

Shared Care Protocols Review

Background

The Oxfordshire Shared Care Protocols provide a model for identifying healthcare tasks that can be delegated to paid care workers in the community, and a framework for training and agreeing funding to support this element of care delivery.

The Shared Care Protocols have been in place for over 12 years and while they have been reviewed previously in 2005 and again in 2010, changes have been small scale and have not made a significant difference to the processes around delegation and training for healthcare tasks. With an ever increasing number of people now choosing to be cared for in their own homes, presenting with more complex care needs and incorporating new healthcare practices, it is timely that we take the shared care protocols forward in a new and improved way.

What we are doing

Oxford Health NHS FT and OCC are working together to undertake a major review of the Shared Care Protocols, specifically looking to redesign the model for training paid care workers to deliver healthcare tasks. Currently, all care workers need to be trained each and every time they are asked to deliver a particular healthcare task for a new client; standards of training vary greatly and there are often lengthy delays for training to take place.

The aim of this review is to improve the governance and structure around delegation and training for healthcare tasks – to keep clients safe and to keep care workers safe.

Pilot

A small pilot is underway with a team of 34 Oxford Health NHS FT Reablement carers in the north of the county to test the concept of a 'passport award' for some of the more commonly delegated healthcare tasks i.e. administration of Warfarin, prescribed lotions, ointments & creams, and Compression Hosiery/TEDs. We are training these care workers to a high standard and plan to award competencies which are valid for a specific period of time, and which can be used to deliver healthcare tasks in line with guidelines issued by a registered clinician. This will eliminate the need for client specific training for these delegated healthcare tasks and should greatly increase flow throughout the system.

A decision has also been made to pilot the 'passport award' training with one Learning Disability provider – further details on this will follow in next month's update.

These two small pilots will allow us evaluate the benefits and constraints of a 'passport award' and determine if this is an acceptable way forward for delegation and training for healthcare tasks. Outcomes will be measured and a full report will be shared following the pilot trials.

Please note – the current system for delegation and training for healthcare tasks remains in place. No wide-scale changes will be implemented until the pilot phase has been completed and we have

identified what would need to be in place to extend to other care providers and additional delegated healthcare tasks.

Tell us what you think

To support this review, four Home Support Provider Forums have been scheduled across the county. An email has already been sent out to all Home Support Providers on the APL with a request to confirm your attendance at one of the meetings via contracts.admin@oxfordshire.gov.uk. We would welcome your attendance at these events to provide feedback on what is working or not working with the current system, and to put forward suggestions for improvement.

The forums will be held as follows:

17 February 2014 Mount House, Church Green, Witney, OX28 4AZ Conference Room 14:00 till 16:00
For the people of West Oxfordshire

20 February 2014 Samuelson House, Tramway Road, Banbury, OX16 5AU Conference Room 10:00 till 12:00
for The People of North Oxfordshire

24 February 2014 Knights Court, 21 Between Towns Road, Cowley, Oxford, OX4 3LX Conference Room 10:00 till 12:00
For The People in Central Oxfordshire County Council

24 February 2014 Abingdon Health & Wellbeing Centre, Audlett Drive, Abingdon, Oxfordshire, OX14 3GD Conference Hall 15:00 till 17:00
For The People in South Oxfordshire and Vale of White Horse

We look forward to meeting you at these events.

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