Delegation Masterclass

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➢ **Frameworks that underpin accountability and responsibility**

➢ **Principles that support delegation**

➢ **Practical tools to support you**

➢ **Governance frameworks**

➢ **Delegation of student supervision**

➢ **What does this look like in practice?**

➢ **Think through some delegation conundrums**

Learning Outcomes

- outline the legal, regulatory and professional frameworks that underpin delegation in physiotherapy practice
- describe the principles of delegation
- outline good supervision and support practices that ensure delegation is safe and appropriate
- appraise own governance practices and determine any improvements required
- consider delegation practices to ensure support staff are working at the height of their scope of practice

Delegation is a process of applying a number of principles and requires professional judgment ✔

Delegation is not assigning tasks on a 'delegation list' to someone else ✘

Stop looking for the list ....

(with caveats… tasks within legal frameworks and in some local polices)

FAQs to the CSP

"I've been asked to delegate …..I'm not happy, at the end of the day if something goes wrong, will I be accountable?"

- Legal duty of care
- Regulatory responsibilities (CQC regulation 18)
- Accountable and responsible for ensuring staff are competent in their roles

- Legal duty of care
- Regulatory and Professional requirements (HCPC & CSP)
- Accountable for decision to delegate
- Retains overall responsibility for care of service users on their 'case load'

> Legal duty of care
> Accountable for decision to accept a delegated task
> Responsible for actions or omissions when undertaking delegated tasks and/or responsibilities

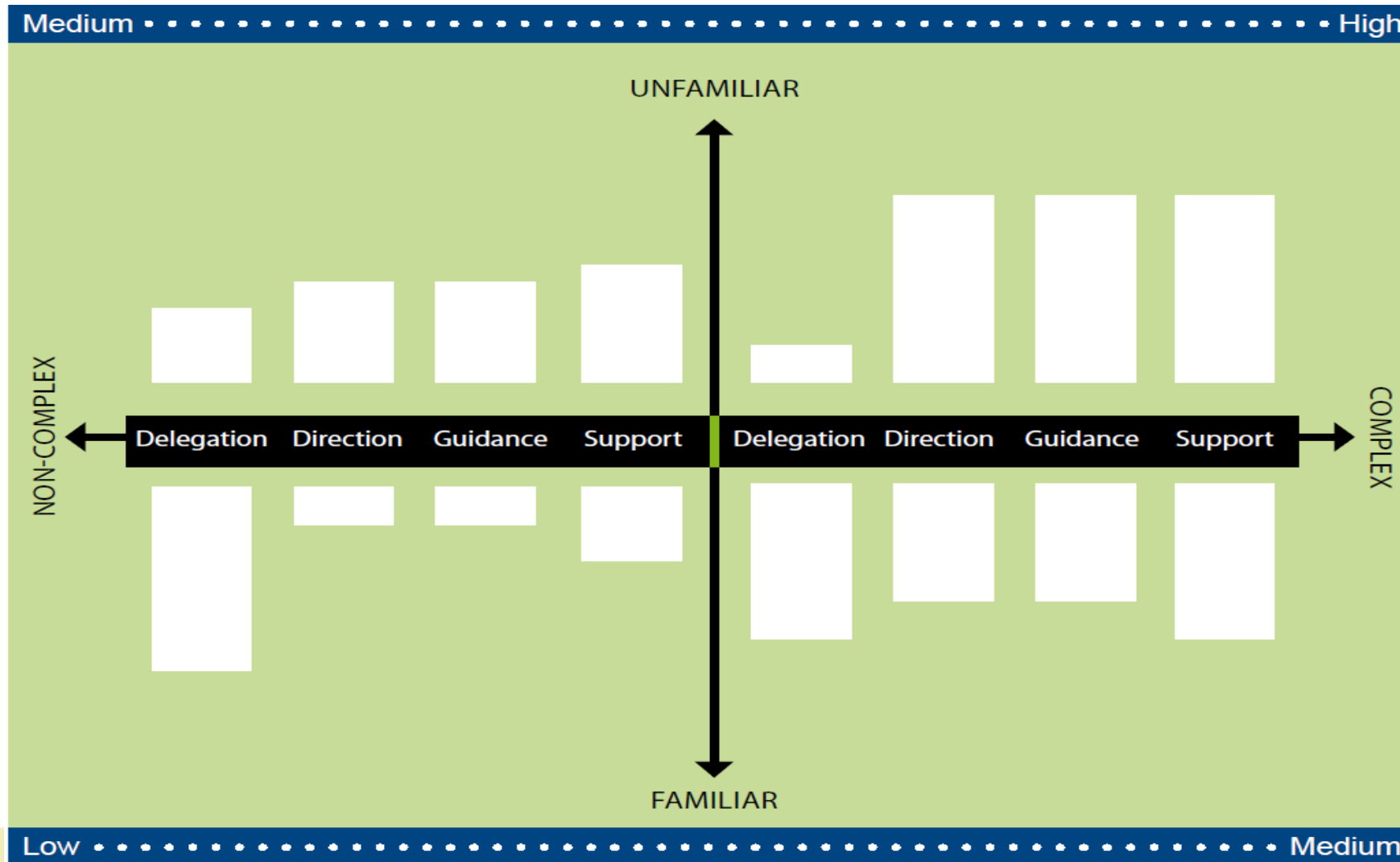# Principles of delegation to underpin a professional judgement

➢ local policies

➢ best interests

➢ within the scope of the role

➢ competent and confident

➢ reporting and support systems in place

➢ systems processes to monitor and maintain competence

➢ consent

➢ clinical reasoning – complexity and context

You could but why would you ?

