

# DO-NOW

Please ensure your microphone is muted

Welcome!

## TODAY'S DO-NOW:

Please begin once you are connected to the audio & video conference.

- 1 REMOVE ONE DISTRACTION FROM YOUR WORKSPACE. YOU MIGHT :



- 2 WRITE A BRIEF STATEMENT of PURPOSE — one intention for today's session. *(This will remain private to you.)*



- 3 POST it, HANG it, or PLACE it WHERE YOU WILL SEE IT.



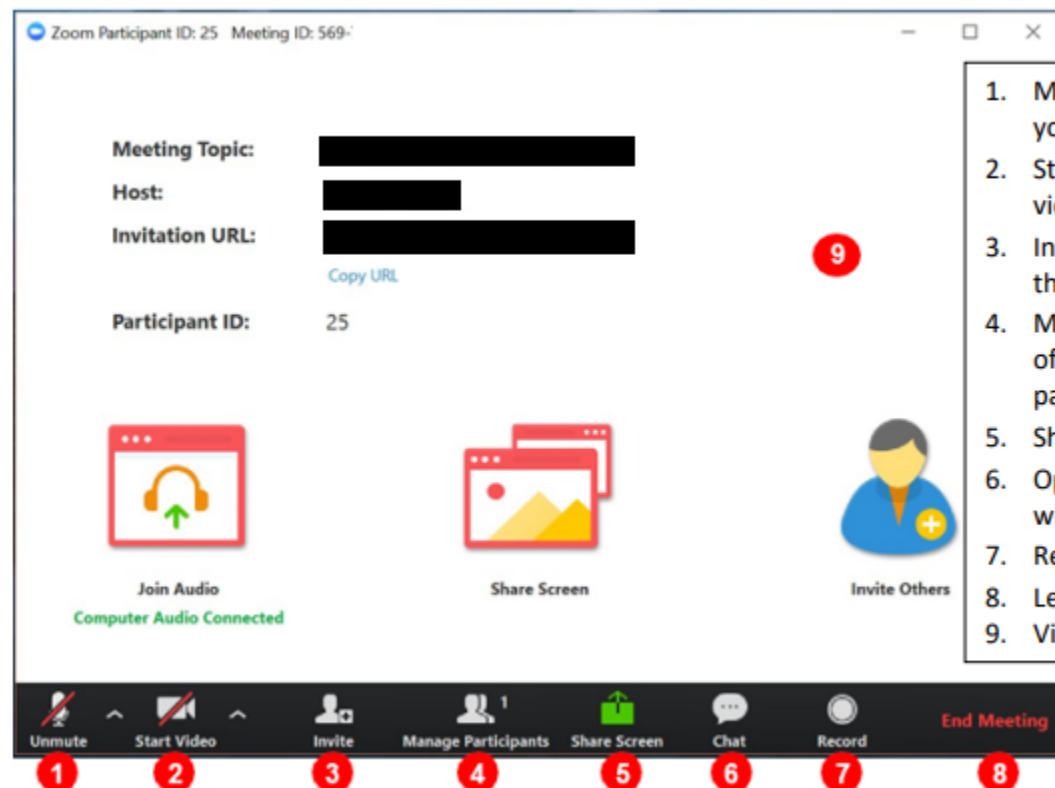
# Welcome – How the session will work

## RULES

- \* Be PATIENT with the tech — and with each other
- \* ASK for what you NEED
- \* Ask QUESTIONS!
- \* Be CURIOUS
- \* Share and help one another LEARN



1. Mute or unmute your microphone
2. Start or stop your video feed
3. Invite participants to the meeting
4. Manage/view the list of meeting participants
5. Share your screen
6. Open the Chat window
7. Record the meeting
8. Leave the meeting
9. Video Area



