

Guide Name	Framework to Enable Competency Assessment Across Health & Social Care in Lothian Standard Operating Procedure (SOP) for Development of a Letter of Agreement with Template Work Instruction
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Purpose of the Guide

This SOP is 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](#))

Considerations Before Starting

Consider the following points before commencing:

- I. Read and consider the governance arrangements identified in the Framework to Enable Competency Assessment Across Health & Social Care in Lothian ([access here](#)).
- II. Why utilise A Letter of Agreement with Template Work Instruction over a Service Level Agreement? Both are legally binding however for this purpose a Letter of Agreement with Work instruction provides more flexibility and an opportunity to build additional Work Instructions.
 - **Letter of Agreement** is a legally binding overarching offer for education, training and/or competency assessment from an NHS Lothian Team/ Service to another organisation, e.g. a Care Home or Care at Home organisation. A **Template Work Instruction** provides details of the services, dates, location, deliverables, fees (if and when appropriate) etc to the Letter of Agreement.
 - **Service Level Agreement (SLA)** is a legally binding agreement/contract between a service provider and a customer, e.g. NHS Lothian and a Further or Higher Education provider.
- III. Are all parties clear and in agreement regarding the services that are going to be provided?

Guide

1. Ensure all steps in the Framework to Enable Competency Assessment Across Health & Social Care in Lothian have been considered and actioned.

2. The following process flow (figure 1) should be followed when an external organisation identifies the need for education/training and or competency assessment from NHS Lothian.

