



Review Sheet



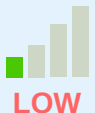
Last Reviewed
23 Oct 2025



Last Amended
30 Oct 2024



This policy will be reviewed as needs require or at the following interval:
Annual

Business Impact:	 <p>Minimal action required. Circulate information amongst relevant parties.</p>
Reason for this Review:	Scheduled review
Changes Made:	No
Summary:	This policy relates to clinical procedures. It has been reviewed with no significant changes. The Underpinning Knowledge and Further Reading links have been checked and updated.
Relevant Legislation:	<ul style="list-style-type: none"> • The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 • The Medical Devices Regulations 2002 • Medicines Act 1968 • UK GDPR
Underpinning Knowledge:	<ul style="list-style-type: none"> • Author: Nursing and Midwifery Council, (2025), The Code - Professional standards of practice and behaviour for nurses, midwives and nursing associates [Online] Available from: https://www.nmc.org.uk/standards/code/ [Accessed: 23/10/2025] • Author: Royal College of Nursing, (2025), Accountability and delegation [Online] Available from: https://www.rcn.org.uk/professional-development/accountability-and-delegation [Accessed: 23/10/2025] • Author: Skills for Care, (2025), Delegated healthcare activities [Online] Available from: https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Managing-a-service/Delegated-healthcare-activities/Delegated-healthcare-activities.aspx [Accessed: 23/10/2025] • Author: CQC, (2025), Regulation 20: Duty of candour [Online] Available from: https://www.cqc.org.uk/guidance-providers/all-services/regulation-20-duty-candour [Accessed: 23/10/2025]
Suggested Action:	
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



1. Purpose

1.1 To ensure that standards are defined for staff whose roles involve undertaking clinical procedures.

1.2 To ensure that only staff who are trained, skilled and competent carry out specific agreed clinical procedures.

1.3 To comply with legislative, professional registration and best practice requirements.

Care Workers will refer to the Delegated Healthcare Activities Policy and Procedure at Wellspring Recruitment and Care Services Limited.

1.4

Key Question	Quality Statements
EFFECTIVE	QSE1: Assessing needs QSE2: Delivering evidence-based care & treatment
EFFECTIVE	QSE2: Delivering evidence-based care & treatment QSE3: How staff, teams & services work together
SAFE	QSS4: Involving people to manage risks QSS5: Safe environments
WELL-LED	QSW5: Governance, management and sustainability

1.5 Relevant Legislation

- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- The Medical Devices Regulations 2002
- Medicines Act 1968
- UK GDPR



2. Objectives

2.1 To ensure that all Support Workers are aware of their responsibilities and apply best clinical practice as recommended.

2.2 To ensure that Care Workers are aware of the scope of their role and their responsibilities when undertaking a delegated clinical activity. Whilst understanding the range of permissible clinical procedures and that these procedures are carried out in line with any Wellspring Recruitment and Care Services Limited, local or contractual policies and regulatory requirements.



3. Policy



3.1 Wellspring Recruitment and Care Services Limited will ensure that Support Workers are supported in delivering safe and effective care to the Service User through the adherence to clinical procedures set out in the Royal Marsden Hospital Manual of Clinical Nursing Procedures, ensuring that the most up to date edition is used.

Wellspring Recruitment and Care Services Limited will support Support Workers by:

- Providing access to the Royal Marsden Hospital Manual of Clinical Nursing Procedures
- Providing access to evidence-based policies and procedures at Wellspring Recruitment and Care Services Limited to support adherence to clinical procedures
- Providing necessary training/updates in relation to clinical procedures
- Ensuring ongoing competency assessments in relation to clinical procedures
- Setting out in writing (with clinical practice supported by available best evidence and/or research) any clinical procedures that are being carried out, but which are not included in the Royal Marsden Manual of Clinical Nursing Procedures
- Ensuring that nurses (where employed) have access to clinical supervision and that Care Workers have access to supervision
- Ensuring that a robust clinical governance framework is in place to evidence best practice and reflect up-to-date legislation
- Supporting nurses (where employed) in their own continuing professional development and revalidation
- Ensuring that all local clinical policies and procedures are accessible to nurses, nursing associates and trained Care Workers

3.2 Wellspring Recruitment and Care Services Limited will ensure that, where Care Workers are required to undertake delegated nursing activities, the Registered Nurse will:

- Only delegate tasks and duties that are within the Care Worker's competence
- Make sure that everyone they delegate tasks to is adequately supervised and supported
- Confirm that the outcome of any task they have delegated to someone else meets the required standard
- Comply with NMC standards on delegation and work within the NMC Code
- Contribute to Care Plans involving the specific clinical procedure
- Comply with NMC standards on delegation, and work within the NMC Code
- Ensure that they maintain responsibility for assessing the ongoing skills and competencies of the Care Worker

3.3 Wellspring Recruitment and Care Services Limited will ensure that when staff are required to undertake clinical procedures, they are within the scope of registration with the CQC and suitable, sufficient liability insurance is in place.