*Please mute your microphone at all times*

*Ask your questions in chat box*

# Delegation of Insulin Administration Resources Launch Webinars 2021

**Nursing Directorate**  
**NHS England & NHS Improvement**  
**England.communitynursing@nhs.net**

NHS England and NHS Improvement



# The team today



## **Sam Sherrington (she/her)**

Head of Community Nursing  
Head of Year of the Nurse and  
Midwife 2020/2021  
NHS England & NHS Improvement  
[sam.sherrington@nhs.net](mailto:sam.sherrington@nhs.net)  
@SamSherrington, @TeamCNO\_



## **Moraig Orpen**

Practice development Lead/  
District Nurse Healthy Lives  
Care Group, North Tees &  
Hartlepool NHS FT



## **Melanie Cabbage RN DN QN**

Head of Nursing  
Healthy Lives Care Group  
North Tees and Hartlepool NHS  
Foundation Trust  
07824896978  
[Melanie.cabbage@nhs.net](mailto:Melanie.cabbage@nhs.net)  
@NTeesHpoolNHSFT @melcabbage



## **Kendra Peacock**

Health Care Assistant  
North Tees and Hartlepool  
NHS Foundation Trust

**Community Nursing Inbox:**  
[england.communitynursing@nhs.net](mailto:england.communitynursing@nhs.net)



<b>Introduction to session</b>	<b>13.00-13.05 5 mins</b>	<b>SS</b>
<b>Key resources and e-learning platform (10 minutes)</b>	<b>13.05-13.15, 10 mins</b>	<b>SS</b>
<b>Exemplar site: Best practice model (20 minutes)</b>	<b>13.15-13.35, 20 mins</b>	<b>EF</b>
<b>Local implementation (5 minutes)</b>	<b>13.35-13.40, 5 mins</b>	<b>SS</b>
<b>Q&amp;A Panel - (20 minutes)</b>	<b>13.40-14.00, 20mins</b>	<b>ALL</b>



# Introduction

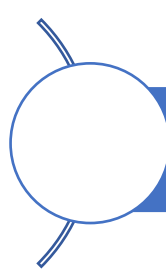
Autumn 2019; the Chief Nursing Officer England directed the Community Nursing Team to develop a framework for Healthcare support workers to administer insulin in community settings (i.e. people's own homes and care homes)

Winter 2019; Eight (8) Exemplar Sites identified and framework development begins. QI methodology used focusing on the evidence and identifying characteristics of a delegated service. The Exemplar Sites had 0 errors - despite Insulin being classed as a high-risk drug. All Exemplar Sites had been on a journey of 3-5 years to build trust and relationships, which underpinned their success

Spring 2020; Presentation and endorsement at the Chief Nursing Officer Summit

Covid-19 2020; work prioritised by the Chief Nursing Officer England as part of the Covid-19 response and widened its scope to include health and care workers

**The vision is for suitably trained health and care workers, including health care support workers and health care assistants, as well as other health professionals, to safely administer insulin in community settings to those people whose diabetes is stable**



## 6 Principles



The delegation of insulin administration is underpinned by six simple principles governing the delegation of this task from registered nurses. These have been informed by CQC, NHS Resolution and RCN guidance, and are:

- i. **Safety** – delegation will not happen if it is not safe, according to organisational risk assessment
- ii. **Patient benefit** – the goal of all the changes to ways of working is to continue to improve quality of care and support for patients
- iii. **Support staff across social care and health** – all changes must empower staff across sectors and respond to staff concerns
- iv. **Voluntary and discretionary** – delegation of tasks at a system, organisational and individual nurse level will remain voluntary and subject to the discretion of the registered nurse, based on the care plan of the recipient of care, their wishes and the nurse's judgement on the ability of the HCA to assume new tasks
- v. **Support of regulators** – all changes must have been agreed with the relevant quality and performance regulators (NMC, CQC, HCPC) and professional bodies (e.g. RCN, SfC), which have contributed to the programme's development
- vi. **Training and support in place at all levels** – changes must be supported by adequate materials and advice to support safe implementation at a local level. These will be co-produced with clinicians and social care staff.

## Delegation of Insulin Administration documentation

### Joint Statement - Final letter of delegation of insulin administration

Statement of joint intent to work together to encourage the safe delegation of insulin administration.

