

NCHA Activity Summary Overview – 2025/6

Last updated 29 May 2026

Introduction

Following the updating of the [NCHA Code Of Practice For Clinical Homecare Service Providers](#) in Sept 2024, NCHA has been reviewing existing guidance and position statements. Most have been re-issued with minor updates reflecting current terminology and latest best practice. In a few cases, NCHA Position Statements that now reflect standard practice have been transitioned into guidance. A summary of the updates is included within the version History at the end of each document.

This update contains links to the public domain documents. They are published on NCHA Website and can be found on the NCHA Resources Page. We continue in our efforts to make the Resources Page more user-friendly, intuitive and easier to search. New documents have been subject to NCHA stakeholder consultation prior to approval. Minor updates to existing documents were considered to be uncontroversial so were not considered to require additional stakeholder consultation, but if you have any questions or concerns, please let us know at info@clinicalhomecare.co.uk.

New in 2025/6

[Homecare Clinical Career and Competency Framework](#)

(version 1.0: October 2025)

The National Clinical Homecare Association (NCHA) and Skills for Health have launched the UK's first career and competence framework for clinical and nursing roles in clinical homecare services.

[Beyond Dispense and Delivery: Medicines Management through Clinical Homecare](#)

(version 1.0: June 2025)

Despite the NHS commissioning homecare services for almost 30 years, the complexity of the service is not well understood. This document has been prepared by the National Clinical Homecare Association to help stakeholders better understand the scope of clinical and medicines homecare services.

[NCHA Patient Charter for Homecare Providers](#)

(version 1.0: NCHA approved 4 June 2025)

This Patient Charter for Homecare Providers provides information for NCHA Members and other interested stakeholders regarding the provision of Clinical Homecare Services to patients. Its main purpose is to assist Homecare Providers who may want to use this document as a foundation for creating their own Patient Charter when delivering homecare services. Patients are referred to homecare services by their hospital clinical team, which may include the NHS, HSC, or a Private Provider. The charter outlines what patients can expect from a homecare service and offers guidance on their rights and responsibilities.

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[Best Kept Secret: The Value of Clinical Homecare to the NHS, patients and society](#)

(version 1.0: published 19 March 2025)

Clinical Homecare offers a unique solution to some of the NHS' key challenges. But due to a lack of understanding and leadership, it remains one of the NHS' best kept secrets.

To help improve understanding and shed light on the benefits of Clinical Homecare, the NCHA is pleased to launch a new report, 'Best Kept Secret: the value of Clinical Homecare to patients, the NHS and society'. The report has been steered by an independent panel of experts from the NHS and beyond. It has been authored by ZPB Associates with economic modelling and analysis from Edge Health.

[Evidence of Service Delivery to Support Clinical and Medicines Homecare Service Invoices; Report template and FAQ](#)

(Version 1.0: NCHA 7 Feb 2025, adopted by NHMC 4 March 2025)

The Homecare Provider will provide an Invoice Reconciliation Report that provides information relating to each delivery alongside the related Purchase Order (P.O.) number on the invoice for effective and efficient validation. This is in place of the historical practices including provision of a "proof of delivery" (POD) document alongside each delivery specific homecare invoice.

[Sustainability & Reaching Net Zero: A Homecare Industry View](#)

(version 1.0: NCHA approved 22 July 2025)

As the national trade body for the clinical homecare industry, the NCHA recognises the urgent challenge of reaching net-zero emissions.

We understand that our members are truly committed to integrating sustainability as a core principle in their business practices. Our aim in developing this document is to support our members and to also showcase how the industry is working to meet sustainability challenges for the NHS, the Pharmaceutical Sector and most importantly our patients on service.

NCHA Document Updates

[NCHA Clinical and Medicines Homecare Services Business Continuity Plan](#)

(version 2.0: 5 March 2026)

NCHA Industry Level Business Continuity Plan was commissioned by the NCHA Board to ensure a consistent approach to unusual circumstances that are or have the potential to impact patient safety and mitigation actions required exceed the capabilities of the individual NCHA Member organisation(s). Version 2 updates terminology, simplifies the administrative processes and includes learnings from experience since the publication of V1.0.

