to meet the identified needs. The person

who delegates the task is accountable for assessing the appropriateness of the delegation taking place.

**4.2** The delegator is responsible for their decision to delegate a task to a social care worker/social worker. A professional who delegates a task to a social care worker is not accountable for the decisions and actions of the worker who carries out the task. The social care worker is accountable for the task that they accept to undertake and for their actions in respect of performing these tasks.

**4.3** Registered professionals delegating a task must ensure that the task has been appropriately delegated which means that:

- The task is necessary and delegation is in the service user's best interest;
- The social care worker who the task is delegated to understands the task and how it is to be carried out;
- The social care worker who the task is delegated to has the skills and abilities to perform the task competently;
- The social care worker who the task is delegated to accepts the responsibility to perform the task competently.
- The manager and employer of the social care worker understand the task and how it is to be carried out by the social care worker.
- The manager and employer of the social care worker accept responsibility for the undertaking of the task by the social care worker.
- The manager and employer of the social care worker accept responsibility for putting in place appropriate supervision and training for the social care worker in respect of the task that is to be delegated.

## **5. Why delegate more complex tasks to social care workers?**

**5.1** Social care workers support people to manage their own lives by promoting independence; supporting social inclusion and participation in society; providing personal care and support; helping people to keep safe and well. Social care workers deliver care and support to individuals of all ages, to families, and to groups, supporting and improving the quality of their lives and wellbeing.

**5.2** There are a wide variety of social care roles in a range of teams and community settings and services, as example in day centres, in supported living schemes, and in peoples own homes. The broad range of social care services means that social care workers often work in partnership with other health and social care professionals, such as social workers, occupational therapists, and healthcare staff.

**5.3** Social care is underpinned by a core set of values. These include service to others, promoting equality and choice, respecting and valuing the dignity and worth of individuals, recognising the importance of human relationships. These values help social care workers to deliver high quality person centred care and support. The social care values are embodied in the NISCC Standards of Conduct and Practice for social care workers and for social workers.

**5.4** Social care workers provide a person centred approach to providing care and support which is tailored to the individual's unique needs and circumstances in order that people,

- can live safely, well and with dignity in their own homes, and in inclusive and supportive communities
- can access personalised care and support services
- can care for themselves or take care of someone close to them
- can maintain meaningful relationships with their family, friends or social group

**5.5** Person centred and strengths-based approaches promote the independence, self-autonomy and choices of people who use services. This is achieved by delivering high quality social care and support in peoples own homes and local communities, having a skilled, confident and competent workforce, and a governance framework which will support this. Effective delegation can support service users to access safe, responsive, personalised and community based social care.

## **6. Accountability**

**6.1** Delegation to social work and social care workers must always take place within the context of an accountability framework in order to assure that the right care can be delivered by the right person in the right place at the right time. There

should be a continuous line of accountability within management arrangements for social work and social care, and this must take account of multi professional and multi-agency settings and systems.

**6.2** All registered social care workers and social workers in Northern Ireland are individually accountable to the service user, to their employer/employing agency and to their professional body, the Northern Ireland Social Care Council (NISCC). Registered social care workers and social workers are accountable for their conduct and standards of practice to the NISCC, and also to the operational standards and policies and procedures of their agency/employer.

**6.3** Wider to this, other agencies, bodies and professionals are also responsible for assuring that the care and support provided by social care workers is carried out to the necessary standards of safety and quality. For social care to be delivered accountably and safely there are responsibilities for everyone involved in the arranging, commissioning and provision and delivery of social care and social work services.

## **7. Duty of care**

**7.1** All health and social care providers, professionals and commissioners are accountable to both the criminal and civil courts for the legality of their actions. The law imposes a duty of care on practitioners when it is 'reasonably foreseeable' that they might cause harm to patients through their actions or their failure to act.

**7.2** This duty of care forms a legal liability with regard to the person receiving care, and registered practitioners must ensure that they perform competently. Social care employers who provide regulated HSC services are accountable for the quality, safety and standards of care delivered by the workforce to the RQIA, and are vicariously liable for any civil wrong committed by social care employees, and accountable for their duty of care to all service users. In addition employers of registered social care workers are responsible for ensuring workers they employ are registered with the NISCC.