### Sample Policy Document - Sample document for the delegation of insulin administration

Provides a voluntary framework for practice when teaching and training health and care workers to administer insulin in community settings.

### Competency framework and workbook for blood glucose monitoring and subcutaneous insulin administration

A composite of the approaches to delegating insulin administration. It is intended to support the face-to-face element of supervised training/mentorship which will be essential alongside eLearning

### Organisational Checklist for Delegation of Administration of Insulin

A checklist on organisational duties and responsibilities to be completed by all organisations involved in the delegation of insulin administration.

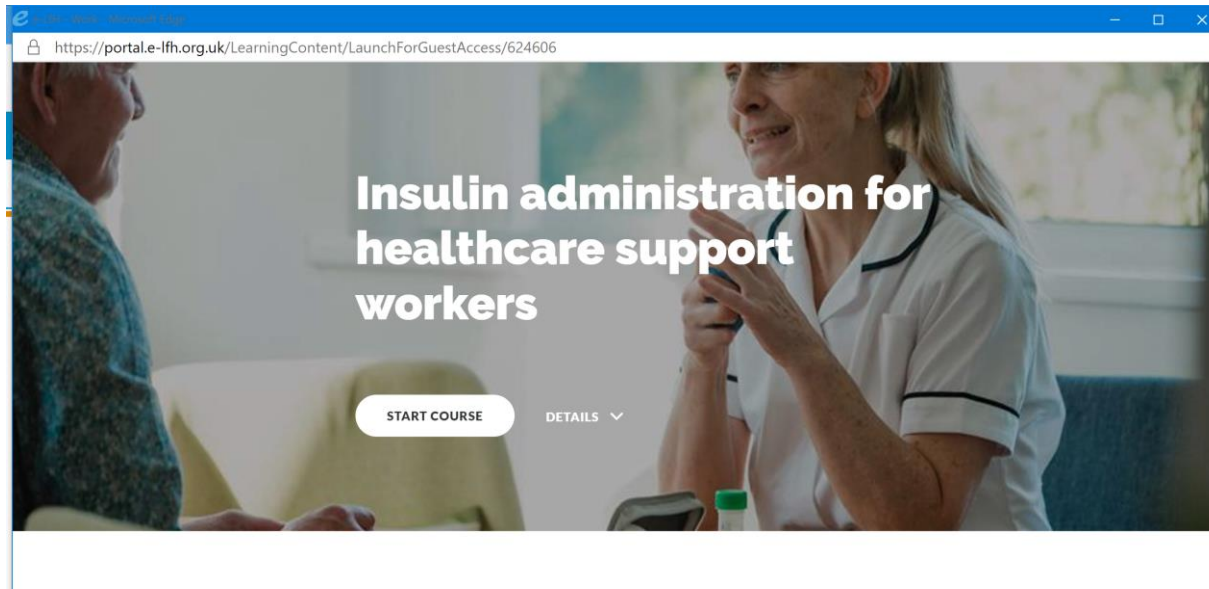
### Health & Care Worker Checklist

A checklist to be completed by the individual undertaking training and delegated task of insulin administration

### Frequently asked questions (FAQs)

A list of frequently asked questions in implementing delegated insulin administration.