3.4 Wellspring Recruitment and Care Services Limited Registered Nurses

Where it applies, Wellspring Recruitment and Care Services Limited will ensure that, when recruiting Registered Nurses, recruitment procedures include verifying the registration status of the Nurse against the NMC Register.

Wellspring Recruitment and Care Services Limited recognises that Nurse revalidation is ultimately the responsibility of the individual nurse, but realises that it is an opportunity to support its staff. Wellspring Recruitment and Care Services Limited understands that by supporting nurses to revalidate, it will have a positive impact on the people we care for and the quality of the care and support we deliver.



3.5 Wellspring Recruitment and Care Services Limited will ensure that where information sharing with health professionals is required, this is completed in line with the UK GDPR and data protection policies and procedures.

Consent to share information will be carried out in line with these procedures and those of the Mental Capacity Act where best interest decisions are required.



4. Procedure

4.1 Clinical Procedures

When considering the use or application of any extended clinical skill procedure or practice, staff must refer to a clear procedure as supplied by the delegated external clinician or refer to The Royal Marsden Hospital Manual of Clinical Nursing Procedures for guidance.

- Staff will also refer to the NICE guidelines
- Clinical procedures involving medication must only be carried out in line with the suite of medication policies and procedure at Wellspring Recruitment and Care Services Limited and any locally agreed procedures or policies. The delegation of specific medication administration must be clearly defined to ensure that the Care Worker only administers specific medication that they have been trained to give to the Service User

4.2 Principles of Delegation

In line with the RCN Guidance on Accountability and Delegation, visiting Registered Nurses must have responsibility and ensure that the following principles are adhered to when delegating to a Care Worker:

- Delegation must always be in the best interest of the Service User and not performed simply to save time or money
- The Care Worker must have been suitably trained to perform the intervention
- Full records of training given, including dates, must be kept
- Evidence that the Care Worker's competence has been assessed must be recorded, preferably against recognised standards
- There must be clear guidelines and protocols in place so that the Care Worker is not required to make a standalone clinical judgement
- Care Workers are accountable for their actions, they must understand their limitations and not work beyond their level of competence
- The role will be within the Care Worker's job description
- The team and any support staff need to be informed that the activity has been delegated
- The person who delegates the activity must ensure that an appropriate level of supervision is available and that the Care Worker has the opportunity for mentorship. The level of supervision and feedback needed depends on the recorded knowledge and competence of the Care Worker, the needs of the Service User, the service setting and the activities assigned
- The Care Worker must have ongoing development to make sure their competency is maintained



- The whole process must be assessed to identify any risks

Staff should refer to the Delegated Healthcare Activities Policy and Procedure.

4.3 Clinical Governance

- The underpinning elements of clinical governance are:
 - Clinical effectiveness
 - Clinical audit
 - Openness
 - Risk management
 - Education and training
 - Research and development

All care delivered by Wellspring Recruitment and Care Services Limited must be timely and effective and based on informed consent, acknowledging, wherever possible, the Service User's right to choose. At all times, good communication between the Service User and Wellspring Recruitment and Care Services Limited or other involved professionals is the fundamental basis of our relationship.

- Wellspring Recruitment and Care Services Limited will have in place a robust governance framework as outlined in the Good Governance Policy and Procedure at Wellspring Recruitment and Care Services Limited to ensure that any clinical procedures that are undertaken are carried out safely and in line with best practice
- Wellspring Recruitment and Care Services Limited will ensure, as part of clinical governance processes, that there is a system in place for reporting and recognising when things go wrong. This process will include root cause analysis and lessons learnt to prevent errors occurring
- All staff will be aware of the Raising Concerns, Freedom to Speak Up and Whistleblowing Policy and Procedure at Wellspring Recruitment and Care Services Limited and how to raise concerns
- Olajumoke Omolola must ensure that staff performing clinical procedures are aware of the responsibility of Wellspring Recruitment and Care Services Limited to comply with the Duty of Candour
- The Delegated Healthcare Activities Policy and Procedure at Wellspring Recruitment and Care Services Limited is in place to support the training, skills, knowledge and ongoing competency assessment of all Care Workers undertaking clinical procedures