**7.3** Where delegation involves shared responsibilities, inter-agency contractual or service level agreements should be established to support the delivery of safe and effective care. Care providers and those who commission social care service have a

responsibility, obligation and duty to ensure that the care they arrange for service users is safe and effective. Professionals who are responsible for arranging the provision of social care services have a duty to ensure that the care being provided meets the assessed needs, *and* is safe and effective.

## **8. Consent**

**8.1** Consent is a clear indication of a willingness to participate in an activity or to accept a service. No one can give, or withhold, consent on behalf of another adult unless special legal provision for particular purposes has been made for this. For consent to be valid, it must be given voluntarily by an appropriately informed person who is able to consent to the intervention being proposed.

Consent from the service user for a delegation process to be put in place is required in all circumstances from the service user. People using social care services should expect that those who provide care and support are knowledgeable and competent about their role. Person centred care and support plans should be coproduced and delivered in partnership with people using services and reflect their consent and choices about how their care and support is to be provided.

## **8.2 Lack of capacity**

Where an adult lacks capacity to make a certain decision, they should be supported so they can be involved to the fullest extent in the decision that affects their life. Any interventions and actions taken by an HSC Trust responsible for their care must be in the best interests of the person receiving social care services and in accordance with existing legislation and policy. HSC Trusts should, as appropriate, consult relevant family and carers when considering the decision to delegate a complex task to a social care worker regarding an adult who lacks capacity to make a decision.

## **9. When is Delegation Required?**

**9.1** Social care workers must always have the appropriate level of skills, knowledge and judgment to perform the tasks of their job role, whether these tasks are considered to be simple or complex. Social care workers and social workers are accountable for accepting tasks which they undertake to do, as well as being responsible for their actions in carrying these out.

**9.2** Most core tasks and functions carried out by social care workers will require general training in safe practice by their employer in order to be undertaken by the worker. The operational tasks and functions of social care workers and social workers should be set out within the duties and responsibilities of their job role, and be stated within the operational remit and procedures of their employing agency.

**9.3** There may be particular circumstances in relation to the care of an individual when a social care worker will be called upon to undertake a specific and more complex care and support task which requires formal delegation by another HSC professional. For this to happen it must be deemed appropriate in the provision of social care and support to the service user.

Specific tasks may have particular training and accountability issues due to the complexity of the task or the setting and circumstances in which the task is to be carried out. The range of tasks that could be delegated by various professional groups are wide ranging and likely to develop further as more care is provided within the home rather than a hospital setting and with advancements in technology. In respect of the administration of medication, the RQIA provide guidance as to training in specific techniques.

**9.4** Delegation of specific complex tasks to a social care worker needs careful consideration within the care planning process, there are four elements that need to be considered in relation to the delegation of **specific more complex** care tasks to social care workers;

- The assessed needs, wishes, consent and best interests of the individual service user *and*,
- The nature, level of risk, and complexity of the task *and*,
- The nature and level of the training, competence, supervision, support and feedback required to perform the task safely as appropriate to the job role and function of the social care worker *and*,
- The level of professional judgement and professional oversight required in order to perform the task safely and effectively.

## **10. Delegation and Accountability Arrangements**

**10.1** Social care is delivered within a mixed economy of care providers across both the statutory and independent sectors. Northern Ireland has an integrated model of

health and social care, and integrated arrangements are often in place at a service delivery level. The table following provides an outline of the social care delegation roles and responsibilities, for delegators, social care workers, commissioners, trainers and employers. These organisations will all be responsible for the assurance that tasks delegated to social care workers and social workers are safely delivered and that there is clarity regarding roles and responsibilities.

**10.2** Key responsibilities are listed and these may be built into local protocols, commissioning specifications, contracts, service level agreements and job descriptions. The list is not exhaustive but provides a framework of the key responsibilities involved in the delegation of specific complex tasks to social care staff. The responsibilities outlined may overlap or span across one or more professionals or organisations.