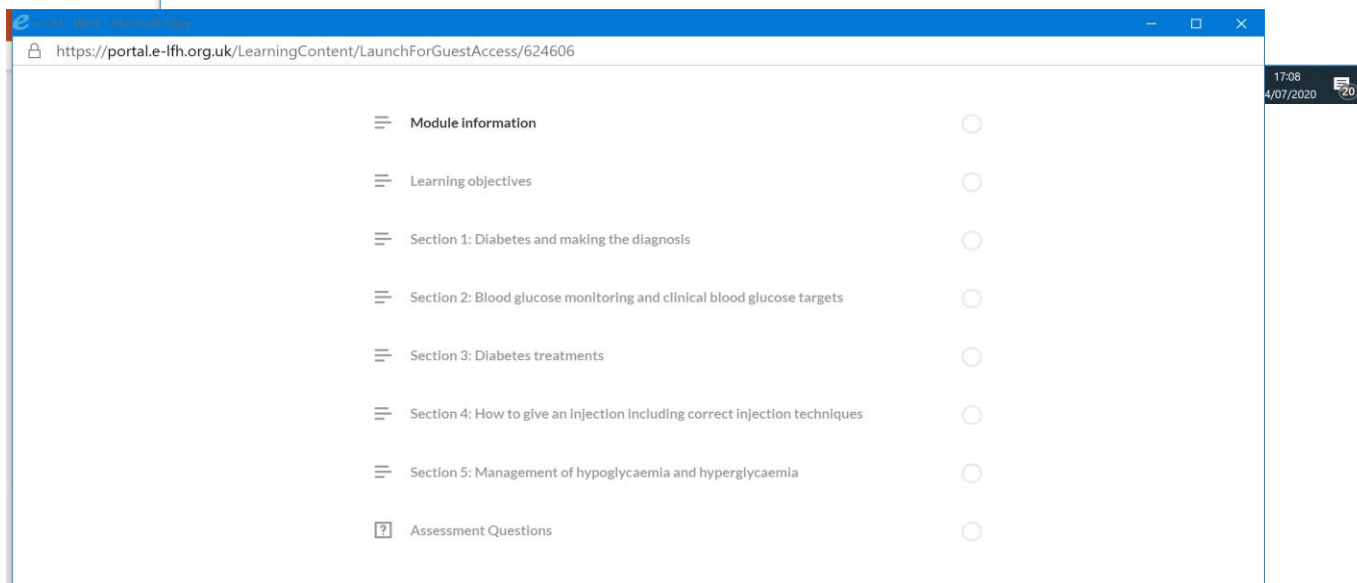




The eLearning Module is available on the Health Education England training portal <https://portal.e-lfh.org.uk/>

At the end of this session you will;

- Have knowledge of the diagnosis and treatment of both type 1 and type 2 diabetes
- Be able to demonstrate the correct procedure for performing blood glucose monitoring
- Be able to describe the effect of insulin on blood glucose levels
- Administer insulin using the correct injection technique
- Have knowledge of hypoglycaemia and hyperglycaemia, and appropriate treatment.



## Contributing organisations:

Association of Directors of Adult Social Services (ADASS), Care Quality Commission (CQC), Diabetes specialist nurse forum (DSN UK), Diabetes UK, Foundation of Nursing Studies (FoNS), Health Education England (HEE), Local Government Authority (LGA), National Care Forum (NCF), NHS England and Improvement (NHSEI), NHS Resolution, Nursing and Midwifery Council (NMC), Queens Nursing Institute (QNI), Royal College of Nursing (RCN), Skills for Care (SfC), Trend UK, UK Clinical Pharmacy Association (UKCPA), UK Homecare Association (UKHCA).

## Eight Exemplar Sites

Barnet, Enfield and Haringey Mental Health NHS Trust  
East Kent Hospitals University Foundation Trust  
Hertfordshire Community NHS Trust  
North Tees and Hartlepool NHS Foundation Trust  
Sheffield Teaching Hospitals NHS Foundation Trust  
Shropshire Community Health NHS Trust  
Sirona Care and Health (formerly Bristol Community Health)  
Tameside and Glossop Integrated Care NHS Foundation Trust



Hertfordshire Community NHS Trust

@HCTNHS



Hear from Sam Sherrington from @NHSEngland @NHSImprovement visiting HCT today, learning lessons from our 3 year project to train HCAs to administer insulin to patients. It frees up Community Nurses' time, happier patients & HCAs learn new skills. @HVCCG @ENHertsCCG @HWEfutureSTP



[@HVCCG](#)  
[@ENHertsCCG](#)  
[@HWEfutureSTP](#)