[Home Parenteral Nutrition Patient Safety Incidents including Rapid Over-Infusion](#)

(version 1: NCHA approved 11th Sept 2025).

When the national specification for Home Parenteral Nutrition (HPN) was updated in 2024, it includes contractual provisions for investigation and reporting of rapid over-infusions within the HPN service, however, clear definitions were not provided. This position statement provides a working definition for Clinical Homecare Providers to support consistent understanding and robust reporting of incidents including rapid over-infusion and provide a basis for the assessment of contractual compliance.

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Clinical Governance of Unlicensed Medicines and Off-Label Use of Licensed Medicines in Homecare Services

(Version 2.0 9 Sept 2025)

As homecare services are often part of complex clinical pathways there are homecare medicines pathways or individual patient care plans that are not fully aligned with the Summary of Product Characteristics. This document considers the dispensing and administration of medicines in clinical homecare services where the clinical pathway does not follow that envisaged by the manufacturer and regulator as stated in the Summary of Product Characteristics. Throughout this document the term unlicensed refers to unlicensed medicines and off-label use of licensed medicines.

Remote Self-Administration Training of Patients in Clinical Homecare Services

(version 2: NCHA approved 16th June 2025).

This guidance supports the successful delivery of remote self-administration training consultations to Homecare patients and, where appropriate, to their carers. Using technology most Clinical Homecare Organisations can successfully deliver patient training remotely to enable Patients receiving a wide range of therapies to understand and independently self-administer their homecare treatments safely and effectively. Transitioned from COVID specific guidance.

Adverse Weather Guidelines

(version 2.0: NCHA approved 29 May 2025)

This guidance sets out the expectation on Homecare Providers preparing for adverse weather conditions that will impact their normal delivery services. It is referenced in the RPS Homecare Handbook section 2.2 Operational Guidance for Running a Homecare Service.

Clinical Homecare Keyholding Service Guidance

(version 2: NCHA approved 14th January 2025)

A Clinical Homecare Keyholding Service means the delivery driver or other homecare staff have access to a key safe or similar to provide a clinical homecare service. It is often necessary for homecare staff to enter a patient's home. In the vast majority of cases, the patient or carer will be able to consent to each entry by opening the door and inviting the homecare staff into their home. This guidance covers the exceptional circumstances when it is appropriate for homecare staff to gain unaccompanied access to a patient's home or other private residence to make deliveries, rotate stock and/or remove waste. It is referenced in the RPS Homecare Handbook section 2.2 Operational Guidance for Running a Homecare Service.

NCHA Documents Withdrawn/Archived

The following documents relating specifically to the COVID response and FMD have been withdrawn.

- Covid 19 - NCHA Guidance for Decontamination of Clinical Equipment in Homecare Services during COVID 19 Pandemic 29 Apr 2020
- Covid 19 - NCHA Guidance on Delivery Procedure Changes for Clinical and Medicines Homecare Services in response to Coronavirus (COVID- 19) 20 August 2020
- Covid 19 - Guidance - Prescription Management Process in Clinical Homecare Services during COVID-19 7 Sept 2020
- Falsified Medicines Directive - NCHA Position Statement Implementation of Falsified Medicines Directive in Clinical Homecare - The Way Forward & FAQ 5 Dec 2018

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NCHA Document Reviews Planned for 2026

Below is a list of NCHA Documents that we intend to finalise review during 2026. If you have any suggestions for these or other NCHA documents, please let us know at info@clinicalhomecare.co.uk.

- NCHA Position Statement: Impact of External and Internal Factors on Homecare Providers and Service Variations
- GDPR - Impact of the General Data Protection Regulation in Clinical and Medicines Homecare Services & FAQ. The plan is to transition from NCHA Position Statement to Best Practice Guidance. Please note: The underpinning regulations have not changed, so only essential updates to content will be considered to avoid the need for wide stakeholder consultation.
- Project Templates to be reviewed to reflect their use in practice.

History

Version	Status	Date	Reason for change	Author(s)
Version 1.0	Approved	29 May 2026	New	Carol McCall

For further information please contact info@clinicalhomecare.co.uk.

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