

# Framework to Support Staff Development in the Decontamination of Re-usable Medical Devices

# Contents

01	1. Introduction
02	2. What is the purpose of this framework?
03	3. Who is this framework for?
04	4. Structure
05	5. Overview
09	6. Career Framework levels, aspects of practice and key knowledge, skills and behaviours
09	• Level 2
15	• Level 3
21	• Level 4
26	• Level 5
31	• Level 6
36	• Level 7
41	• Level 8
46	7. Examples of learning to support development
48	Appendices
48	Appendix 1: Development Advisory Group Membership
49	Appendix 2: NHS Career Framework for Health Model
51	Appendix 3: Using the Framework to Support Staff Development in the Decontamination of Re-usable Medical Devices to Support the NHS Knowledge and Skills Framework (NHS KSF)
52	Appendix 4: Articulation of the Career Framework for Health (Levels 2-8) with the Scottish Credit and Qualifications Framework
53	References

# 1. Introduction

The prevention and control of healthcare associated infections and delivery of safe, high-quality healthcare is a priority for the NHS in Scotland<sup>1</sup>. Reducing the risk of exposure to improperly reprocessed re-usable medical devices (RMDs) through effective decontamination is a fundamental aspect of patient safety. Concerns over the potential transmission of variant Creutzfeldt-Jakob disease by inadequately decontaminated RMDs have resulted in reviews of decontamination processes throughout NHS Scotland, in both acute and primary care settings<sup>1,2</sup>.

Decontamination of RMDs involves a combination of processes which aim to make re-usable medical devices (RMDs) used for patients, safe for use and for handling by staff. Due to scientific and technological advances, many RMDs used in modern healthcare are complex and difficult to decontaminate. The process itself and the equipment used may also be highly technical.

All staff involved in decontamination have a pivotal role in preventing avoidable infections by supporting clinical services conducting medical and surgical procedures to delivery high-quality healthcare. The role of the Decontamination

Practitioner has evolved in response to the patient safety agenda, quality improvement initiatives, critical incidents/occurrences and new and emerging threats to health care. Staff require to be knowledgeable, experienced, adaptable and, at times, innovative.

It is therefore critical that anyone who undertakes the decontamination of RMDs (or has responsibility for the process) possesses the necessary knowledge and skills to safely and competently decontaminate RMDs in accordance with national guidance, manufacturer's instructions and the decontamination equipment available. Training and education of decontamination staff are minimum requirements in national compliance guidance for dental<sup>3</sup>, podiatry<sup>4</sup>, endoscopy<sup>5</sup> and sterile services units<sup>6</sup>. However, there are currently no development frameworks for staff working in these sectors. The Scottish Government (SG) funded Shared Services Programme recommended further work in this area be progressed by NHS Education for Scotland (NES). Consequently, most decontamination units have developed their own decontamination education and training programmes leading to variance and inconsistency in the standard and quality of education provision

with corresponding risks to the quality of RMDs used on patients and handled by staff undertaking the decontamination process.

Organisations are required to have a quality assurance system in place which demonstrates the provision of safe and clean equipment. This includes RMDs<sup>7</sup>.

This framework was facilitated by NHS Education for Scotland in partnership with Health Facilities Scotland and Health Protection Scotland. Representatives and experts from those involved in local, endoscope and central decontamination also contributed to the framework development (Appendix 1). In the process of developing this framework, reference was made to a variety of sources including the national profiles for healthcare science, job descriptions and training programme developed by the Institute of Decontamination Sciences.

The levels expressed in this document are those of the NHS Career Framework for Health which reflect role development and progression and not those of Agenda for Change which is related to remuneration.

## 2. What is the purpose of this Framework?

The purpose of this framework is to support practitioners to increase and develop their existing knowledge, understanding and skills in the complex area of decontamination. It supports the implementation of the NHSScotland Healthcare Quality Strategy<sup>8</sup> in delivering the highest quality healthcare by assisting individuals and organisations who are involved in, or have responsibility for, the decontamination of RMDs to assess their decontamination learning requirements and plan education and continuing professional development.

This framework considers the work which is carried out in a wide range of roles in decontamination services to identify the different types and levels of skills which staff working in a decontamination role may require. This is regardless of whether working in local, endoscopy or central decontamination. The development of knowledge and skills required to support increasing levels of responsibility are also described. There may be some elements which may not be directly applicable in all decontamination settings or for every job role. However, the intention is for the framework to be used as a guide to assist users identify areas which may be of relevance to them.

Organisations, supervisors, managers and service leads can use this document to support and develop the decontamination workforce. It offers national consistency and can also be used as a template for benchmarking existing roles and assessing whether education and training provision meets staff and service needs.

## 3. Who is this Framework for?

This framework has been developed to support staff who undertake, manage or are responsible for decontamination activities in local, endoscopy or central decontamination units throughout Scotland. It covers staff working in NHS Boards and the independent sector, e.g. independent hospitals, general dental services and non-NHS podiatry sectors. It may also be helpful as a reference source for higher education institutions when planning a curriculum which includes decontamination services.

Although this framework is written for the decontamination workforce it may be of interest to others, e.g. Infection Prevention and Control Practitioners who are supported in their practice through the Infection Prevention Society (IPS) competences<sup>9</sup> which includes decontamination. Infection Prevention and Control Nurses also may wish to refer to the Career & Development Framework for Infection Prevention and Control Nurses<sup>10</sup>.

Due to the technical and specialist nature of their role, this framework is outwith the remit of engineering (estates) and validation services, e.g. Authorising Engineers (Decontamination), Competent Persons, Test Persons, etc.

## 4. Structure

The Framework is based on Levels 2-8 of the NHS Career Framework for Health<sup>11,12</sup> (Appendix 2) and has been aligned with the Skills for Health, National Occupational Standards<sup>13</sup>. Suggested mapping against the NHS Knowledge and Skills Framework Core Dimensions (Appendix 3) and indicative Scottish Credit and Qualifications Framework (SCQF) levels and example qualifications is also provided (Appendix 4).

An overview page provides detail of each career framework level with level attributes and examples of job roles and title in relation to decontamination activities. The latter is provided to give guidance regarding which level of the career framework may be relevant to individuals. However, the level attributes should be used to choose the appropriate career framework level as these roles are examples and may not cover every job role in decontamination services.

Designated roles for Management, User and Operator, as defined in guidance<sup>14,15</sup>, have been added as a guide for staff to identify the appropriate career framework level. These roles are defined as:

### Operator:

Any person with the authority to operate a sterilizer and/or washer disinfector including the noting of instrument readings and simple housekeeping duties.

### User:

The person designated by management to be responsible for the day-to-day management of the sterilizer and/or washer disinfector. In primary care, this could be a general practitioner, podiatrist or other health professional.

### Management:

The owner, occupier, employer, general manager or other person who is ultimately accountable for the sole operation of its premises.

Templates are provided to detail examples of the key knowledge, skills and behaviours associated with a particular career framework level and these are organised around four aspects of practice:

- Safe and effective practice
- Learning, teaching and development
- Leadership and teamwork
- Supporting evidence-based practice

The key knowledge, skills and behaviours are cumulative. Therefore, it is expected that those identified in lower levels should be considered when planning development at the chosen level. Knowledge indicators do not have a one-to-one relationship with behaviour and skills indicators, as to achieve one indicator it is often necessary to use a range of different knowledge to apply different skills and behaviours.

Examples of learning to support development are noted and these resources can be used to prepare decontamination practitioners in the aspects specific to their role, as defined in their job description and personal development plans.