<https://twitter.com/hctnhs/status/1172541452284497922?s=12>

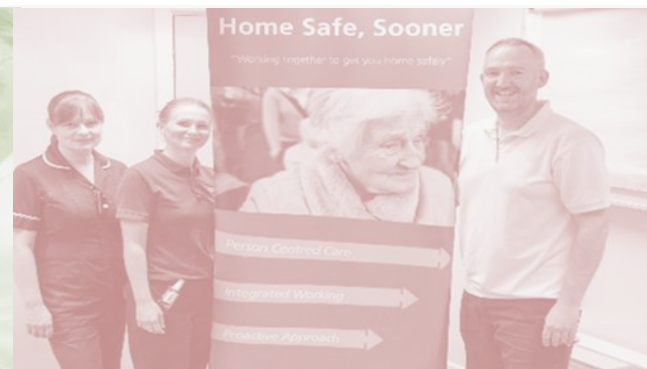
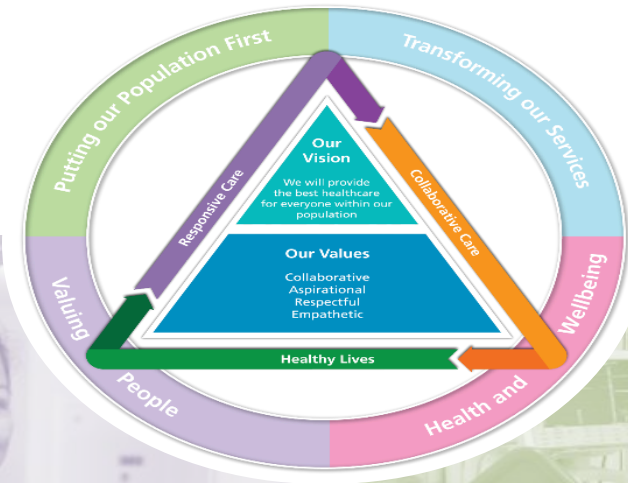
# North Tees and Hartlepool NHS Foundation Trust

## Delegation of insulin

Mel Cambage: Care Group Head of Nursing

Moraig Orpen: Practice Development Lead/DN Sister

Kendra Peacock: Health Care Assistant



# Background

- DN 'transformation' journey
- QI work streams led by our practice development leads & DN sisters
- Felt there were elements of nursing care that could be undertaken by unregistered workforce in our core DN team 32 staff (24wte)
- Insulin administration identified as a key pressure for our teams at the start of a day
- Started in March 2019

# The story so far...

Full review of HCA Job description – no change to AFC band

Development of local competencies – now included in national documents

Development of an internal study day for HCA's

Update of HCA training needs analysis to include safe use of insulin and management of hypoglycaemia plus safe use of sharps

QIA

Practice mentor for each HCA to ensure competencies were achieved. 1:1 competency assessment

# The Keys to getting it right

- All patients must be fully assessed by a RN prior to injectable medications being delegated
- Review /Audit of your own standards : MAR charts/ equipment are they all in place and correct
- Set the rules -ie review of diabetic patients on a weekly basis by RN. Reviewed as part of DN sisters monthly caseload review
- Escalation of concerns- be clear
- HCA competency review as part of appraisal process
- Communication with patients & staff – were they happy?

# Lessons learnt..

Improved quality of care to patients – not waiting for a RN to arrive. No missed or delayed injections

