



Standards for use of Healthcare Support Workers in Clinical Homecare

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Introduction

Homecare services are defined as the provision of specialist medicines and associated ancillaries and services. Many homecare services support patient to self-administer their medicines at home with appropriate support and training. Some clinical homecare services also include healthcare professionals visiting patients at home to provide support and training or regular home visits to administer the medicines. Patients wishing to access clinical homecare services should discuss the options available with their clinical team.

Most clinical homecare services in the UK are provided for National Health Service (NHS) patients. Some homecare services are funded by the NHS and a few by private patients, however, 80% of the clinical homecare services cost are funded by the pharmaceutical company that manufactures the medicines as part of the specialist medicine supply chain.

Workforce planning is of strategic importance to NHS and the wider healthcare sector to ensure the most appropriate deployment of registered healthcare professionals who are currently in short supply. The implementation of clinical roles for non-registered healthcare support workers in homecare services is necessary to ensure high quality homecare services can be provided for increasing numbers of patients. This guidance supports the implementation of non-registered healthcare support workers as part of the integrated clinical workforce whilst maintaining patient safety. The NCHA considers that, in the absence of any mandatory regulation of healthcare support workers, it is important to clearly define the role and boundaries of the Healthcare Support worker roles.

The term healthcare support worker is an umbrella term which covers a variety of health and care support roles, including but not exclusively

- healthcare assistant (HCA)
- renal technician
- phlebotomist
- care navigators

Within secondary care, healthcare support worker roles are well established across the UK, primarily in hospital settings and nursing homes. Despite healthcare support worker roles being well established in secondary care, due to the lone working nature of clinical homecare, equivalent roles are still relatively new within homecare services.

The NCHA recognises that the seamless co-ordination of clinical teams across homecare organisations (including clinical referring centres and homecare providers) are key to the provision of safe and effective care. The overriding principle is anyone involved in the provision of any aspect of clinical homecare service is suitably competent and have the knowledge and skills to ensure deliver a high-quality homecare service, maintain patient safety, and ensure public trust in the NHS and clinical homecare services are maintained.

This guidance has been developed as a resource for homecare organisations and provides a governance framework the development of non-registered healthcare support workers undertaking clinical care as part of their role within clinical homecare services. It includes guidance for the registered health care professionals who oversee non-registered healthcare support workers activities within the clinical homecare services.

Aims

This guidance provides clinical homecare staff and organisations with standards to help make an informed decision about the appropriateness (or otherwise) of delegating the task to a healthcare support workers. It does not intend to present a definitive model for all situations but rather a set of principles to be followed if healthcare support workers are involved in supporting specific clinical homecare services.

This guidance aims to complement relevant commercial contracts, and NHS Standard Terms and Conditions for Homecare Services and relevant regulatory and professional standards notably

- Royal Pharmaceutical Society (RPS) Professional Standards for Homecare Services (2014),
- NCHA Code of Conduct
- Code of Conduct (Skills for Care & Skills for Health - England, 2013, NHS Education – Scotland, 2009, NHS Wales and Welsh Assembly Government, 2011) (See links below in *Resources* section).

All registered professionals must adhere to their respective codes of conduct, standards of practice and delegation principles (NMC, 2018; GMC, 2014; HCPC, 2016; GPhC, 2017).

Scope of guidance

This guidance applies to clinical activities provided as part of the clinical homecare services within low, mid or high-tech homecare services (see Royal Pharmaceutical Society Homecare Standards for definitions, 2013).

This guidance outlines the role of registered nurses and other registered health care professionals (HCP) in overseeing the activities of healthcare support workers involved in delivering the homecare services.

The scope excludes alternative clinical roles undertaken by Nursing Associates. Nursing Associates are registered members of the nursing team in England that helps bridge the gap between healthcare support workers and Registered Nurses. The Nursing Midwifery Council (2018) has developed standards of proficiency for Nursing Associates to apply across all health and care settings including within homecare services.