<b>Professional/ Agency</b>	<b>Responsibilities in the delegation of tasks to social care workers</b>
<b>Health and Social Care Professionals</b>	<ul style="list-style-type: none"> <li>- Responsible to undertake assessments and care planning. This may include coordinating relevant multi-professional assessments in order to comprehensively assess need.</li> <li>- Responsible for identifying and assessing whether complex care tasks can be delegated to social care staff.</li> <li>- Responsible for reviewing needs and delivery of care plan and</li> <li>- undertaking a formal assessment as to whether the delegation of the task is in the best interest of the individual.</li> <li>- Responsible for undertaking a risk assessment to include, the complexity of the task being delegated, any potential risk or impact on the service user, and the expected outcome of the delegation.</li> <li>- Responsible for reviewing and monitoring the safety and effectiveness of the care plan.</li> </ul>

	<ul style="list-style-type: none"> <li>- The professional practitioner delegating the care task must be assured that the social care worker they are delegating to is competent to perform the required care.</li> </ul>
<b>HSC Commissioners</b>	<ul style="list-style-type: none"> <li>- Responsible for arrangements to assess needs, and for the commissioning and the provision of safe and effective local and regional health and social care services.</li> </ul>
<b>Social care employer</b>	<p>Managers and employers are responsible for:</p> <ul style="list-style-type: none"> <li>- Ensuring appropriate measures are put into place to ensure that the process of delegation is carried out safely.</li> <li>- Addressing areas of practice or service delivery which require improvement and ensuring that action plans are developed where necessary.</li> <li>- The implementation of the delegation framework within their area.</li> <li>- Ensuring that staff are supported and that training and support are available to enable appropriate delegation.</li> <li>- Manages the social care worker and is responsible for allocation of task to social care worker and is accountable for their competency and supervision.</li> <li>- Ensuring written guidance is provided to staff about delegated healthcare tasks and that social care workers have access to relevant written protocols policies, procedures training and materials.</li> <li>- Ensuring monitoring and review arrangements are in place regarding the ongoing performance of the task by the social care worker.</li> <li>- Ensuring any task allocated to a social care worker lies within their job role, job function and grade, and</li> </ul>

	<p>is within the operational remit of the agency.</p> <ul style="list-style-type: none"> <li>- Ensure social care staff have been assessed and deemed competent to deliver delegated task, and that arrangements are in place for their reassessment of competence.</li> <li>- Ensure there are up-to-date records of the care plan and risk assessments</li> <li>- Raise any concerns to the commissioning agency and HSC professional.</li> <li>- Providing staff with all available and pertinent care planning and care delivery information.</li> <li>- Informing the relevant HSCT professionals when there is a break in continuity of care or where the service cannot be provided.</li> <li>- Ensuring registered social care staff they employ have valid current registration with the NISCC.</li> <li>- Carrying out an appropriate level of risk assessment prior to the service beginning, agreeing the care plan, and ensuring that the task is achievable within the contracted period of time.</li> <li>- Reporting concerns/queries raised by staff to the responsible HSC professional and to advise staff accordingly.</li> <li>- Ensuring staff have access to appropriate levels of support supervision, and guidance about the delegated task including during out of hours.</li> <li>- Ensuring accurate and up to date records of the care delivered are maintained.</li> </ul>
<b>Trainer</b>	<ul style="list-style-type: none"> <li>- Provides training to the social care worker to equip them to competently undertake the task.</li> </ul>

	<ul style="list-style-type: none"> <li>- Provides analysis of training needs and assessment and reassessment of the social care worker's competence to undertake the task</li> </ul>
<p><b>Social Care Worker</b></p>	<ul style="list-style-type: none"> <li>- Are accountable for their own conduct and standards of practice and for their decision to accept tasks delegated to them.</li> <li>- Are responsible for ensuring they only carry out tasks/procedures, for which they have been trained, assessed, and feel competent to carry out and those they also have the consent of their line manager to undertake.</li> <li>- Are responsible for seeking advice from relevant professionals and their line manager, when uncertain about how to proceed in a given situation.</li> <li>- Are responsible for reporting any concerns they have to their manager (or via their usual out-of-hours arrangement), relevant professionals, or to emergency services as appropriate.</li> <li>- Are responsible to adhere to standards of record keeping in line with their professional and agency standards.</li> </ul>

## ANNEX A

### The Decision Making Framework for the Delegation of Specific Tasks to Social Care Workers

The framework below provides guidance to social care workers, social workers and their managers on what is required of them when undertaking a delegated task. The framework sets out the process and considerations when making formal decisions around delegation of complex tasks to social care workers