Involvement of diabetes nurse specialist

Include the wider 24/7 DN team

Opportunity to learn from incidents/near misses – could we do things differently

Robust clinical supervision/ support

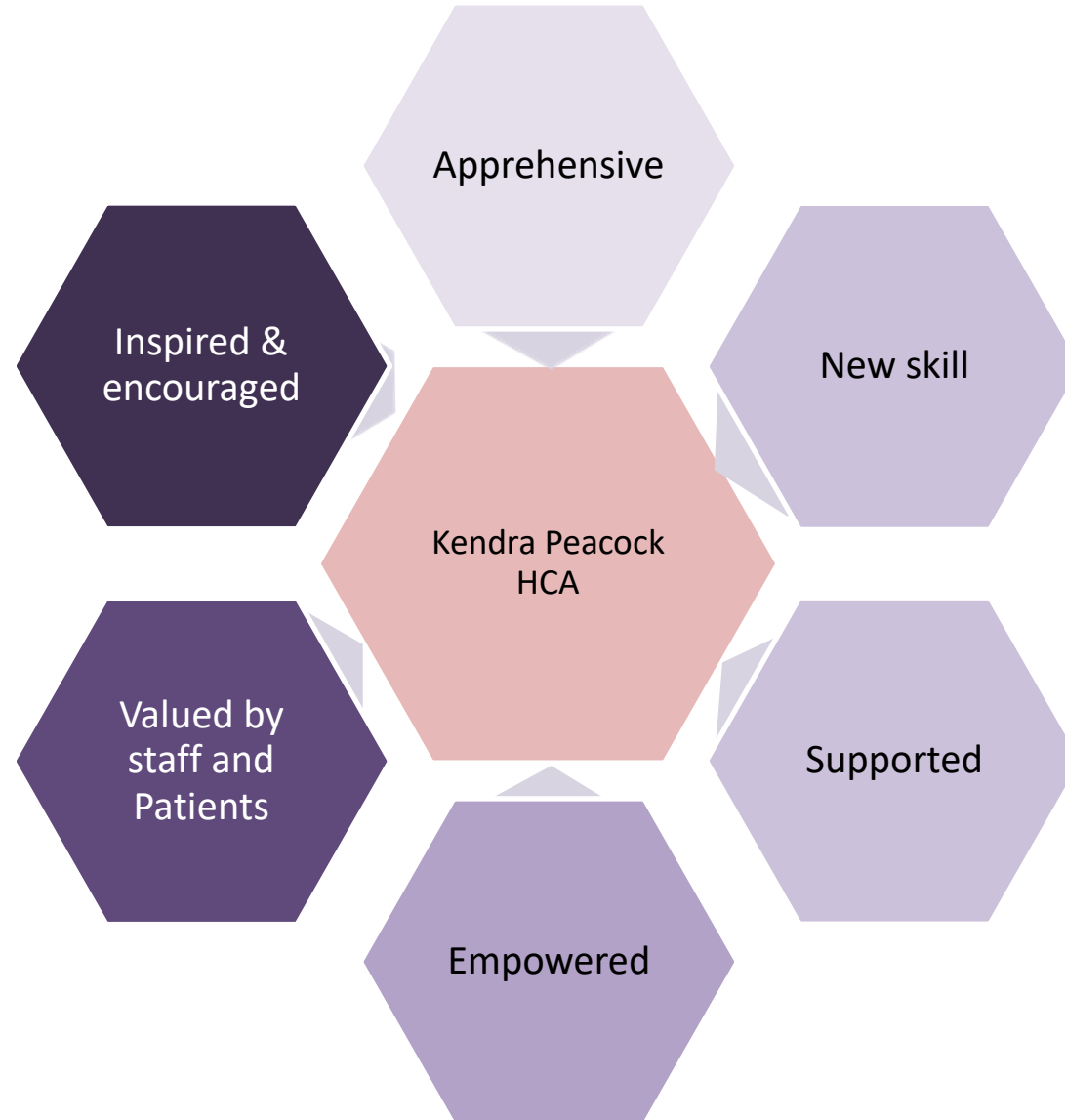
Positive experience for HCA's & role development