# 5. Overview

Career Framework Level and Indicative Title	Level Attributes	Example Job Role/Title in Relation to Decontamination Activities		
		Local Decontamination	Endoscopy Decontamination	Central Decontamination
2 Trainee	Require basic factual knowledge of decontamination. May carry out clinical, technical, scientific or administrative duties according to established protocols or procedures, or systems of work.	Apprentice/Trainee Decontamination Technician/ Operative AHP Assistant/Technician Dental Care Professional or Allied Health Professional, e.g. <ul style="list-style-type: none"> <li>Dental Nurse</li> <li>Podiatrist</li> </ul>	Apprentice/Trainee Decontamination Technician Healthcare Support Worker Nurse	Apprentice/Trainee Decontamination Technician
		<b>INDUCTION LEVEL</b>		
3 Senior Healthcare Assistant/ Technician	Require knowledge of facts, principles, processes and general concepts in decontamination. May carry out a wider range of duties than the person working at level 2 and will have more responsibility, with guidance and supervision available when needed. They will contribute to service development, and are responsible for self development.	Decontamination Technician/ Operative AHP Assistant/Technician Dental Care Professional or Allied Health Professional, e.g. <ul style="list-style-type: none"> <li>Dental Nurse</li> <li>Podiatrist</li> </ul>	Decontamination Technician/ Senior Decontamination Technician Senior Healthcare Support Worker Nurse	Decontamination Technician/ Senior Decontamination Technician
		<b>OPERATOR LEVEL</b>		

# 5. Overview - continued

Career Framework Level and Indicative Title	Level Attributes	Example Job Role/Title in Relation to Decontamination Activities		
		Local Decontamination	Endoscopy Decontamination	Central Decontamination
4 Assistant/Associate Practitioner	Require factual and theoretical knowledge in broad contexts within decontamination. Work is guided by standard operational procedures, protocols or systems of work, but the worker makes judgements, plans activities, contributes to service development and demonstrates self development. They may have responsibility for supervision of some staff.	Decontamination Technician Supervisor	Decontamination Technician Supervisor	Decontamination Technician Supervisor
		Dental Care Professional or Allied Health Professional, e.g. <ul style="list-style-type: none"> <li>• Dental Nurse</li> <li>• Podiatrist</li> </ul>	Senior Healthcare Support Worker/Assistant or Associate Practitioner Nurse	
<b>OPERATOR/USER LEVEL</b>				
5 Practitioner	Have a comprehensive, specialised, factual and theoretical knowledge within decontamination and an awareness of the boundaries of that knowledge. Able to use knowledge to solve problems creatively, make judgements which require analysis and interpretation, and actively contribute to service and self development. They may have responsibility for supervision of staff or training in decontamination.	Senior Decontamination Supervisor	Senior Decontamination Supervisor	Senior Decontamination Supervisor
		Dental Care Professional or Allied Health Professional, e.g. <ul style="list-style-type: none"> <li>• Dental Nurse</li> <li>• Podiatrist</li> </ul>	Nurse	
<b>USER LEVEL</b>				



# 5. Overview - continued

Career Framework Level and Indicative Title	Level Attributes	Example Job Role/Title in Relation to Decontamination Activities		
		Local Decontamination	Endoscopy Decontamination	Central Decontamination
6 Specialist/Senior Practitioner	Require a critical understanding of detailed theoretical and practical knowledge of decontamination, are specialist and/or have management and leadership responsibilities. Demonstrate initiative and are creative in finding solutions to problems. Have some responsibility for team performance and service development and consistently undertake self development.	Production Manager/ Trainee Decontamination/ Department Manager or Decontamination Quality Manager	Production Manager/ Trainee Decontamination/ Department Manager or Decontamination Quality Manager	Production Manager/ Trainee Decontamination/ Department Manager or Decontamination Quality Manager
		Dental Care Professional or Allied Health Professional, e.g. <ul style="list-style-type: none"> <li>• Senior Dental Nurse</li> <li>• Practice Manager</li> <li>• Podiatrist</li> <li>• Service Manager</li> </ul>	Senior Nurse	
<b>USER LEVEL</b>				
7 Advanced Practitioner	Have an advanced knowledge of wider issues in decontamination and at the interface between services. They are innovative, and have a responsibility for developing and changing practice and/or services in a complex and unpredictable environment.	Department Decontamination Manager (or Deputy Decontamination Manager)	Department Decontamination Manager (or Deputy Decontamination Manager)	Department Decontamination Manager (or Deputy Decontamination Manager)
		Practice Principal or Service Manager	Charge Nurse	
<b>MANAGEMENT LEVEL</b>				

# 5. Overview - continued

Career Framework Level and Indicative Title	Level Attributes	Example Job Role/Title in Relation to Decontamination Activities		
		Local Decontamination	Endoscopy Decontamination	Central Decontamination
<b>8 Consultant</b>	Require highly specialised knowledge of decontamination, some of which is at the forefront of knowledge in a field of work, which they use as a basis for original thinking and/or research. Are leaders with considerable responsibility and the ability to research and analyse complex processes. They have responsibility for service improvement or development. May have considerable clinical and/or management responsibilities, be accountable for service delivery or have a leading education or commissioning role.	Decontamination Manager/Decontamination Lead/Head of Decontamination		
<b>MANAGEMENT LEVEL</b>				

# 6. Framework to Support Staff Development in the Decontamination of Re-usable Medical Devices

NB: It is expected at this 'entry' level that knowledge, understanding and skills acquired are a foundation for safe practice and further development.

Career Framework Level	Aspects of Practice	Key Knowledge, Skills and Behaviours
LEVEL 2	Safe and effective practice	<p><b>KNOWLEDGE</b></p> <p>You will need to know and understand:</p> <ul style="list-style-type: none"> <li>• the basic principles of microbiology</li> <li>• the infection prevention and control and decontamination risks and hazards affecting your work activities</li> <li>• the health and safety and infection prevention and control measures required for you to undertake work activities safely</li> <li>• local policies, procedures and work instructions for the decontamination of re-usable medical devices within your service</li> <li>• local policies, procedures and work instructions which will direct your other work practices, e.g. health and safety, infection prevention and control</li> <li>• the general role and responsibilities of the 'Operator' as defined by SHTM 2010 and 2030</li> <li>• universal graphic symbols, e.g. single use, date of manufacture, etc.</li> <li>• how to distinguish between single use and reusable medical devices and disposal methods where appropriate</li> <li>• types of reusable medical devices and their use</li> <li>• the design, function and decontamination requirements for reusable medical devices you process</li> <li>• the principles of cleaning, disinfection (thermal or chemical), inspection, packaging, steam sterilization (where necessary) transport and storage</li> <li>• the decontamination facilities and equipment required for each type of reusable medical device in use</li> <li>• the usage, periodic testing and daily housekeeping requirements of decontamination equipment</li> <li>• different methods of decontamination for varying reusable medical devices, e.g. cleaning, disinfection and sterilization (where applicable)</li> </ul>

## Career Framework Level

## Aspects of Practice

## Key Knowledge, Skills and Behaviours

LEVEL 2 (continued)

Safe and effective practice

## KNOWLEDGE (continued)

- the process chemicals, e.g. detergents, disinfectants, etc. you will use and the associated health and safety requirements including the provision and use of personal protective equipment
- the correct transport system(s) in use, and the importance of the separation of 'clean' and contaminated/used reusable medical devices
- the correct waste disposal methods (including sharps and process chemicals) relevant to your work practices
- the documentation requirements when borrowing/lending reusable medical devices
- the requirements for documentation, traceability and record keeping
- elements of the quality management system relevant to your role, including work instructions, standard operating procedures and policies
- the process for reporting and recording adverse or unexpected events, e.g. process failures and non-conformances

Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 2 (continued)

Safe and effective practice

**SKILLS AND BEHAVIOURS**

Ability to:

- follow decontamination and infection prevention and control work instructions, standard operating procedures and policies under supervision to ensure safe working practices and a safe working environment
- demonstrate compliance with standard infection control precautions related to decontamination activity, e.g. hand hygiene, use of personal protective equipment, safe sharps and waste disposal, management of blood and body fluid spillages
- safely and correctly reprocess reusable medical devices under supervision which includes:
  - receipt
  - disassembly
  - cleaning
  - disinfection
  - inspection
  - reassembly
  - packaging
  - sterilization (where necessary)
  - appropriate waste disposal
  - storage
  - despatch
  - transport (within a unit, site or external location)
- use, under supervision, any traceability systems to track reusable medical devices through the decontamination process (and to the patient if required)
- follow, under supervision, best practice when borrowing/lending reusable medical devices
- maintain agreed levels of stock and identify when replacement materials or equipment are required
- safely and correctly operate decontamination equipment and carry out periodic testing and housekeeping activities under supervision
- report any incidents or risks, e.g. process failures, non-conformances, near misses, etc. to more senior staff
- record any incidents or risks, e.g. process failures, non-conformances, near misses, etc. as instructed