Definitions

For the purposes of this guidance, the following terms mean:

- Registered clinical roles - refer to all those statutorily regulated professionals, including with registered medical practitioners, who may be involved in the support and supervision of healthcare support workers.
- Non-registered clinical roles refer to a clinical role that is not registered with a statutory regulator
- Prescriber refers to a registered professional who is an independent prescriber, registered medical practitioner or registered dentist who is responsible for issuing the prescription or Patient Specific Direction (PSD)
- Registered nurse is someone who has completed their nursing training and registered with the Nursing and Midwifery Council (NMC)
- Registered pharmacist is someone who has completed their pharmacist training and registered with the General Pharmaceutical Council (GPhC)

- Homecare provider is defined as a care agency that contracts to provide regulated clinical services to patients within homecare services
- Supervisor is defined as the healthcare professional that has oversight of the healthcare support workers on a day-to-day basis, they will support learning and development needs
- Mentor refers to a healthcare professional that will informally support the healthcare support workers within their role

Appropriate deployment of healthcare support worker roles in homecare services

healthcare support workers are a vital part of the homecare workforce and support

- delivery of clinical care
- delivery of training
- administrative and logistics of medicines, ancillaries, and equipment supplies,
- collection and collating of data

All health care practitioners (including healthcare support workers) should be able to demonstrate competence, current evidence-based knowledge and understanding of clinical procedures. It is essential that healthcare support workers are suitably trained, competency assessed and provided with appropriate support and escalation pathways for the activities they are asked to undertake.

Homecare organisations must ensure appropriate standard operating procedures are in place to ensure compliance of healthcare support workers activities with local policies, relevant regulations, and Codes of Conduct. healthcare support workers must have the appropriate level of support from a registered health care professional and access to appropriate escalation pathways. Whilst the healthcare support workers roles are, at present, not regulated by a professional body, as they will provide clinical care, the role will be performing tasks that fall within the regulated activities (Care Inspectorate Scotland, Regulation and Quality Improvement Authority and Care Quality Commission).

The criteria defined within the RCN's (2017) accountability and delegation guidance and the NMC's (2018) supplementary information on delegation guidance, must be met prior to delegation to a healthcare support worker:

- Is delegation in the best interest of the individual?
- Has a risk assessment been undertaken?
- Has the practitioner been appropriately trained and assessed as competent to perform the role?
- Does the practitioner consider themselves to be competent and confident to perform the role?
- Is adequate support and supervision available for the practitioner?
- Are robust protocols in place so that the healthcare support workers is not required to make a standalone clinical judgement?

Providing that these pre-requisites are met, the NCHA supports healthcare support workers to provide clinical care that includes (for further detail please see Principles to support Safer Care):

- care of central venous access devices including bolus flush using a medical device
- venepuncture
- vital sign monitoring including weight and glucose monitoring
- Aseptic Non-Touch Technique (ANTT)
- cannulation

- chemotherapy ambulatory pump disconnection
- intravenous infusion disconnection
- training in self administration of subcutaneous injectable treatment (face-to-face and remote)
- peritoneal and haemodialysis
- training in infusion pumps (face-to-face and remote)
- electrocardiograms (ECG's)
- clinical assessments (face-to-face and remote)
- holistic needs assessments and signposting

Where healthcare support workers are providing clinical care, their knowledge and skills must include specific awareness of issues including:

- the assessment of patients and care planning
- communication with patients, carers, and families
- safeguarding
- working in partnership with parents, carers, and families
- informed consent

healthcare support workers must not be placed in a position where they need to make standalone clinical judgment calls in relation to assessment of care. The healthcare support workers must be able to liaise and discuss any concerns, safeguarding or patient safety issues with a registered healthcare professional immediately or within an appropriate timescale. For practical and general administration issues, this can be any appropriate registered healthcare professional. For medicines and prescribing clarification escalation to a pharmacist or independent prescriber should be available.

Principles to support safer care

The following principles set out safe parameters to facilitate the delivery of these clinical homecare services through homecare providers. The core competencies for healthcare support worker roles are further detailed in Appendix 1.