Reproduced from NHS Education Scotland 2010

A Guide to Healthcare Support Worker Education and Role Development

You might but should you ?

High complexity

level of thinking and decision making, acquired through the **breadth** and **depth** of a pre-registration programme +/- post reg practice experience

low level of uncertainty and risk

high level of uncertainty and risk

Low complexity
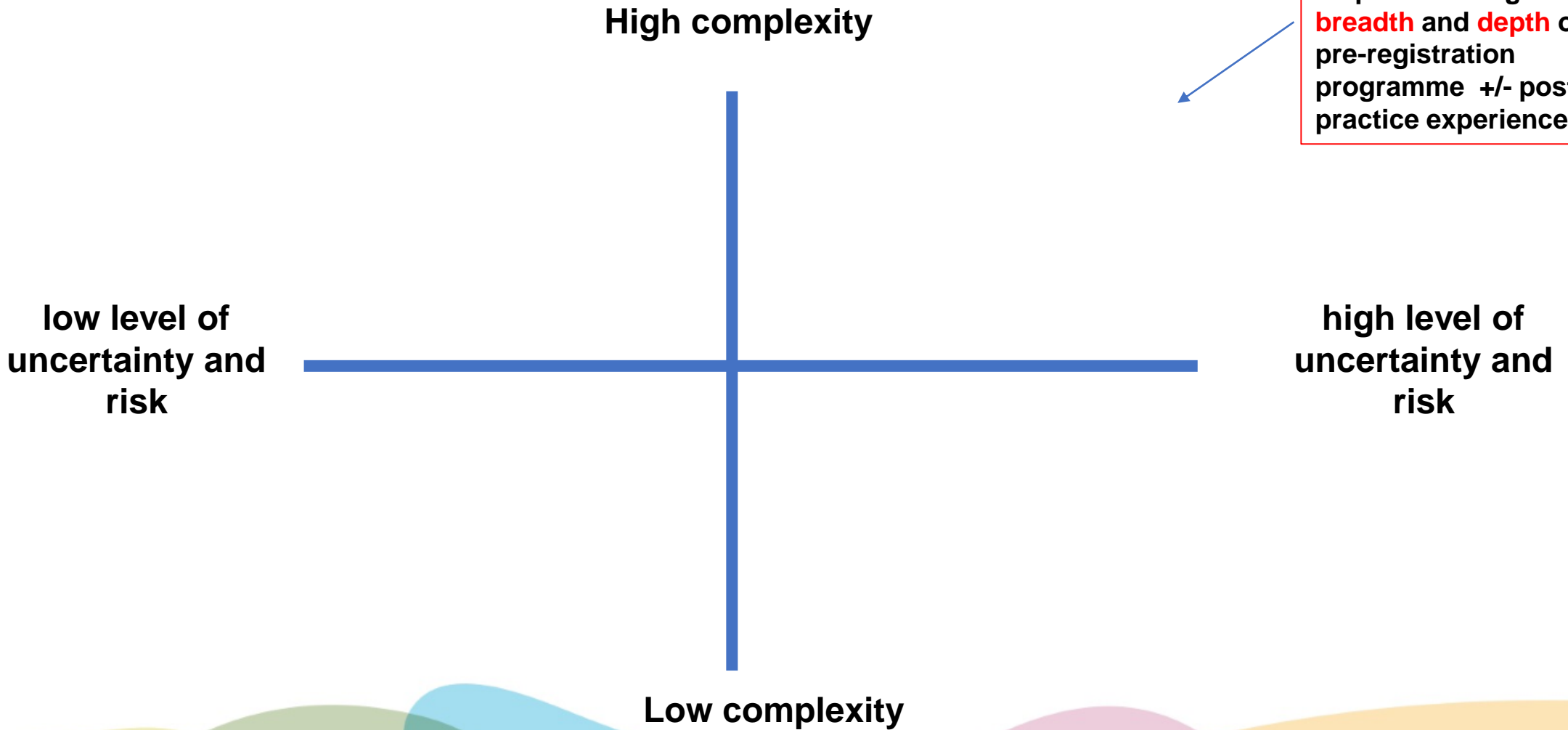
Yes or no answers

➢Any legal limits or local policies that mandate you can't?

➢Is it in the best interests of service users?

➢Is this within the scope of the role?

➢Competent?

➢Confident?

➢Is there a reporting back process?

➢Escalation?

➢Has the service user consented?

➢Does it make practical sense?

➢Are you sure you should?

The importance of yes or no………. vs 'I don't know'

Governance framework

Good governance systems (NHS 2017)

" Any delegation of healthcare tasks to unregistered health and non-health qualified staff must be undertaken within a robust governance framework, which encompasses:

- *Initial training and preparation.*
- *Assessment and confirmation of competence.*
- *Confirmation of arrangements for ongoing support, updating of training and reassessment of competence."*

…………… in a nutshell

Safe and effective delegation and more of it happens when …….

➢ Be clear on what you can't and shouldn't – legal limits, local policies, scope of roles

➢ Apply the principles to make a professional judgement – don't look for a list of tasks

➢ Robust governance to assure competent and well supported staff

➢ Visit here https://www.csp.org.uk/networks/associates-support-workers