## Career Framework Level

LEVEL 2 (continued)

## Aspects of Practice

Learning, teaching  
and development

## Key Knowledge, Skills and Behaviours

**KNOWLEDGE**

You will need to know and understand:

- the performance management and review processes (appraisal) within your organisation
- how to access development and learning opportunities available to support your personal and professional development

**SKILLS AND BEHAVIOURS**

Ability to:

- participate in the organisation's performance management and review process to identify learning and development required to fulfil role
- participate in development and learning opportunities, e.g. mandatory induction, etc. identified in your personal development plan that will enable you to carry out your role and responsibilities within the team safely and effectively
- record continuing professional development activities in personal development plan or eportfolio

Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 2 (continued)

Leadership and teamwork

**KNOWLEDGE**

You will need to know and understand:

- your role and responsibilities
- the role and responsibilities of other key personnel within your team who are necessary for you to fulfil your job role
- how your role and responsibilities contribute to the work of others within and outwith your department

**SKILLS AND BEHAVIOURS**

Ability to:

- work within the boundaries of your role, competence and responsibility in relation to health and safety within the workplace
- competently carry out agreed tasks and objectives under the supervision of others
- communicate effectively with relevant others within your team and outwith your department, e.g. service users
- seek advice from more senior staff when faced with situations outwith your role or competence
- use feedback from others constructively to enable you to carry out your role and responsibilities effectively and improve and develop your practice

## Career Framework Level

LEVEL 2 (continued)

## Aspects of Practice

Supporting evidence-based practice

## Key Knowledge, Skills and Behaviours

**KNOWLEDGE**

You will need to know and understand:

- your level of contribution to best practice and quality improvement processes or initiatives which may be undertaken within your work unit

**SKILLS AND BEHAVIOURS**

Ability to:

- follow current and best practice guidance as instructed
- develop confidence and competence in using information technology
- collect and record information as instructed for any initiatives being carried out within your department, e.g. testing new technologies, research, audit



Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 3

Safe and effective practice

**KNOWLEDGE**

You will need to know and understand:

- applied microbiology in relation to the chain of infection, infection process and microbiological hazards
- the infection prevention and control and decontamination risks and hazards within the decontamination unit and clinical area (where applicable)
- the range of health and safety and infection prevention and control measures, their importance and their applicability for the range of procedures within your working environment and level of responsibility
- relevant essential requirements defined in European legislation – the Medical Devices Directive 93/42/EC and associated European standards
- national best practice guidance, e.g. relevant Scottish Health Technical Memoranda (SHTMs) and manufacturers' guidelines on the decontamination of reusable medical devices
- the requirements related to the use and disposal of single-use devices
- the design, function and decontamination requirements for all reusable medical devices processed within the decontamination unit
- environmental design and methods of monitoring and control with regard to product quality and control
- the cleaning and disinfection requirements and processes (equipment, facilities, process chemicals etc.) for reusable medical devices, both manual (where required by the manufacturer's instructions) and automated, for all devices
- the choice of process chemicals available, usage instructions, limitations and the associated health and safety and Control of Substances Hazardous to Health (COSHH) requirements including the provision and use of personal protective equipment
- the inspection requirements for reusable medical devices
- the steam sterilization requirements and processes (equipment, facilities, etc.) for reusable medical devices where this level of decontamination is necessary
- alternative methods of decontamination suitable for those devices such as flexible endoscopes which are unable to withstand high temperature methods
- the packaging requirements and methodology required for specific re-usable medical devices
- the traceability requirements for reusable medical devices
- the transportation requirements relating to 'clean' and contaminated/used reusable medical devices
- the requirements for the safe disposal of reusable medical devices and associated decontamination equipment and effluents

## Career Framework Level

## Aspects of Practice

## Key Knowledge, Skills and Behaviours

## LEVEL 3 (continued)

## Safe and effective practice

## KNOWLEDGE (continued)

- the best practice requirements when borrowing/lending reusable medical devices
- the design and operational parameters of decontamination equipment in use
- the requirements for validation, periodic testing, maintenance and daily housekeeping of decontamination equipment
- the process for collection, testing and documentation of water samples where required
- the quarantine procedures where there is suspected or confirmed variant Creutzfeldt-Jakob disease
- the decontamination documentation system used within your department
- the quality management system used within your department
- the process for investigation and recording adverse or unexpected events, e.g. process failures and non-conformances

Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 3 (continued)

Safe and effective practice

**SKILLS AND BEHAVIOURS**

Ability to:

- demonstrate compliance with decontamination and infection prevention and control work instructions, standard operating procedures and policies under limited supervision to ensure safe working practices and a safe working environment
- safely and correctly reprocess reusable medical devices under limited supervision which includes:
  - receipt
  - disassembly
  - cleaning
  - disinfection
  - inspection
  - reassembly
  - packaging
  - sterilization (where necessary)
  - despatch
- maintain an up-to-date stock inventory and management system in accordance with standard operating procedures and policies
- demonstrate best practice when borrowing/lending reusable medical devices
- safely and correctly operate decontamination equipment and carry out periodic testing and housekeeping activities in accordance with procedures, schedules, policies, and guidance
- review equipment and water quality test results and report to relevant personnel any identified failures
- follow the department procedures where the quarantine of any re-usable medical device(s) is necessary
- demonstrate compliance with the decontamination documentation system
- demonstrate compliance with the quality management system
- participate in any investigation of reported incidents or risks, e.g. process failures, non-conformances, etc. as instructed by more senior staff
- assist with the implementation of appropriate action following any reported incidents or risks, e.g. process failures, non-conformances, etc.
- record any incidents or risks, e.g. process failures, non-conformances, near misses, etc. and actions taken to minimise risk in the incident reporting system
- meet the demands of the department’s workload under limited supervision whilst consistently achieving high-quality standards

## Career Framework Level

## Aspects of Practice

## Key Knowledge, Skills and Behaviours

LEVEL 3 (continued)

Learning, teaching and development

**KNOWLEDGE**

You will need to know and understand:

- how to identify and plan your learning and development to ensure you meet the current and emerging work demands and organisational objectives
- how developing your knowledge and skills can positively impact others

**SKILLS AND BEHAVIOURS**

Ability to:

- identify the learning you need to do to undertake your role effectively and discuss, plan and undertake the training required in consultation with your line manager
- set personal development objectives within agreed timescales which meet your development needs and organisational objectives
- maintain compliance with all mandatory and statutory training as required by organisational and service needs
- provide advice and support to less experienced personnel to enable them to perform tasks effectively
- assist in the training of less experienced team members, e.g. Apprentice/Trainee Decontamination Technicians, Operatives, etc. as instructed by more senior staff

Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 3 (continued)

Leadership and teamwork

**KNOWLEDGE**

You will need to know and understand:

- how your role and responsibilities contribute to the overall team objectives and purpose
- the management structure(s) in place within the decontamination unit
- the roles and responsibilities of other staff involved in decontamination as described in the Medical Device Regulations

**SKILLS AND BEHAVIOURS**

Ability to:

- work within the limits of own role whilst contributing to the work of others to achieve the organisational objectives and delivery plans
- competently carry out agreed tasks and objectives with limited supervision
- contribute to the safe, effective, and efficient delivery of the service as instructed
- provide practical support and supervision to less experienced team members, e.g. Apprentice/Trainee Decontamination Technicians or Operatives or staff who are new to the decontamination service
- participate in the implementation of any quality improvement measures or initiatives as instructed
- seek advice from relevant senior and/or specialised decontamination staff, e.g. Authorising Engineer (Decontamination) [AE(D)], when faced with situations out with your role, competence or authority

## Career Framework Level

## Aspects of Practice

## Key Knowledge, Skills and Behaviours

LEVEL 3 (continued)

Supporting evidence-based practice

**KNOWLEDGE**

You will need to know and understand:

- local and departmental processes in place that support the application of best practice and contribute to quality improvement
- your role in supporting evidence-based practice and quality improvement initiatives within your work unit

**SKILLS AND BEHAVIOURS**

Ability to:

- participate in the development of standard operating procedures and policies
- participate, under supervision, in any trials, audits, research and quality improvement initiatives
- participate in the evaluation and selection of new decontamination equipment, reusable medical device, transport and storage technologies under the guidance of more senior staff
- maintain compliance with the health and safety requirements of all new decontamination equipment, reusable medical device, transport and storage technologies
- demonstrate confidence in using information technology skills and systems

Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 4

Safe and effective practice

KNOWLEDGE

You will need to know and understand:

- applied microbiology and the range of potential hazards within the decontamination unit and clinical area (where applicable)
- specific health and safety and infection prevention and control measures required for the range of procedures carried out within your working environment and level of responsibility
- safe systems of work and risk assessment methods to identify potential areas for improvement relevant to the situation, work practices and your level of responsibility
- the significance of microbiological results and action that may be required on the basis of results
- organisational health and safety and infection prevention and control policies and procedures which may impact on the effective running of the decontamination unit
- relevant essential requirements defined in European legislation – the Medical Devices Directive 93/42/EC and associated European standards and how this affects working practices
- the general role and responsibilities of the ‘User’ as defined by SHTM 2010 and 2030
- specification requirements for reusable medical devices, associated decontamination equipment and facilities
- rationale behind the importance of environmental design with regard to product quality and control methods
- methods of environmental monitoring and control used within your work area
- the range of process chemicals available and their suitability, limitations and associated health and safety and Control of Substances Hazardous to Health (COSHH) requirements including the provision and use of personal protective equipment
- the range of actions which might be required when decontamination equipment does not operate within design and operational parameters
- the process and procedure for dealing with complaints regarding decontamination or quality failures
- the full requirements and components of the decontamination documentation system used within your department
- the full requirements and components of the quality management system used within your department
- the process for reporting, investigation and recording adverse or unexpected events, e.g. process failures and non-conformances

## Career Framework Level

## Aspects of Practice

## Key Knowledge, Skills and Behaviours

LEVEL 4 (continued)

Safe and effective practice

## SKILLS AND BEHAVIOURS

Ability to:

- safely and correctly reprocess reusable medical devices according to work instruction, standard operating procedures and policies. This includes:
  - receipt
  - disassembly
  - cleaning
  - disinfection
  - inspection
  - reassembly
  - packaging
  - sterilization (where necessary)
  - despatch
- participate, in conjunction with more senior staff, in the development, update and implementation of decontamination and infection prevention and control work instructions, standard operating procedures and policies for use within your department
- ensure work instructions, standard operating procedures and policies used within your department are adhered to by less experienced members of staff in accordance with quality management systems
- undertake, with limited supervision, day-to-day management of the decontamination equipment which includes use, assessment of periodic testing results, supervision of maintenance checks, etc.
- assist, with limited supervision, in the implementation and maintenance of the decontamination documentation system
- assist, with limited supervision, in the implementation and maintenance of the quality management system
- undertake, under limited supervision, risk assessments to identify potential problems which may impact the health and safety of staff or the quality of the final product produced
- undertake initial investigation of reported incidents or risks, e.g. process failures, non-conformances, etc. and report findings to more senior staff
- implement, with limited supervision, appropriate action following any reported incidents or risks, e.g. process failures, non-conformances, etc. and record in the incident reporting system
- meet the demands of the department's workload whilst consistently achieving high quality standards



Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 4 (continued)

Learning, teaching and development

**KNOWLEDGE**

You will need to know and understand:

- how to further develop and plan your learning and development needs to ensure you meet the current and emerging work demands and organisational objectives
- how your role contributes to the support and development of others

**SKILLS AND BEHAVIOURS**

Ability to:

- actively participate in the organisation’s performance review system and personal development planning process
- further develop factual and theoretical knowledge of decontamination, infection prevention and control and health and safety requirements according to your development needs, job role and organisational objectives
- maintain a portfolio of evidence of training and continuing professional development activities
- assist in the training of less experienced team members, e.g. Decontamination Technicians, Operatives, etc.
- assist in any competency assessment of less experienced team members

## Career Framework Level

## Aspects of Practice

## Key Knowledge, Skills and Behaviours

LEVEL 4 (continued)

Leadership and teamwork

## KNOWLEDGE

You will need to know and understand:

- how your role contributes to the department objectives and purpose
- the importance of being a positive role model

## SKILLS AND BEHAVIOURS

Ability to:

- competently carry out agreed tasks and objectives with limited supervision
- plan your own workload and work with limited supervision
- lead by example and support others to comply with decontamination, infection prevention and control and health and safety requirements
- communicate all relevant information within the team to ensure the continual and efficient running of the service
- communicate and liaise with decontamination personnel, service users and other members of healthcare staff seeking advice from more senior staff should any queries arise
- communicate and liaise between decontamination personnel, service users and other members of healthcare staff during initial investigation of reported incidents or risks, e.g. process failures, non-conformances, complaints, etc.
- contribute to teamworking and respect the contribution of others
- contribute to team objectives in relation to service development initiatives
- organise and allocate duties to less experienced staff
- supervise and provide support to less experienced staff in own area, to ensure they comply with decontamination, infection prevention and control and health and safety requirements
- attend and actively participate in any departmental meetings
- promote a safety culture within your working environment, ensuring participation and involvement of all relevant staff

Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 4 (continued)

Supporting evidence-based practice

**KNOWLEDGE**

You will need to know and understand:

- the importance of best practice and how this contributes to quality improvement and a safe, effective and efficient service
- the range of methods which can be used to support evidence-based practice

**SKILLS AND BEHAVIOURS**

Ability to:

- participate, with limited supervision, in the development and implementation of standard operating procedures and policies
- participate, with limited supervision, in any trials, audits, research and quality improvement initiatives
- competently use relevant information technology systems
- assist where required in the audit of data held on the decontamination information
- contribute to service delivery to ensure that re-usable medical device decontamination is safe, effective and follows best practice

## Career Framework Level

## Aspects of Practice

## Key Knowledge, Skills and Behaviours

LEVEL 5

Safe and effective practice

## KNOWLEDGE

You will need to know and understand:

- relevant essential requirements defined in European legislation – the Medical Devices Directive 93/42/EC and associated European standards and how this affects the working practices of the decontamination unit
- outline content of European standard EN 13485 Medical devices – Quality management systems
- management systems and requirements for regulatory purposes
- the role of the management representative as specified in the standard
- how to access and content of the harmonised standards list published in the European Journal
- the specific role and responsibilities of the 'User' as defined by SHTM 2010 and 2030
- specific requirements for environmental design and methods of monitoring and control
- organisational risk management policies and procedures which may impact on the effective running of the decontamination unit
- requirements for the introduction of new decontamination equipment and processes in relation to validation, staff training, etc.

Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 5 (continued)

Safe and effective practice

SKILLS AND BEHAVIOURS

Ability to:

- use initiative when following organisational policies and procedures
- assist in the development, update and implementation of decontamination and infection prevention and control work instructions, standard operating procedures and policies for use within your department
- ensure work instructions, standard operating procedures and policies used within your department are adhered to by less experienced members of staff in accordance with quality management systems
- ensure standards for all aspects of the decontamination process, e.g. receipt, disassembly, cleaning, disinfection, inspection, reassembly, packaging, tracking and despatch in a controlled environment are met
- certify that decontamination equipment is fit for use
- ensure that all decontamination equipment is subject to periodic testing and maintenance in accordance with planned preventative maintenance schedules, quality standards and guidance
- analyse, record and store all required documentation relating to the decontamination equipment and production activity
- scrutinise environmental monitoring reports and record and report any identified failures to more senior staff
- appoint operators where required and ensure that they are appropriately trained
- identify potential risks that may impact on the decontamination unit’s ability to achieve its objectives, and report concerns to more senior staff
- assess situations and contribute to the identification of the root cause of a problem
- apply appropriate interventions based on the risk identified
- undertake investigation of reported incidents or risks, e.g. process failures, non-conformances, etc. and report findings to more senior staff
- implement appropriate action following any reported incidents or risks, e.g. process failures, non-conformances, etc. and record in the incident reporting system

## Career Framework Level

## Aspects of Practice

## Key Knowledge, Skills and Behaviours

LEVEL 5 (continued)

Learning, teaching and development

## KNOWLEDGE

You will need to know and understand:

- how to assist others to plan their learning and development to ensure they meet the current and emerging work demands and organisational objectives

## SKILLS AND BEHAVIOURS

Ability to:

- develop specialist knowledge of decontamination principles and methods
- learn from experience through supervision, feedback, reflection and evaluation
- support less experienced members of staff to identify their learning needs and plan accordingly
- motivate, stimulate, encourage and facilitate the learning process for other team members
- assist in the planning and implementation of a training programme for less experienced members of staff
- contribute to the creation of an effective learning environment for all staff

Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 5 (continued)

Leadership and teamwork

**KNOWLEDGE**

You will need to know and understand:

- how your role and that of others contributes to service objectives
- skills required for effective leadership and management

**SKILLS AND BEHAVIOURS**

Ability to:

- competently carry out agreed tasks and objectives
- plan your own workload and work with minimal supervision
- respond effectively and confidently to planned and unexpected situations with minimal supervision
- act and influence others to ensure high standards of safety are maintained
- supervise, organise and allocate work to less experienced members of staff
- communicate complex, technical information and provide advice to decontamination personnel, service users and other members of healthcare staff
- communicate and liaise between decontamination personnel, service users and other members of healthcare staff during any investigation of reported incidents or risks, e.g. process failures, non-conformances, complaints, etc.
- recognise own accountability to act where performance and practice of self and others should be improved
- engage in any required change management
- work effectively across professional and organisational boundaries promoting exchange of knowledge, skills and resources in relation to role and decontamination activities
- organise, attend and actively participate in any department meetings

## Career Framework Level

## Aspects of Practice

## Key Knowledge, Skills and Behaviours

LEVEL 5 (continued)

Supporting evidence-based practice

## KNOWLEDGE

You will need to know and understand:

- quality improvement processes and how to incorporate these into own practice and that of others
- research and governance processes

## SKILLS AND BEHAVIOURS

Ability to:

- participate in the development and implementation of standard operating procedures and policies in compliance with the ISO 13485 (Quality Management Systems)
- participate in any trials, audits, research and quality improvement initiatives and document results
- interpret and review technical data and production reports
- participate in the validation of new decontamination equipment, process chemicals and reusable medical devices
- appraise research and evidence and use to underpin own practice
- access and appraise research information and data
- analyse and interpret results of research
- identify opportunities to improve the service for example, by generating ideas for innovation and solution
- share information such as the result of research, audit and trials effectively and concisely with relevant staff



Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 6

Safe and effective practice

**KNOWLEDGE**

You will need to know and understand:

- full relevant essential requirements defined in European legislation – the Medical Devices Directive 93/42/EC and associated European standards and how this affects the working practices of the decontamination unit
- general content of EN 13485
- other relevant standards, IRIC & MHRA guidance and NHSScotland best practice decontamination guidance
- outline content of other relevant standards on the harmonised standards list
- the role and responsibilities of the Competent Authority as described in the Medical Device Regulations
- the requirement for the appointment and roles and responsibilities of a Notified Body as described

## Career Framework Level

## Aspects of Practice

## Key Knowledge, Skills and Behaviours

LEVEL 6 (continued)

Safe and effective practice

## SKILLS AND BEHAVIOURS

Ability to:

- perform a full range of decontamination duties, with senior accountability within department
- assist with the implementation and monitoring of decontamination and infection prevention and control work instructions, standard operating procedures and policies for use within your department
- evaluate, monitor and review the effectiveness of decontamination processes for equipment and the built environment
- contribute to the development and preparation of work instructions, standard operating procedures and policies for the department including those for new equipment and processes
- manage the workflow of the section including ensuring the optimal usage of other staff assigned to the speciality
- assist in monitoring the accuracy and quality of the department's production, using appropriate internal and external quality assurance measures
- perform the routine maintenance and operation of decontamination equipment in all areas of the department
- undertake and record first line troubleshooting of malfunctions and report to more senior staff
- ensure arrangements for the security of buildings, equipment and chemicals are carried out in accordance with departmental procedures and policies
- manage the quality policy, technical file and quality manual and to ensure that a high standard of work is maintained at all times and are compliant with the Medical Devices Directive and all international and national standards and guidance
- contribute to internal audit programmes, identify issues and initiate corrective actions as necessary
- record and interpret the findings of internal audits in compliance with the Medical Devices Directive
- participate in internal and external quality assurance programmes as directed by more senior staff
- develop action plans to ensure internal and external quality assurance processes comply with all relevant standards and guidance
- work with other departmental staff to ensure compliance with accreditation standards, audits, policies and procedures to enable the ongoing accreditation to the Medical Devices Directive (where applicable)

Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 6 (continued)

Learning, teaching and development

**KNOWLEDGE**

You will need to know and understand:

- how to identify, access and utilise learning opportunities which will develop your own knowledge and skills and that of others

**SKILLS AND BEHAVIOURS**

Ability to:

- further develop theoretical, practical and specialist knowledge of decontamination principles and methods
- keep abreast of advances and developments within the specialty of decontamination
- attend specialist meetings and scientific conferences which will contribute to the development of a modern decontamination service
- reflect on practice and support reflection in others
- develop skills in facilitation, support and supervision and learning needs analysis
- participate in any education, training and learning needs analysis
- assist in the planning, development, implementation and evaluation of the departmental training programme for less experienced members of staff
- contribute to the daily supervision and training of less experienced members of staff as necessary
- share knowledge gained with other department staff
- identify and support the achievement of learning needs of individuals and team members in response to service need and personal development planning
- create an effective learning environment that ensures learning opportunities for staff

## Career Framework Level

## Aspects of Practice

## Key Knowledge, Skills and Behaviours

LEVEL 6 (continued)

Leadership and teamwork

**KNOWLEDGE**

You will need to know and understand:

- how to lead and manage own and others' work effectively to ensure service objectives are met

**SKILLS AND BEHAVIOURS**

Ability to:

- work independently as an autonomous practitioner
- plan own workload and work with minimal managerial direction
- develop skills in workload assessment tools and skill mix
- lead and manage the workload of less experienced members of staff to ensure service objectives are met
- communicate complex technical, scientific and sensitive information relating to the service provision to service users
- respond to services users' enquiries on scientific, technical and complex issues
- work with others to perform work at the appropriate level in the department to ensure that reprocessing of the reusable medical devices are carried out in an agreed timeframe and meet all service activity targets
- work effectively across professional and organisational boundaries, actively involving and respecting the contribution of others

Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 6 (continued)

Supporting evidence-based practice

**KNOWLEDGE**

You will need to know and understand:

- how to apply professional judgement and utilise specialist skills and detailed scientific knowledge to support evidence-based practice and quality improvement methodology

**SKILLS AND BEHAVIOURS**

Ability to:

- participate in agreed research, audit and development projects undertaken by the department
- conduct literature reviews and assess relevance of scientific papers
- collate and present data from research, audit, trials and quality improvement initiatives for discussion
- share research, audit, trials and quality improvement findings through local bulletins, team meetings, professional forums, etc.
- participate in specialist equipment testing, research and developmental work as directed
- evaluate new equipment and methodologies as required
- participate in the validation of new equipment and methodologies as required
- train others on the use of the department information system according to authorised guidelines and protocols including the input, verification and appropriate management of data of specialised decontamination equipment
- utilise a range of IT skills to meet the full needs of the department

## Career Framework Level

## Aspects of Practice

## Key Knowledge, Skills and Behaviours

LEVEL 7

Safe and effective practice

**KNOWLEDGE**

You will need to know and understand:

- detailed technical content of all sections in EN 13485
- technical outline of content in other relevant standards on the harmonised standards list
- forthcoming or new proposals on European legislation such as the Medical Devices Regulations
- the specific role and responsibilities of the 'Management' as defined by SHTM 2010 and 2030

Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 7 (continued)

Safe and effective practice

**SKILLS AND BEHAVIOURS**

Ability to:

- practice as a qualified senior specialist and provide a high-quality service at all times
- manage the development and improvement of the service to ensure that delivery is safe, effective, cost effective and follows best practice
- be technically responsible for the decontamination unit (with minimal guidance of more senior staff depending on management structures)
- develop, manage and review decontamination and infection prevention and control work instructions, standard operating procedures and policies for use within your department including those for new equipment and processes
- ensure compliance with departmental work instructions, standard operating procedures and policies by all staff within the speciality
- risk assess the suitability of manufacturers’ instructions to ensure devices are compatible with decontamination processes available and meet the required quality standard
- ensure, in the absence of manufacturers’ instructions or where there is inadequate or unclear manufacturer instruction, that the frequency, methods and outcomes of processes follow current guidance and appropriate European standards
- provide day to day management for the use and maintenance of all systems within the department
- troubleshoot and resolve any reported incidents or risks, e.g. process failures, non-conformances, etc. and report findings to relevant others within or outwith the department as necessary
- plan and prioritise the workflow of the department ensuring the optimal usage of staff and equipment
- ensure that the department operates within the financial budget
- assist in the preparation of records stored in the department’s quality management system
- manage internal audit programmes, identify issues and initiate corrective actions
- manage external and internal quality assurance programmes as directed (with minimal guidance of more senior staff depending on management structures)
- manage departmental processes to ensure internal and external quality assurance processes comply with all relevant standards and guidance
- manage the development of a resilience plan for the speciality
- manage and develop risk assessments of the speciality process
- undertake risk assessments and take the lead in addressing any risks to the internal and external environment

## Career Framework Level

## Aspects of Practice

## Key Knowledge, Skills and Behaviours

LEVEL 7 (continued)

Learning, teaching and development

**KNOWLEDGE**

You will need to know and understand:

- how to develop, implement, evaluate and embed good decontamination practices within workforce development strategies

**SKILLS AND BEHAVIOURS**

Ability to:

- have advanced knowledge of wider issues relating to decontamination
- be innovative when developing or implementing change to decontamination practices or services
- attend specialist meetings and scientific conferences which will contribute to the development of a modern decontamination service and to present these to the department and organisation
- advance the practice of others through educational development and delivery
- be an experienced work based learning educator and assessor by providing advice and support to other decontamination practitioners
- design, plan, implement and evaluate departmental education and training programme and ensure training records are maintained
- maintain and display (as appropriate), up to date information on:
  - routes to registration
  - professional bodies and membership requirements
  - post registration course availability, fees, etc.
  - Higher Education Institutions
- support and advise the Training and Education Committee and Lead Training Officer(s) unit (dependent on organisational structures) on all aspects of decontamination education and training activities
- promote a positive attitude towards education and training and encourage staff at all levels to maintain and continuously develop their own knowledge and skills
- create a positive culture of learning through role modelling and support for the development of others



Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 7 (continued)

Leadership and teamwork

**KNOWLEDGE**

You will need to know and understand:

- strategic responsibilities for leadership and management
- how to lead and manage own and others' work effectively to ensure organisational objectives are met

**SKILLS AND BEHAVIOURS**

Ability to:

- work unsupervised in all areas of the speciality and plan your own workload
- deputise for more senior management (depending on management structures) when necessary
- establish and maintain the communication of any relevant information within the team to ensure the continual and efficient running of the service
- critically review skill mix and apply workload assessment tools
- plan and prioritise the work of others to ensure that all reusable medical devices are decontaminated within the agreed timescales to ensure organisational activity targets are met
- critically review team performance and use results to enhance self and team member working and development
- actively encourage involvement of service users to influence and improve service delivery where required
- provide strong and effective leadership and guidance to all department staff on their area(s) of accountability
- create a culture of support and empowerment for the team
- attend, address, and lead meetings outside of the department as appropriate
- contribute to the design, planning and monitoring of organisational objectives and create opportunities to involve other practitioners
- manage the recruitment and interview processes employed by the organisation in association with more senior staff
- manage and develop key performance indicators for the speciality
- communicate regularly with more senior managers or executives to ensure high-quality standards are achieved and all organisational activity targets are met
- co-ordinate and minute departmental meetings as required by more senior managers and where relevant, the external Notified Body who undertake audits on behalf of the Medicines and Healthcare Products Regulatory Agency

## Career Framework Level

## Aspects of Practice

## Key Knowledge, Skills and Behaviours

LEVEL 7 (continued)

Supporting evidence-based practice

**KNOWLEDGE**

You will need to know and understand:

- how to assess, appraise and apply robust evidence of all types, and from a range of research and other sources

**SKILLS AND BEHAVIOURS**

Ability to:

- lead, under the instruction of senior managers where required, agreed research and development projects undertaken by the department
- conduct literature reviews and critique relevance of scientific papers
- collate and present data from research, audit, trials and quality improvement initiatives for review and analysis
- identify, promote and embed findings of best practice and monitor impact of evidence utilisation
- relevant to area of practice, using findings to enhance future activity
- share best practice through the dissemination of evidence and knowledge to others
- undertake specialist equipment testing, research and developmental work as required
- interpret, validate and authorise equipment test results
- oversee and evaluate new equipment and methodologies as required
- organise and participate in the validation of new equipment and processes
- maintain and manage the use of the department information system according to authorised guidelines and protocols including the input, verification and appropriate management of data, and sharing of data between the department's users
- manage less experienced staff in the appropriate use of the organisation's IT systems
- audit data held on any department information systems
- manage and contribute to the development of new policies, testing procedures, validation, etc. including those which may impact on other disciplines

Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 8

Safe and effective practice

**KNOWLEDGE**

You will need to know and understand:

- new and emerging guidance and legislation that governs legal and ethical aspects of decontamination and safe working practices
- legal and ethical issues when leading and advising at departmental, operational and strategic levels
- your operational accountability and responsibilities for the service

**SKILLS AND BEHAVIOURS**

Ability to:

- apply professional judgement and utilise specialist skills and detailed scientific knowledge to provide a high quality and timely service
- interpret evolving local and national policies, guidelines and legislation and adapt the service in response to these changes
- lead, develop and improve the service to ensure that delivery is safe, efficient and cost effective whilst following best practice
- be directly responsible for the development, implementation and evaluation of all policies, procedures and strategic plans of the decontamination service
- plan and organise the broad range of activities, processes and procedures conducted by the speciality including future plans and strategies in conjunction with the organisation's senior personnel
- lead and develop the decontamination services' quality policy, technical files and quality manuals
- be responsible for managing the decontamination service and liaise with other agencies as appropriate
- lead the development and delivery of operational and business plans including resilience planning
- plan and organise staffing resources to meet current and future service delivery, liaising with other disciplines and providers within the organisation and service users
- manage the budget for the decontamination service
- lead in the procurement of equipment for the department and service and liaise with clinical staff, suppliers, purchasing and finance during the procurement process
- ensure the procurement of materials is in compliance with the organisations standing financial instructions and that product meets the relevant standards

## Career Framework Level

## Aspects of Practice

## Key Knowledge, Skills and Behaviours

LEVEL 8 (continued)

Safe and effective practice

## SKILLS AND BEHAVIOURS (continued)

- review all procurements and investigate methods that will provide cost savings whilst continuing to provide a safe and quality service
- establish service level agreements with suppliers and service users
- advise on the design, construction and modification of facilities to prevent and control infection in the built environment
- manage stock control, stock monitoring and procurement of capital equipment to ensure the effective utilisation and management of budget
- be accountable for the work performance of staff and the quality of product issued by the decontamination services
- lead the development and implementation of the quality management systems in line with current legislation, standards and the Medical Device Regulations
- lead and contribute to internal audit programmes ensuring corrective actions are completed
- lead and ensure external and internal quality assurance programmes are utilised and monitored in compliance with all relevant quality standards and guidance
- ensure specialist maintenance is carried out on decontamination equipment to relevant standards
- be proactive in preventing errors that could adversely affect safety and quality and provide risk assessments associated with the provision of service
- record and manage decontamination risks on the organisation's risk register
- anticipate and predict risks and threats through the application of intelligence gathering and horizon scanning
- provide expert input and lead in the investigation and control of adverse events in collaboration with other relevant members in the organisation, e.g. Infection Prevention and Control Team and perform root cause analysis if required
- be lead for the ongoing compliance with relevant accreditation standards, audits, policies and procedures to enable the services to remain accredited to the Medical Device Regulations, the Medical Devices Directive and other related legislation

Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 8 (continued)

Learning, teaching and development

**KNOWLEDGE**

You will need to know and understand:

- how to develop, implement, evaluate and embed good decontamination practices within organisational development strategies

**SKILLS AND BEHAVIOURS**

Ability to:

- act as lead specialist in the field of decontamination ensuring that knowledge and skills are kept up to date via continuous professional development
- demonstrate pro-active management and leadership skills in the delivery of a reliable professional service in line with the organisation's strategic framework
- work with others to develop, implement, evaluate and embed high standards of decontamination within workforce development strategies
- provide professional leadership and accountability for the organisation's decontamination services ensuring professional development across all staff grades
- develop and improve expertise by attending meetings, participating in continuing professional development activities, presenting at conferences and maintaining a portfolio of relevant material
- act as a point of contact between the decontamination service and;
  - Education institutions
  - Professional Societies e.g. the Institute of Decontamination Sciences
- lead and review training programmes to ensure they are effective and meet service and professional needs
- advise the organisation's Training and Education Committee and Lead Training Officer (dependent on organisational structures) on all aspects of decontamination services training
- promote motivational ways to influence and optimise learning
- use evaluation findings to improve future educational initiatives
- influence and implement organisational learning and development strategy

## Career Framework Level

## Aspects of Practice

## Key Knowledge, Skills and Behaviours

LEVEL 8 (continued)

Leadership and teamwork

**KNOWLEDGE**

You will need to know and understand:

- strategic responsibilities for leadership and team development

**SKILLS AND BEHAVIOURS**

Ability to:

- work independently in all areas of the service as an autonomous practitioner
- work unsupervised and manage own workload
- interpret and implement organisational and service delivery policies and standards as necessary
- manage and lead all levels of decontamination staff assigned to the speciality including interviewing, recruitment, appraisal, workforce development and succession planning
- act as an organisational level change agent through identifying, challenging and managing poor performance
- provide specialist scientific, technical and sensitive information and advice to staff and service users
- manage communication systems to ensure the continual and efficient running of the service
- communicate with junior and senior staff in the organisation (dependant on organisational structures) to ensure high quality standards and smooth running of the service
- co-ordinate and minute decontamination service(s) technical meetings
- attend, address, and lead meetings outside of the service as appropriate
- actively participate in senior management team meetings (dependent on organisational structures) and other organisational groups representing decontamination and provide specialist technical advice
- conduct and co-ordinate departmental and service technical meetings as required by any accreditation standards
- liaise and communicate with other departments within the organisation (dependent on organisational structures), service users, outside agencies and suppliers regarding the technical and service needs
- lead the development and management of key performance indicators
- provide leadership to influence strategic direction across professional and organisational boundaries
- network with a wide range of organisations and individuals to shape and respond to policy and strategy at national and local level
- display a high level of presentation and report writing skills

Career Framework Level

Aspects of Practice

Key Knowledge, Skills and Behaviours

LEVEL 8 (continued)

Supporting evidence-based practice

**KNOWLEDGE**

You will need to know and understand:

- how to ensure that services are based on high-quality evidence

**SKILLS AND BEHAVIOURS**

Ability to:

- lead on research, development and quality improvement projects undertaken by the department
- assess, appraise and apply robust evidence of all types, and from a range of research and other sources, to the domains of the role
- identify and develop new initiatives to identify best practice which meets the needs of the evolving decontamination agenda
- collate, present and interpret technical data for review and analysis
- build the evidence and knowledge base within the service to improve and develop decontamination strategies and practices throughout the organisation and beyond
- present research findings to and share evidence of best practice with others through peer reviewed journals, conferences and meetings
- lead the evaluation of new equipment and methodologies
- take lead responsibility for specialist testing services including evaluation of results and use of specialist equipment
- interpret, validate and authorise equipment test results
- interpret and record validation and authorising test results and where appropriate consult with specialist decontamination personnel, e.g. Microbiologist (decontamination)
- lead the development of new policies, testing procedures, validation, etc. including those which may impact on other disciplines
- use, maintain, set up and share data from the service information systems according to authorised organisational guidelines and protocols
- manage all decontamination staff in the appropriate use of the organisation's IT systems adhering to policies, guidelines and procedures
- lead the audit of data held on any department information system
- utilise a full range of IT skills to meet the needs of the decontamination service and to collate and present technical data for discussion

## 7. Examples of learning to support development

Local decontamination	Endoscopy decontamination	Central decontamination
Induction training for new staff performing decontamination	Induction training for new staff performing decontamination	Induction training for new staff performing decontamination
NES Decontamination of RMDs (LDU and EDU) elearning programme	NES Decontamination of RMDs (LDU and EDU) elearning programme	
NES in-practice training for the dental team		
SQA Higher National Unit: Local decontamination of re-usable instruments (SCQF level 7)		
	Technical certificate in decontamination	Technical certificate in decontamination
	Foundation degree in decontamination*	Foundation degree in decontamination*
	BSc and BSc (Honours)	BSc and BSc (Honours)
Equipment-specific training from manufacturers	Equipment-specific training from manufacturers	Equipment-specific training from manufacturers
Role specific training on washer disinfectors, sterilizers and role and responsibilities from providers, e.g. City and Guilds	Role specific training on washer disinfectors, sterilizers and role and responsibilities from providers, e.g. City and Guilds	Role specific training on washer disinfectors, sterilizers and role and responsibilities from providers, e.g. City and Guilds

\*Note: Foundation degrees are rated on the Qualifications and Credit Framework (QCF) which are jointly regulated by regulators in England, Wales and Northern Ireland. They are not rated on the Scottish Credit and Qualifications Framework (SCQF). Both frameworks recognise qualifications and units by awarding credits and credit values which can be transferred. Notional levels for both the QCF and SCQF can be assessed using 'Qualifications can cross boundaries – a rough guide to comparing qualifications in the UK and Ireland' published by the Quality Assurance Agency at [www.qaa.ac.uk/en/publications/documents/qualifications-can-cross-boundaries.pdf](http://www.qaa.ac.uk/en/publications/documents/qualifications-can-cross-boundaries.pdf)



## 7. Examples of learning to support development - Continued

In Scotland, there is a lack of decontamination-specific education provision leading to formal qualification with an education provider, so SCQF levels are not noted in this document with the exception of the Higher National Unit in local decontamination of re-usable instruments. However, indicative Scottish Credit and Qualifications Framework (SCQF) levels and example qualifications for each level of the career framework are provided in Appendix 4.

The Institute of Decontamination Sciences (IDSc) have developed accredited education and training programmes to ensure staff have the underpinning knowledge and skills to safely and correctly undertake the decontamination of reusable medical devices. Further information on these and other programmes recognised by the IDSc can be found on their website at:  
<http://www.idsc-uk.co.uk/education.php>

### Useful Links

Institute of Decontamination Sciences:  
[www.idsc-uk.co.uk](http://www.idsc-uk.co.uk)  
Infection Prevention Society:  
[www.ips.uk.net](http://www.ips.uk.net)  
NHS Education for Scotland:  
[www.nes.scot.nhs.uk](http://www.nes.scot.nhs.uk)

# Appendix 1

Development Advisory Group Membership		
Christine Young	Project Lead (HAI)	NHS Education for Scotland
Sulisti Holmes	Head of Decontamination Services	Health Facilities Scotland
Annette Rankin	Nurse Consultant	Health Protection Scotland
Sarah Freeman	Educational Projects Manager (HAI)	NHS Education for Scotland
Andrew Smith	Consultant Microbiologist, Decontamination Lead NHS GGC	Glasgow Dental School
Wendy Smith	Lecturer	Glasgow Caledonian University
Gillian Ellis-Pow	Lead for Decontamination and Chair of the Primary Care and Endoscopy Decontamination Working Group	NHS Lothian
Elaine Ross	Infection Control Manager and Deputy Chair of Primary Care and Endoscopy Decontamination Working Group	NHS Dumfries & Galloway
Louise Redpath	Central Decontamination Unit Manager and Scottish Branch Chair of the Institute of Decontamination Sciences	NHS Ayrshire & Arran
Anne Cosh	Head of Decontamination	NHS Highland
Rhona Inglis	Endoscopy Charge Nurse	NHS Ayrshire & Arran
Adam Wood	Senior Infection Control Nurse	NHS Borders
John McConway	Podiatry Manager	NHS Ayrshire & Arran
Irene Black	Assistant Director (Decontamination)	NHS Education for Scotland
Gail Dennett	Learning & Development Lead	NHS Education for Scotland
Linda Tripney	Learning & Development Lead	NHS Education for Scotland

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# Appendix 2

## NHS Career Framework for Health Model

The diagram outlines the Career Framework levels, brief level descriptors and, for illustration, some possible role examples.