Workforce planning and recruitment

Safe recruitment plays an important role in the delivery of safe and effective healthcare, along with Disclosure and Barring checks and other pre-employment checks outlined in Regulation 19 (Health and Social Care Act (Regulated Activities) Regulations 2014), there must be a job description outlining role accountabilities, responsibilities, and reporting hierarchy.

Legal liability and indemnity insurance

Homecare providers must ensure that all healthcare support workers that provide care comply with terms and conditions of their contracts and insurers are informed of these roles so that providers will remain vicariously liable for the acts or omissions with respect to their use within their clinical services. Referrals to Disclosure and Barring Service for Gross Misconduct cases is legally mandated for all regulated activity providers to ensure that vulnerable adults and children are safeguarded effectively (see link in Resources section for more information).

Training and knowledge

The standards for healthcare support workers are set out in the healthcare support worker programme. In partnership with Health Education England and e-Learning for Healthcare, a new 'accelerated' Care Certificate is available to new healthcare support workers in England. The minimum standard of training for the healthcare support workers role is the Care Certificate which is a set of 15 standards and competencies, which people who are new to health and care must

demonstrate to make sure they have the necessary skills to deliver high-quality care. Whilst the Care Certificate has been developed for healthcare support workers based in England, organisations are able to access the resources to support development of healthcare support workers working in other nations.

A Code of Conduct for healthcare support workers is available for healthcare support workers working in England, Scotland and Wales, these country specific Codes set the standard expected of all adult social care workers and healthcare support workers. They describe how a support worker should behave and the Care Certificate describes the minimum things they must know and be able to do.

Homecare providers must ensure that there are arrangements in place to support the continued supervision and training required for skills for healthcare support workers specific to their clinical duties at the recommended intervals and evidenced in training records accordingly:

Clinical skill	Training and competency	Frequency of re-accreditation
Care of central venous access devices including bolus flush using a medical device	As indicated by role	Annual
Venepuncture	As indicated by role	Annual
Vital sign monitoring (blood pressure, pulse, temperature, oxygen saturations) including weight and glucose monitoring	As indicated by role	Annual
National Early Warning Score (NEWS)	As indicated by role	Annual
Aseptic Non-Touch Technique (ANTT)	As indicated by role	Annual
Cannulation	As indicated by role	Annual
Chemotherapy ambulatory pump disconnection	As indicated by role	Annual
Intravenous infusion disconnection	As indicated by role	Annual
Training in self-administration of subcutaneous injectable treatment (face-to-face and remote)	As indicated by role	Annual
Peritoneal dialysis – connection and disconnection	As indicated by role	Annual
Haemodialysis - disconnection	As indicated by role	Annual
Removal of fistula needles	As indicated by role	Annual
Training in infusion pumps (face-to-face and remote)	As indicated by role	Annual
Electrocardiograms (ECG's)	As indicated by role	Annual
Clinical assessments (face-to-face and remote)	As indicated by role	Annual
Holistic Needs Assessments	As indicated by role	Once

Mandatory training must contain, but will not be limited to:

- Safeguarding (refer to RCN Intercollegiate Documents for Adults, 2022 and Young People and Children, 2019 for specific training levels)
- Prevent
- Basic Life Support
- Medical Emergencies Management (eg. Anaphylaxis and choking)
- Equality, diversity, and inclusion
- Pharmacovigilance
- Health and safety

- Data Protection
- Learning Disability and Autism
- Complaints and Incidence reporting

Designed with the non-regulated workforce in mind, the Care Certificate gives everyone the confidence that health and care professionals have the same introductory skills, knowledge, and behaviours to provide compassionate, safe, and high-quality care and support in their own workplace setting.