Encourages staff to actively question clinical concerns

HCSW balanced workload

Reduced RN pressures at the start of the day

# How did I feel as a HCSW?



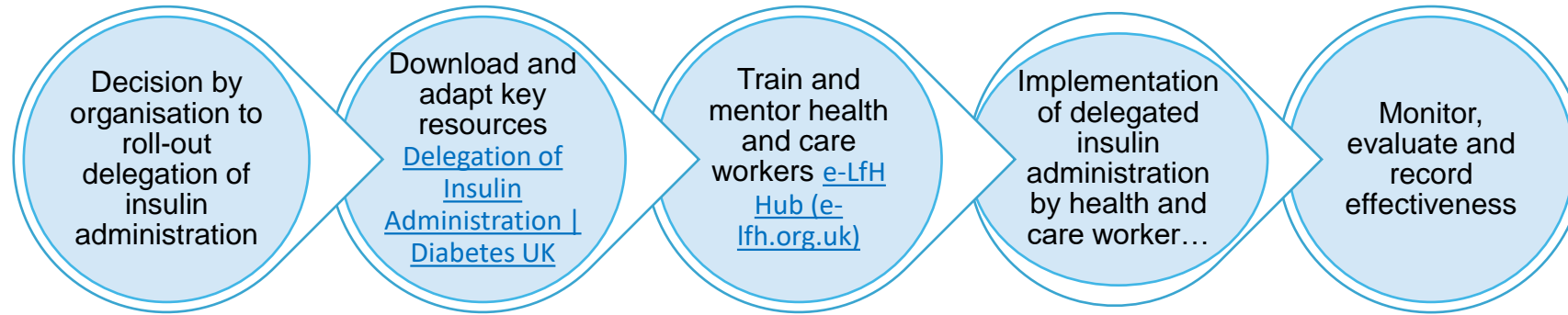


# Finally....

- Currently approx 120 patients receiving support from a HCA to administer their insulin on a daily basis – capacity released – has allowed us to develop other things such as inreach/ D2A pathways with our RN's
- HCA now have had their imagination opened into the possibilities – right patient, right person, right time
- For us we are starting the conversation with our care homes. Particularly LD/MH homes working very well. COVID-19 support – reduce footfall
- Discussion with medical consultants & ward matrons – how can we explore taking this onto key wards. Patient safety / QI –timely administration

# Local implementation – A call to action

## Steps to implement delegation of insulin administration



## Support available to organisations

1. **Insulin Administration Programme workspace on FutureNHS Website:** The site is open for all to join at <https://future.nhs.uk/connect.ti/Insulin/grouphome>. It offers a forum to connect with others to share your experiences and ask questions about the resources
2. **Webinars:** A series of webinars will be run by NHS England & NHS Improvement and Diabetes UK featuring the exemplar sites
3. **Buddying-up with Exemplar Sites.** This can be arranged via the Futures platform
4. **Informal conversations with Exemplar Sites:** These will need to be arranged by yourself and the exemplar site/s.
5. **Any queries please email the Community Nursing Inbox:** [england.communitynursing@nhs.net](mailto:england.communitynursing@nhs.net)

# Q&A – Ask the panel



## Melanie Cambage RN DN QN

Head of Nursing  
Healthy Lives Care Group  
North Tees and Hartlepool NHS  
Foundation Trust

07824896978

[Melanie.cambage@nhs.net](mailto:Melanie.cambage@nhs.net)

[@NTeesHpoolNHSFT](#) [@melcambage](#)



## Moraig Orpen

Practice development Lead/  
District Nurse Healthy Lives  
Care Group  
North Tees & Hartlepool NHS FT



## Kendra Peacock

Health Care Assistant  
North Tees and Hartlepool NHS Foundation Trust

## Colleagues from [@DiabetesUK](#)

### Yvonne Brown

Improving Care Manager

[Yvonne.Brown@diabetes.org.uk](mailto:Yvonne.Brown@diabetes.org.uk)

## June James

Co chair Trend Diabetes  
Honorary Associate Professor  
University of Leicester

Nurse Consultant- Diabetes

[juneruthjames@gmail.com](mailto:juneruthjames@gmail.com)

[@junejames24](#)



## Sam Sherrington

Head of Community Nursing  
Head of Year of the Nurse  
and Midwife 2020/2021

NHS England & NHS Improvement

[sam.sherrington@nhs.net](mailto:sam.sherrington@nhs.net)

[@SamSherrington](#), [@TeamCNO\\_](#)



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