It can be found at: [www.skillsforhealth.org.uk/resources/guidance-documents/163-key-elements-of-the-career-framework](http://www.skillsforhealth.org.uk/resources/guidance-documents/163-key-elements-of-the-career-framework)

Note: This diagram is the 2010 version on the Skills for health website and may differ slightly from the one formally launched in 2006.

<b>9</b>	<p><b>Career Framework Level 9</b></p> <p>People working at level 9 require knowledge at the most advanced frontier of the field of work and at the interface between fields. They will have responsibility for the development and delivery of a service to a population, at the highest level of the organisation.</p> <p><b>Indicative or Reference title: Director</b></p>
<b>8</b>	<p><b>Career Framework Level 8</b></p> <p>People at level 8 of the career framework require highly specialised knowledge, some of which is at the forefront of knowledge in a field of work, which they use as the basis for original thinking and/or research. They are leaders with considerable responsibility, and the ability to research and analyse complex processes. They have responsibility for service improvement or development. They may have considerable clinical and/or management responsibilities, be accountable for service delivery or have a leading education or commissioning role.</p> <p><b>Indicative or Reference title: Consultant</b></p>
<b>7</b>	<p><b>Career Framework Level 7</b></p> <p>People at level 7 of the career framework have a critical awareness of knowledge issues in the field and at the interface between different fields. They are innovative, and have a responsibility for developing and changing practice and/or services in a complex and unpredictable environment.</p> <p><b>Indicative or Reference title: Advanced Practitioner</b></p>
<b>6</b>	<p><b>Career Framework Level 6</b></p> <p>People at level 6 require a critical understanding of detailed theoretical and practical knowledge, are specialist and/or have management and leadership responsibilities. They demonstrate initiative and are creative in finding solutions to problems. They have some responsibility for team performance and service development and they consistently undertake self development.</p> <p><b>Indicative or Reference title: Specialist/Senior Practitioner</b></p>
<b>5</b>	<p><b>Career Framework Level 5</b></p> <p>People at level 5 will have a comprehensive, specialised, factual and theoretical knowledge within a field of work and an awareness of the boundaries of that knowledge. They are able to use knowledge to solve problems creatively, make judgements which require analysis and interpretation, and actively contribute to service and self development. They may have responsibility for supervision of staff or training.</p> <p><b>Indicative or Reference title: Practitioner</b></p>
<b>4</b>	<p><b>Career Framework Level 4</b></p> <p>People at level 4 require factual and theoretical knowledge in broad contexts within a field of work. Work is guided by standard operating procedures, protocols or systems of work, but the worker makes judgements, plans activities, contributes to service development and demonstrates self development. They may have responsibility for supervision of some staff.</p> <p><b>Indicative or Reference title: Assistant/Associate Practitioner</b></p>
<b>3</b>	<p><b>Career Framework Level 3</b></p> <p>People at level 3 require knowledge of facts, principles, processes and general concepts in a field of work. They may carry out a wider range of duties than the person working at level 2, and will have more responsibility, with guidance and supervision available when needed. They will contribute to service development, and are responsible for self development.</p> <p><b>Indicative or Reference title: Senior Healthcare Assistants/Technicians</b></p>
<b>2</b>	<p><b>Career Framework Level 2</b></p> <p>People at level 2 require basic factual knowledge of a field of work. They may carry out clinical, technical, scientific or administrative duties according to established protocols or procedures, or systems of work.</p> <p><b>Indicative or Reference title: Support Worker</b></p>
<b>1</b>	<p><b>Career Framework Level 1</b></p> <p>People at level 1 are at entry level, and require basic general knowledge. They undertake a limited number of straightforward tasks under direct supervision. They could be any new starter to work in the Health sector, and progress rapidly to Level 2.</p> <p><b>Indicative or Reference title: Cadet</b></p>

# Appendix 3

Using the Framework to Support Staff Development in the Decontamination of Re-usable Medical Devices to Support the NHS Knowledge and Skills Framework (NHS KSF)

Aspects of Practice	Core Dimensions of the NHS Knowledge and Skills Framework
Safe and effective practice	<ul style="list-style-type: none"> <li>Core 1 Communication</li> <li>Core 2 People and personal development</li> <li>Core 3 Health, safety and security</li> <li>Core 4 Service improvement</li> <li>Core 5 Quality</li> <li>Core 6 Equality and Diversity</li> </ul>
Learning, teaching and development	<ul style="list-style-type: none"> <li>Core 1 Communication</li> <li>Core 2 People and personal development</li> <li>Core 5 Quality</li> <li>Core 6 Equality and Diversity</li> </ul>
Leadership and teamwork	<ul style="list-style-type: none"> <li>Core 1 Communication</li> <li>Core 4 Service improvement</li> <li>Core 5 Quality</li> <li>Core 6 Equality and Diversity</li> </ul>
Supporting evidence-based practice	<ul style="list-style-type: none"> <li>Core 1 Communication</li> <li>Core 3 Health, safety and security</li> <li>Core 5 Quality</li> <li>Core 6 Equality and Diversity</li> </ul>

Further information on the Core Dimensions can be found at: [www.ksf.scot.nhs.uk](http://www.ksf.scot.nhs.uk)

# Appendix 4

## Articulation of the Career Framework for Health (Levels 2-8) with the Scottish Credit and Qualifications Framework

The table on the right, taken from Scottish Government Health Workforce Directorate “Guidance to NHS Boards on the Career Framework for Health” 11 March 2009<sup>12</sup>, shows Career Framework levels, indicative SCQF levels and example qualifications.

Learning required at each level will vary according to the occupational groups into which the role falls and the KSF outline (where applicable) for each particular role. In general, the level(s) of qualification shown (in areas related to the work being undertaken) and the indicative SCQF level might be expected for roles which appear at the same level of the Career Framework.

Note: The levels on the framework are indicative only. They can be broadly linked to qualifications and SCQF levels but this will only be a rough guide – there will be exceptions.

The learning required for each role should be considered in conjunction with the Career Framework level descriptors which can be found at:

[www.skillsforhealth.org.uk/resources/guidance-documents/163-key-elements-of-the-career-framework](http://www.skillsforhealth.org.uk/resources/guidance-documents/163-key-elements-of-the-career-framework)

and the SCQF level Framework which can be found at:

<http://www.scqf.org.uk/framework-diagram/Framework.htm>

Career Framework Level	Indicative SCQF Levels	Example Qualifications
<b>Level 8</b>	Level 11/12	<ul style="list-style-type: none"> <li>• Masters Degree</li> <li>• Doctorate</li> <li>• SVQ5</li> </ul>
<b>Level 7</b>	Level 11	<ul style="list-style-type: none"> <li>• Post Graduate Certificate/Diploma</li> <li>• Masters Degree</li> </ul>
<b>Level 6</b>	Level 9/10	<ul style="list-style-type: none"> <li>• Ordinary or Honours Degree</li> <li>• Graduate Diploma</li> <li>• SVQ4</li> </ul>
<b>Level 5</b>	Level 8/10	<ul style="list-style-type: none"> <li>• Ordinary Honours Degree</li> <li>• Diploma Higher Diploma</li> <li>• SVQ4</li> </ul>
<b>Level 4</b>	Level 7/8	<ul style="list-style-type: none"> <li>• HNC</li> <li>• HND</li> </ul>
<b>Level 3</b>	Level 6/7	<ul style="list-style-type: none"> <li>• SQ3</li> <li>• HNC</li> </ul>
<b>Level 2</b>	Level 5/6	<ul style="list-style-type: none"> <li>• SVQ2</li> </ul>

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NHS Education for Scotland  
Westport 102  
West Port  
Edinburgh  
EH3 9DN  
[www.nes.scot.nhs.uk](http://www.nes.scot.nhs.uk)

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