Supervision

There must be a robust governance framework in place to provide healthcare support workers with:

- Supervisory measures to enable support and oversight for the roles
- Support through a mentor to provide them with the tools to build confidence and resilience within the role
- Access to regular one to ones and regular appraisal through a registered healthcare professional
- Risk assessments for unsupervised tasks to assess patient suitability to receive care from a healthcare support worker or to assess therapy suitability to ensure that patient safety is not compromised (e.g. training patients for self-administration of a drug that has a high likelihood of anaphylaxis)
- Escalation processes for safeguarding concerns, unwell patients, and other clinical and non-clinical issues
- Data collection arrangements in place to assess impact on service delivery, patient care and safety
- Education and training pathways to support knowledge and career development
- Career development pathways to ensure progression as part of multi-disciplinary team approach
- There are robust escalation processes in place to maintain patient safety, enable the healthcare support workers to raise concerns and are not required to make a standalone clinical judgement
- Auditing measures to ensure quality of service by the healthcare support workers

Managing clinical emergencies

Patient safety remains paramount, healthcare support workers must be provided with the correct equipment and emergency treatment to preserve life:

- Registered nurses or pharmacists working under a PGD cannot delegate to a healthcare support worker the supply or administration of medicines in accordance with a PGD (see also Regulation 238 of the Human Medicines Regulations of 2012).
- Schedule 19 of the Human Medicines Regulation, 2012, allows administration of certain parenteral medicine without a prescription in an emergency. PGDs should not be used for the administration of these medicines but administration should follow national guidance such as the Resuscitation Council guidance on the management of anaphylaxis or a local organisation guideline/protocol.

Risk Assessment

Patient documentation and risk assessments can be accessed by all clinical staff and the healthcare support workers is able to implement agreed risk mitigation actions (Royal Pharmaceutical Society, 2013).

Relationship between healthcare professionals and the healthcare support workers

The healthcare support workers will work as part of a clinical team that is led by a registered healthcare professional that will be delegating and/or supervising the activities of the healthcare support workers. The registered healthcare professional must be satisfied that the healthcare support workers have the experience, knowledge of the treatment involved, and skills to provide appropriate and safe care. The individual undertaking the clinical activity remains individually accountable for their own practice in accordance with their individual contract of employment.

Appropriately trained healthcare support workers can legally administer medicines but Healthcare Professionals delegating the duty must ensure that these staff are competent to do so safely. healthcare support workers are also accountable for their own practice. Links to further information is available in the resources section.

Accountability and monitoring

healthcare support workers must be accountable for their own actions or omissions but must not be put in a position where they are required make standalone clinical decisions. healthcare support workers must not accept a delegated task where they do not feel they have the necessary competence to complete the task safely. This must remain the responsibility of the healthcare professional for oversight and escalation. Refer to the relevant Code of Conduct for healthcare support workers (See links below in *Resources* section) for the standard expected of all healthcare support workers.

When acting on instruction of a healthcare professional outside the expected treatment pathway, the healthcare professional is responsible for ensuring the healthcare support worker(s) is/are competent to undertake the action requested and it must be clear to the registered healthcare professional that the healthcare support workers is taking this action under supervision of that healthcare professional. Healthcare support workers are empowered to refuse inappropriate requests to undertake clinical activities.

Resources

- Professional Standards for Homecare Services in England (RPS, 2013)
- National healthcare support worker programme (HEE, 2020)
- Human Medicines Regulation (2012), schedule 19:
 - 🔗 <https://www.legislation.gov.uk/ukxi/2012/1916/schedule/19/made>
- Code of Conduct for healthcare support workers and Adult Social Care Workers in England Code of Conduct, 2013:
 - 🔗 <https://www.skillsforhealth.org.uk/wp-content/uploads/2020/11/Code-of-Conduct-Healthcare-Support.pdf>
- RCN Intercollegiate Documents for Adults, 2022
- RCN Intercollegiate Documents for Young People and Children, 2019
- Code of Conduct for healthcare support workers, NHS Education – Scotland, 2009:
 - 🔗 <https://www.nhsggc.org.uk/media/238581/code-of-conduct.pdf>
- Code of Conduct for healthcare support workers, NHS Wales and Welsh Assembly Government, 2011:
 - 🔗 <https://heiw.nhs.wales/files/educational-development/code-of-conduct-for-health-support-workers-in-wales-pdf/>
- United Kingdom Oncology Nursing Society recommendations for staff who administer Systemic Anti-Cancer Treatment in the UK:

Appendix 1

Core Competencies for Healthcare Support Worker Roles

Competencies taken from below sources; additional competencies specific to therapy areas will be required:

- 1.) healthcare support workers in Chemotherapy, Skills for Health:
https://tools.skillsforhealth.org.uk/roles/documents/Role_0093.pdf
- 2.) Assistant Practitioner in Chemotherapy Care -
https://tools.skillsforhealth.org.uk/roles/documents/Role_0043.pdf
- 3.) Renal Technologist - https://tools.skillsforhealth.org.uk/roles/documents/Role_0148.pdf
- 4.) E-Learning for Health - <https://www.e-lfh.org.uk/programmes/recognising-and-managing-deterioration/>
- 5.) United Kingdom Oncology Nursing Society recommendations for staff who administer Systemic Anti-Cancer Treatment in the UK exclude administration by a healthcare support worker, therefore no competencies are aligned to this standard

These core competencies are not exhaustive, however outline expectations for most areas of competence.

Underpinning Principle	Reference Function (Skills for Health or provided by organisation)		Competence area
1. COMMUNICATION	1.2	Communicate effectively	GEN97 Communicate effectively in a healthcare environment http://tools.skillsforhealth.org.uk/competence/show/html/id/3001
			GEN62 Collate and communicate health information to individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/2317
	1.4	Develop relationships with individuals	SCDHSC0233 Develop effective relationships with individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3505
	1.5	Provide information, advice and guidance	SCDHSC0026 Support individuals to access information on services and facilities http://tools.skillsforhealth.org.uk/competence/show/html/id/3536
			GEN14 Provide advice and information to individuals on how to manage their own condition http://tools.skillsforhealth.org.uk/competence/show/html/id/377
2. PERSONAL & PEOPLE DEVELOPMENT	2.1.1	Develop your own practice	SCDHSC0023 Develop your own knowledge and practice http://tools.skillsforhealth.org.uk/competence/show/html/id/3517
	2.1.2	Reflect on your own practice	GEN23 Monitor your own work practices http://tools.skillsforhealth.org.uk/competence/show/html/id/2051

3. HEALTH SAFETY & SECURITY	3.5.1	Ensure your own actions reduce risks to health and safety	IPC2.2012 Perform hand hygiene to prevent the spread of infection http://tools.skillsforhealth.org.uk/competence/show/html/id/3309
			PROHSS1 Make sure your own actions reduce risks to health and safety http://tools.skillsforhealth.org.uk/competence/show/html/id/3327
			PMWRV1 Make sure your actions contribute to a positive and safe working culture http://tools.skillsforhealth.org.uk/competence/show/html/id/4027
	Local	Protect yourself from harm/danger	Lone working Maintain your own safety through understanding how to use a lone workers device and when to trigger an alert Organisations training
	3.5.2	Protect individuals from abuse	SCDHSC0024 Support the safeguarding of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3518
4. SERVICE IMPROVEMENT	4.7	Contribute to improving services	CFACSA4 Give customers a positive impression of yourself and your organisation http://tools.skillsforhealth.org.uk/competence/show/html/id/3600
5. QUALITY	5.1.1	Act within the limits of your competence and authority	GEN63 Act within the limits of your competence and authority http://tools.skillsforhealth.org.uk/competence/show/html/id/85
	5.1.2	Manage and organise your own time and activities	HT4 Manage and organise your own time and activities http://tools.skillsforhealth.org.uk/competence/show/html/id/2501
6. EQUALITY & DIVERSITY	6.1	Ensure your own actions support equality of opportunity and diversity	SCDHSC0234 Uphold the rights of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3506
B. HEALTH INTERVENTION	B2.1	Obtain information from individuals about their health status and needs	CHS169 Comply with legal requirements for maintaining confidentiality in healthcare http://tools.skillsforhealth.org.uk/competence/show/html/id/2820
	B16.2	Support individuals who are distressed	SCDHSC0226 Support Individuals who are distressed http://tools.skillsforhealth.org.uk/competence/show/html/id/3531
	Local	Identify and report	Pharmacovigilance Reporting Training Organisations training