4.4 Responsibility of the Healthcare Professional

The delegating healthcare professional will agree with Wellspring Recruitment and Care Services Limited on the level of support, training and their input on the ongoing assessment of competencies. The GP and commissioners, where applicable, will also be informed of this agreement. The external healthcare professional will also be expected to have input into the Service User's Care Plan for the specific delegated clinical procedure to ensure this meets best practice and reflects the level of training, skills and competencies of the Care Worker.

Accountability

The RCN describes accountability as being held to account for your actions, and being able to explain with confidence how you used your professional judgement to make decisions. All staff are accountable to Wellspring Recruitment and Care Services Limited to follow their contract of duty. Nurses (where employed) at Wellspring Recruitment and Care Services Limited are also professionally accountable to the Nursing and Midwifery Council (NMC).



4.5 Responsibility of the Delegated Staff Member

Before agreeing to deliver a clinical procedure, the Care Worker must ensure they:

- Understand fully what they are being asked to do and why
- Have the skills, knowledge, experience and have had relevant training to complete the procedure
- Are confident to perform the activity as part of their role
- Have sufficient support and supervision

It can be hard to refuse to carry out a delegated procedure, but the staff member must refuse if they feel they do not have the skills, knowledge or experience to carry out the procedure safely, or if there is insufficient support and supervision to carry out the procedure safely and competently. If the staff member refuses to carry out the procedure, it must be delegated to someone else who has the skills, knowledge and experience.

Accountability

All staff must ensure that they perform competently and do not work beyond their level of competence. They must inform a senior member of staff at Wellspring Recruitment and Care Services Limited when they are unable to perform competently.

To be accountable, staff must:

- Have the ability to perform the activity or intervention
- Accept responsibility for doing the activity
- Have the authority to perform the activity, through the Delegated Healthcare Activities Policy and Procedure of Wellspring Recruitment and Care Services Limited

4.6 Responsibility of Wellspring Recruitment and Care Services Limited

The whole process of delegating specific clinical procedures to a Care Worker in a non-nursing setting must be carefully considered and assessed within the Care Plan process, using a partnership approach with the registered healthcare professional, GP, the Service User and their representative, and considering any identified risks.

This must include an assessment of the Service User, the complexity of the procedure being delegated, and the expected outcome. There must be a shared understanding of those involved to create a positive and collaborative culture in the best interests of the Service User and with the Service User's and their representative's agreement.

4.7 Learning and Development

Training assessment and review will consider:

- The type of procedure
- How often the Care Worker is supervised and observed
- How often the procedure is carried out
- If the procedure has changed
- If extra training is needed at any point

Training must be accessible and proportionate to the procedure and should include:

- Relevant new knowledge
- A demonstration of how to carry out the procedure
- The safe use and disposal of equipment
- The opportunity to practise with the person who has delegated the procedure so that they are able to supervise and observe the staff member's ability, confidence



and competence before they are approved as being competent to work unsupervised

- A signed record of competence
- Ongoing support and supervision to ensure the Care Worker remains competent and confident to carry out delegated procedures

The healthcare professional delegating the activity must ensure that an appropriate level of supervision is available. Care Workers must have ongoing development and refresher training to ensure their competency is maintained.

4.8 Record Keeping

Wellspring Recruitment and Care Services Limited will ensure there are clear procedures for the Care Worker to follow in the Service User's Care Plan which have been agreed with the healthcare professional delegating the procedure. This should include the management of any risks, the limits of the delegation, what to do and who to contact if there are any concerns including out-of- hours support. It must be clear in the Service User's Care Plan that the procedure has been delegated and by whom. Contingency arrangements must be included for when the Care Worker is absent.

Full records of training given must be kept by Wellspring Recruitment and Care Services Limited, including dates and when refresher training is required. Refresher training frequency will depend on the procedures and when the Service User's needs change. It is the delegating professional's responsibility to identify sufficient refresher training and how this will be delivered. It is the responsibility of Wellspring Recruitment and Care Services Limited to ensure that Care Workers do not carry out healthcare procedures if they have not received sufficient refresher training.