Process Flow - Training and/or Competency Assessment Services Agreement

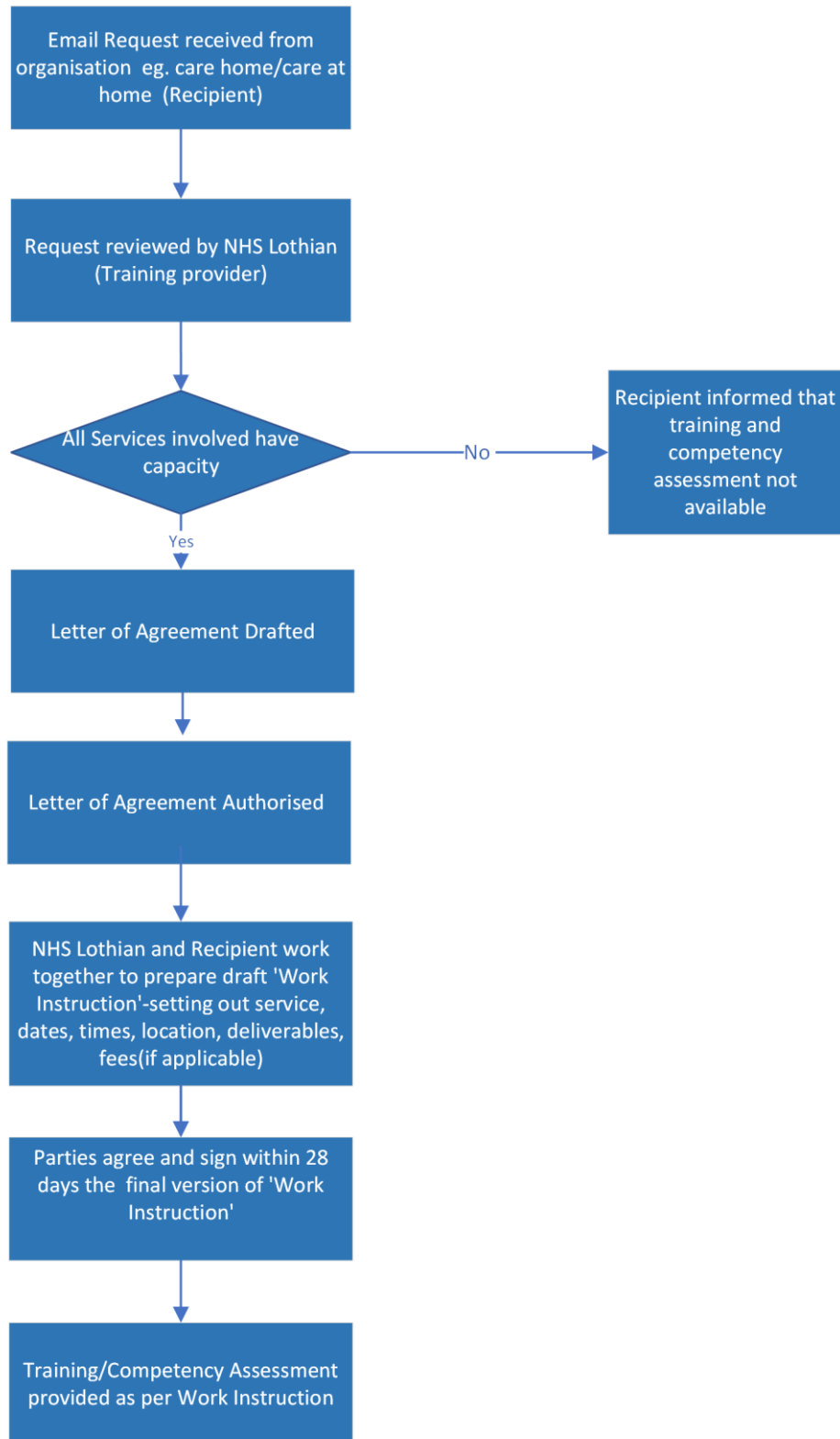


Figure 1 – Process Flow

3. Each organisation requires to have a Letter of Agreement with Work Instruction to be in place with NHS Lothian to enable education/training/competency assessment to take place.
4. When a Letter of Agreement is in place, services can be added to by way of an additional 'Work Instruction.
5. 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.
6. 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. Copies of all documents should be held by:
 - a. The organisation receiving the services.
 - b. NHS Lothian teams delivering the services.
 - c. A final signed copy should be sent to the Lothian Care Academy (LCA) via email loth.careacademy@nhslothian.scot.nhs.uk from the NHS Lothian team as per Letter of Agreement Section 5. Confidentiality and Section 6. Data Protection.
8. The LCA will hold a central register as part of the central governance and monitoring arrangements.
9. The Letter of Agreement with Works Instruction should be reviewed at least annually by the team providing the service to ensure arrangements continue to be fit for purpose.
10. The central register will be monitored quarterly by the LCA to ensure the arrangement is still current and within agreed review dates. Teams will be alerted if arrangements are due to be reviewed or are lapsed.
11. The organisation receiving the service will continue to maintain their systems and processes in place to record education, training and competency assessments.
12. The NHS Lothian team providing the training will record the type and date of the training and attendees name and workplace on e-ESS (NHS Employee Support System).
13. Competency documentation is evidence based, best practice provided by the NHS team.
14. The competency document is held by the individual who is responsible for the safekeeping of the document.
15. After achieving the competency, it is the responsibility of the external organisation to ensure the currency of competency, this includes specified review periods and recording of achievements.
16. When services are stopped or paused there should be a written record of reason/s held by the NHS Lothian service and the organisation receiving the service. Any such changes should be shared with the LCA for the central register.
17. Where concerns are identified by any party involved in the arrangement this should be escalated to the following:

- a. Line manager of the individual who has raised the concern.
 - b. If regarding an individual receiving the education, training or competency assessment their line manager must be informed.
 - c. If a serious concern is identified (e.g. an adult support and protection issue) due process for reporting must be followed and the Chief Nurse/ Senior Manager for the service informed.
18. Attendance and non-attendance at education and training is recorded via NHS Lothian Information Management Systems and shared with the line manager of the organisation receiving the service. Attendance and non-attendance will be regularly monitored and reviewed.
19. It is the obligation of the organisation receiving the service to enable time to attend education/ training and achieve any relevant competencies.
20. Education or training may be cancelled if candidate numbers are insufficient to make the session viable. If this occurs candidates will be informed as soon as possible.