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NHS England and NHS Improvement  
Skipton House  
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To: Health & Care Organisations

xx July 2020

Dear colleague,

### **Delegation of insulin administration**

We are pleased to announce that this programme is now available to health and social care organisations in England. It concerns the delegation of responsibility for the administration of insulin to adults from registered nurses to other members of the community team, **including healthcare assistants (HCAs); support workers; other non-regulated health and care roles and allied health professionals.**

These are challenging times for community nursing teams and now more than ever, entrusting insulin administration to others will give the frontline workforce greater flexibility. Safely delegating the administration of insulin to healthcare support workers and similar roles will release registered nurses to maximise their competence elsewhere. In equipping non-registered staff with skills which can help to reduce unnecessary delays in delivering insulin, it will also improve the quality of care for patients. We encourage all providers of health and social care to take up this opportunity.

The programme 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 (eg 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.

The supporting resources draw on key elements of existing good practice and have been developed by NHS England and NHS Improvement with input from an expert group of diabetes clinicians and researchers, and additional review by diabetes educational experts and practising clinicians and commissioners from eight exemplar sites.

1. **Sample policy for delegation of administration of insulin to adults** (INSERT LINK)

This document provides a voluntary framework for practice that should be locally adapted when teaching and training health and care workers to administer insulin.

2. **Competency framework and workbook** (INSERT LINK)

This document is 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.

3. **Organisational checklist** (INSERT LINK)

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

4. **Health and care worker checklist** (INSERT LINK)

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

## 5. FAQs (INSERT LINK)

Answers to the frequently asked questions in the delegation of insulin administration in community settings. This document is a work in progress and will be updated as we receive further FAQs.

## 6. E-Learning module

A structured training programme for the safe administration of insulin by health and care workers is available at <https://portal.e-lfh.org.uk/Component/Details/623288>

We will be setting up **webinars** with our exemplar sites so you can hear first-hand how to promote best practice and connect with other organisations. We look forward to hearing about your experiences as you implement the programme. We will want to showcase any successes and understand any challenges.

Heartfelt thanks and appreciation to internal and external stakeholders whose commitment and expertise have been invaluable to the programme.

Thank you for your continued support through the challenges of the COVID 19 pandemic. We appreciate and acknowledge your ongoing commitment to work together to transform community services at pace.

Kind regards



Ruth May  
Chief Nursing Officer



Chris Askew  
Chief Executive of  
Diabetes UK



Matthew Winn  
Director of Community  
Health, NHS England  
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