#### STEP 1 ASSESSMENT OF THE TASK:

What is the task? Describe:		
Can this task only be performed by a registered HSC professional?	Yes Do Not Proceed	No
Is delegation in the best interest of the person?	Yes	No Do Not Proceed
Have you gained consent? If appropriate have you assessed capacity and the best interests of the service user?	Yes	No Do Not Proceed

#### STEP 2 ASSESSMENT OF THE SOCIAL CARE WORKER:

Can you identify a social care worker/social worker to whom the task can be delegated	Yes	No Do Not Proceed
Does the function of undertaking the task lie within the agency/operational procedures of the employer of the social care worker/ social worker? Can the procedures be reviewed to include this?	Yes	No Do Not Proceed
Does the task lie within the social care workers/social workers job role?	Yes	No Do Not Proceed

<b>Can the job role be reviewed to include this?</b>		
<b>Does the service user view the social care worker/social worker as a suitable person to carry out the task?</b>	<b>YES</b>	<b>No Do Not Proceed</b>
<b>Does their employer view the social care worker /social worker as a suitable person to carry out the task?</b>	<b>Yes</b>	<b>No Do Not Proceed</b>
<b>Is the social care worker/social worker competent and confident to carry out the task or is it feasible for the worker to become competent and confident</b>	<b>Yes</b>	<b>No Do Not Proceed</b>
<b>Can you provide the worker with written procedures for the task?</b>	<b>Yes</b>	<b>No Do Not Proceed</b>
<b>Does the social care worker/social worker recognise and understand the limits of their competence and role authority, and Do they know when and where to seek further help or support?</b>	<b>Yes</b>	<b>No Do Not Proceed</b>
<b>Does the social care worker/social worker know who to contact for ongoing supervisory guidance, advice and support (including during out of hours)?</b>	<b>Yes</b>	<b>No Do Not Proceed</b>

**STEP 3 ASSESSMENT OF THE TRAINING REQUIRED:**

<b>Has the training required been identified for the specific task to be delegated?</b>	<b>Yes</b>	<b>No Do Not Proceed</b>
<b>Can the required training be provided to the social care worker/social worker?</b>	<b>Yes</b>	<b>No Do Not Proceed</b>
<b>Has the social care worker/social worker been assessed and confirmed as competent to undertake the task?</b>	<b>Yes</b>	<b>No Do Not Proceed</b>
<b>Are there confirmed arrangements for on-going support of the social care worker/social worker?</b>	<b>Yes</b>	<b>No Do Not Proceed</b>
<b>Are there arrangements for updating the training and on-going reassessment of competence of the social care worker/social worker?</b>	<b>Yes</b>	<b>No Do Not Proceed</b>

## **ANNEX B**

**This appendix describes broad categories of social care tasks in relation to delegation processes.**

### **Category 1 - Social Care Tasks**

These are all social care tasks falling within the normal range of activities undertaken by social care workers as long as they have received the appropriate training and the tasks lie within the operational scope of their employer. Training for these tasks can be generally delivered to a group of people and the local procedures issued on a generic basis by their employing agency. An ongoing review of training should be in place, and also be put in place whenever there is a change in circumstances or where there is concern expressed about the ability of the social care worker to perform a specific task.

### **Category 2 - Complex tasks that may be delegated to a social care worker**

The tasks in this category are commonly more complex tasks, which may usually be performed by another worker as part of their professional role, or by a trained family carer, and which in specified and appropriate circumstances can be delegated to social care staff. These tasks will often require training specific to the individual service users' needs and circumstances. The competence of the social care worker to perform the task must also be assessed, and arrangements must be in place regarding the ongoing re-assessment of competence.

Written procedures for the social care staff to follow must be in place which specify regular review dates, and there must be written procedures regarding ongoing recourse to support and advice for the social care worker including out of hours arrangements.

### **Category 3 - Tasks which should not be performed by social care staff in any circumstances**

Any tasks which may only be carried out by the registered HSC professional.

Generally any complex personal care or support task which is usually carried out by a registered professional and which has been assessed as presenting a risk of serious harm or adverse impact to the service user, which is invasive *and* requires a social care worker to make an independent complex judgement, decision or interpretation without the guidance of a competent supervising professional will be

unable to be delegated. Due to their complexity and the risk they may present to the service user such tasks are not routinely carried out by trained family carers or by the service users themselves.