		adverse events	
		Identify and report Product Quality Complaints	Product Quality Complaints Reporting and Training Organisations training
		Escalation of care	Identify and escalate concerns around a deteriorating patient Organisations training
		Assess patients and environments effectively	Complete assessments of patient's homes or environments to ensure that any risks are identified E-Learning for Health https://www.e-lfh.org.uk/programmes/recognising-and-managing-deterioration/
D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY	D2.1	Collect and validate data and information for processing	HI7.2010 Collect and validate data and information in a health context http://tools.skillsforhealth.org.uk/competence/show/html/id/2980
	D2.4	Maintain information / record systems	SS33 Enter, retrieve and print data in a database http://tools.skillsforhealth.org.uk/competence/show/html/id/542
	D2.4	Maintain information / record systems	CFA_BAD332 Store and retrieve information using a filing system http://tools.skillsforhealth.org.uk/competence/show/html/id/4104
E. FACILITIES & ESTATES	E1.3.2	Clean areas	SCDHSC0246 Maintain a safe and clean environment http://tools.skillsforhealth.org.uk/competence/show/html/id/3514
G. MEDICAL DEVICES PRODUCTS & EQUIPMENT	G4.1	Maintain equipment, medical devices and products	GEN78 Conduct routine maintenance on clinical equipment http://tools.skillsforhealth.org.uk/competence/show/html/id/2635
H. MANAGEMENT & ADMINISTRATION	H1.3.1	Contribute to the effectiveness of teams	SCDHSC0241 Contribute to the effectiveness of teams http://tools.skillsforhealth.org.uk/competence/show/html/id/3509
	H2.6	Receive and pass on messages and information	ESKITU020 Use digital communications http://tools.skillsforhealth.org.uk/competence/show/html/id/4150
G. MEDICAL DEVICES PRODUCTS & EQUIPMENT	G4.1	Maintain equipment, medical devices and products	GEN78 Conduct routine maintenance on clinical equipment http://tools.skillsforhealth.org.uk/competence/show/html/id/2635

Clinical Competencies (as required by role/setting)

Underpinning Principle	Reference Function		Competence		
3. HEALTH SAFETY & SECURITY	3.5.1	Ensure your own actions reduce risks to health and safety	GEN96 Maintain health, safety and security practices within a health setting http://tools.skillsforhealth.org.uk/competence/show/html/id/2859		
			IPC3.2012 Clean, disinfect and remove spillages of blood and other body fluids to minimise the risk of infection http://tools.skillsforhealth.org.uk/competence/show/html/id/3362		
			IPC4.2012 Minimise the risk of spreading infection by cleaning, disinfection and storing care equipment http://tools.skillsforhealth.org.uk/competence/show/html/id/3363		
			IPC5.2012 Minimise the risk of exposure to blood and body fluids while providing care http://tools.skillsforhealth.org.uk/competence/show/html/id/3364		
			IPC6.2012 Use personal protective equipment to prevent the spread of infection http://tools.skillsforhealth.org.uk/competence/show/html/id/3365		
			IPC7.2012 Safely dispose of healthcare waste, including sharps, to prevent the spread of infection http://tools.skillsforhealth.org.uk/competence/show/html/id/3366		
			B. HEALTH INTERVENTION	B3.3.2	Prepare individuals for health care actions
B3.3.4 Prepare environments and resources for use in health care activities http://tools.skillsforhealth.org.uk/competence/show/html/id/3381					
B3.3.6 Support others in providing health care actions http://tools.skillsforhealth.org.uk/competence/show/html/id/389					
B5.1	Obtain specimens from individuals	CHS132.2012 Obtain venous blood samples http://tools.skillsforhealth.org.uk/competence/show/html/id/3383			
		CHS7.2012 Obtain and test specimens from individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3397			