Evidence that the Care Worker's competence has been assessed must be recorded against recognised standards where relevant. Wellspring Recruitment and Care Services Limited will ensure that there are clear record keeping procedures in place and the Care Worker understands any additional record keeping required, as agreed with the healthcare professional. For example, this could be the completion of a specific chart, how and when to carry out monitoring, and how to raise concerns.



5. Definitions

5.1 Clinical Procedures

- A clinical procedure is a defined way of doing something that is carried out by a Health Professional. Clinical procedures can be performed by a range of health professionals including doctors and nurses. Some clinical procedures can be delegated to non-clinical staff provided the activity is carried out under the supervision of the Registered Health Professional and the individual carrying out the activity has been trained, supervised and assessed as competent. Clinical procedures may involve administering medication by specialised technique. Staff responsible for administering medication will need to understand and work within the locally agreed medication policy

5.2 Commissioners

- Responsible for securing services that most appropriately address the needs and wishes of individual Service Users

5.3 Accountability



- Health Service Providers are accountable to the criminal and civil courts to make sure their activities meet legal requirements. In addition, employees are **accountable** to their employer to follow their contract of duty. Registered Practitioners are also accountable to regulatory bodies in terms of standards of practice and patient care. Registered Nurses and Midwives are professionally accountable to the Nursing and Midwifery Council (NMC)

5.4 Delegation

- Registered Nurses have a duty of care and a legal liability to their patients. When delegating an activity, for example to an HCA (Health Care Assistant) or AP (Assistant Practitioner), they must ensure that it has been appropriately delegated. Delegation means to give a task or activity to someone else, usually more junior, to perform

5.5 Duty of Candour

- Every healthcare professional must be open and honest with patients when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress. Social Care Providers have a legal responsibility or a 'Duty of Candour' to tell people when something goes significantly wrong or has the potential to cause harm or distress



6. Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Staff undertaking clinical procedures must only perform activities that have been agreed as part of a Care Plan, have been agreed in line with local policy and where they have been trained and assessed as competent to carry out the activity
- The most recent edition of Royal Marsden Hospital Manual of Clinical Nursing Procedures will be used to ensure that evidence-based care is delivered
- Nurses retain responsibility when delegating clinical activities - the Care Worker to whom the activity has been delegated also has a responsibility to ensure that they work within their own level of skills, knowledge and training
- The whole process must be carefully considered and assessed within the care planning process using a partnership approach with Wellspring Recruitment and Care Services Limited as the provider, the GP, the registered healthcare professional, the Service User and their representative, and include any identified risks. This should include an assessment of the Service User, the complexity of the procedure being delegated, and the expected outcome
- There should be a shared understanding of those involved to create a positive and collaborative culture in the best interests of the Service User and with the Service User's and/or their representative's agreement



7. Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- Your consent must be obtained before any clinical procedure can be carried out. You can refuse to have a clinical procedure



- You have the right to be given the information you need to make an informed choice about your health care and treatment options
- You have a right to be involved in any decision that is made about your health, care and treatment
- Any Care Worker who carries out your clinical procedure or the administration of specific medication such as insulin or rectal medication, will have the relevant training and their skills, knowledge and competencies will be overseen by an external registered nurse or clinician



Further Reading

Sara Lister, Justine Hofland and Hayley Grafton - The Royal Marsden Manual of Clinical Nursing Procedures, Professional Edition, 10th (Royal Marsden Manual Series) Paperback (April 2020)

The suite of Medication Policies and Procedures at Wellspring Recruitment and Care Services Limited

Skills for Care - Good and Outstanding Care (GO):

<https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/Good-and-Outstanding-Care-GO.aspx>



Outstanding Practice

To be "outstanding" in this policy area you could provide evidence that:

- Staff are supported to obtain further qualifications in order to progress and advance
- Wellspring Recruitment and Care Services Limited works closely with other external health professionals to ensure high-quality, safe person-centred care
- Staff follow best practice including NICE guidelines
- Competency checks are completed on a frequent basis to ensure high-quality care is received
- Clinical audits take place and the outcomes are used to drive continuous improvement
- The development of staff skills is linked with their annual appraisal and personal development plan
- Successful delegation through robust support, oversight and monitoring by the delegating healthcare professional has a positive impact on the outcomes of the Service User through timely treatment and responsive and effective care
- The wide understanding of the policy is enabled by proactive use of the QCS App