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| <b>Frequently Asked Questions</b> | <b>Framework to Enable Competency Assessment Across Health &amp; Social Care in Lothian</b> |
| <b>Version Number</b>             | V 1.5   |
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## Purpose

These FAQs are to support the implementation of a Letter of Agreement with Template Work Instruction as part of the requirements articulated in the Framework to Enable Competency Assessment Across Health & Social Care in Lothian ([access here](#))

## Frequently Asked Questions (FAQ)

1. Q: Who is this Framework for?

*A: The Framework and associated documents are for all Health & Social Care organisations external to NHS Lothian that would like to access education, training and competency assessment from NHS Lothian and all NHS Lothian Teams/Services that could provide education, training and competency assessment to Health & Social Care Organisations.*

2. Q: Why are we required to complete the Letter of Agreement with Work Instruction?

*A: The documents are required to fulfil legal requirements, support best practice, standardise arrangements and articulate clear expectations. It is for all new arrangements and pre-existing arrangements. Pre-existing arrangements should be reviewed to meet these governance requirements.*

3. Q: We are a Care Home looking for training from NHS Lothian, where do we start?

*A: There are a number of teams you can speak to depending on the ask but the initial contact should be made via your NHS Lothian contacts. Further information regarding education and training available contacts can be found here [Education and Lothian Care Academy – Care Homes \(nhslothian.scot\)](#)*

4. Q: Is there a cost associated with the service provision

*A: Since the Covid-19 pandemic we have been working in collaboration with Care Homes and Care at Home services and the education, training and competency assessments are generally free of charge (Dec 2023) however there may be some exemptions to this, and arrangements may change in the future.*

5. Q: How frequently should the Letter of Agreement with Works Instruction?

*A: Review should take place at least annually, also when a significant change is made, or the arrangement is paused or stopped. The Lothian Care Academy (LCA) should be informed of any relevant changes via their email [loth.careacademy@nhslothian.scot.nhs.uk](mailto:loth.careacademy@nhslothian.scot.nhs.uk)*

6. Q: Who can sign the Letter of Agreement with Works Instruction?

*A: The Letter of Agreement and Work Instruction must be signed by a senior person as per NHS Lothians Standing Financial Instruction e.g., Senior Manager, Chief Nurse, Nurse Director, Associate Nurse Director. The signatory for the organisation receiving the services identified in the Letter of Agreement with Work Instruction must be at an appropriate senior level e.g., Manager, Owner*

7. Q: Do we need a new Letter of Agreement if we wish to add additional new education, training or competency assessments?

*A: No, you can add an additional Work Instruction to the existing Letter of Agreement. You should inform the LCA of any changes to services.*

8. What will happen if education/ training or competency assessment needs to be cancelled?

*A: If something needs to be cancelled and rearranged, very effort will be made to give as much notice as possible and offer a timely alternative.*