	B8.1	Undertake physiological measurements	CHS19.2012 Undertake routine clinical measurements http://tools.skillsforhealth.org.uk/competence/show/html/id/3399
	B8.2	Investigate system/organ function	CHS130 Perform routine Electrocardiograph (ECG) Procedures http://tools.skillsforhealth.org.uk/competence/show/html/id/2729
	B10.1	Provide life support	EC17 Provide life support http://tools.skillsforhealth.org.uk/competence/show/html/id/588
	B11.1	Insert and secure medical devices to enable administration or drainage of fluids/air/other substances	CHS22 Perform intravenous cannulation http://tools.skillsforhealth.org.uk/competence/show/html/id/900
	B11.2	Maintain fluid levels and balance in individuals	CHS17.2012 Carry out extended feeding techniques to ensure individuals nutritional and fluid intake http://tools.skillsforhealth.org.uk/competence/show/html/id/3398
	B11.9	Measure and record body fluid output, blood loss and wound drainage	PCS6 Measure and record patients' body fluid output http://tools.skillsforhealth.org.uk/competence/show/html/id/408
	B14.3	Deliver therapeutic activities	CHS12 Undertake treatments and dressings related to the care of lesions and wounds http://tools.skillsforhealth.org.uk/competence/show/html/id/341
	B14.4	Undertake personal care for individuals	CHS11 Undertake personal hygiene for individuals unable to care for themselves http://tools.skillsforhealth.org.uk/competence/show/html/id/340
			CHS9 Undertake care for individuals with urinary catheters http://tools.skillsforhealth.org.uk/competence/show/html/id/365
			CHS5.2012 Undertake agreed pressure area care http://tools.skillsforhealth.org.uk/competence/show/html/id/3395
	B15.10	Manage stocks of medication	CHS1.2012 Receive and store medication and products http://tools.skillsforhealth.org.uk/competence/show/html/id/3393
E. FACILITIES & ESTATES	E1.3.6	Dispose of waste from health care environments	CHS212 Disposal of clinical and non clinical waste within healthcare http://tools.skillsforhealth.org.uk/competence/show/html/id/2837

G. MEDICAL DEVICES PRODUCTS & EQUIPMENT	G3.5	Test and evaluate equipment, medical devices and products (against a standard)	CHS207 Test medical devices, products, equipment and associated systems within healthcare http://tools.skillsforhealth.org.uk/competence/show/html/id/2832
	G3.7	Calibrate new and existing medical devices and products	GEN77 Perform first line calibration on clinical equipment to ensure it is fit for use http://tools.skillsforhealth.org.uk/competence/show/html/id/2634
	G4.1	Maintain equipment, medical devices and products	CHS210 Maintain healthcare equipment, medical devices and associated systems http://tools.skillsforhealth.org.uk/competence/show/html/id/2835
H. MANAGEMENT & ADMINISTRATION	H2.1	Administer diary appointment systems	GEN25 Administer appointments http://tools.skillsforhealth.org.uk/competence/show/html/id/2292
	H1.3.1	Contribute to the effectiveness of teams	GEN39 Contribute to effective multidisciplinary team working http://tools.skillsforhealth.org.uk/competence/show/html/id/2212
PRIVACY AND DIGNITY	Scottish Government	Ensure patient dignity and privacy is maintained	Managing maintaining dignity and privacy in the Homecare setting National Care Standards: Care at Home www.scot.gov
NATIONAL FRAMEWORK /LOCAL POLICY COMPLIANCE	Local	Provide Clinical interventions/care as directed by local or national frameworks/policies	Observation, assessment, and competence in providing clinical care as defined in relevant guidance and accessing to guidance for further information