



National Wound Care Strategy Programme

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Abridged version for consultation purposes FINAL

National Wound Care Core Capabilities Framework for England



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Introduction

Background

This Framework was commissioned by the National Wound Care Strategy Programme.

The National Wound Care Strategy Programme was established to enable care that is organised and research-informed, to achieve improved healing rates, better experience of care, greater cost-effectiveness and prevent incidence and recurrence. Education forms a major part of this national programme with one of the aims to develop core capabilities for health and care practitioners, that will both improve care and promote supported self-management.

Wound care in England is thought to cost approximately £6 billion per annum. There is marked unwarranted variation in treatment of wounds, with underuse of evidence-based practice and overuse of ineffective interventions. Non-healing or delayed healing of wounds is a major factor in care costs and many of these wounds could be prevented or healed more quickly.

People with wounds are cared for across health and care settings and services. There is currently variation in wound care related knowledge and skill across the health and care workforce, with pockets of expertise found in specialist and community services. To ensure that someone with a wound receives the care they need it is necessary for all health and care practitioners to have wound care related knowledge and skill. To enable this, it is necessary to define the knowledge and skills needed by the multi-professional workforce at all levels.

Alongside the standards set by professional bodies for those entering the registered professions, there are many useful documents which have been developed to inform wound care practice. Many of these are for single professions, for single types of wounds and/or for specific levels of practice.

This National Wound Care Core Capabilities Framework for England is designed to be a single, consistent and comprehensive framework, developed by and for a multi-professional audience, only a few of whom usually work within a designated and defined Tissue Viability Service. It has been designed to complement existing documents rather than to replace them. Relevant wound care specific frameworks and other relevant materials have been referenced throughout this Framework document.

Development of this Framework was guided by an expert steering group chaired by Dame Christine Beasley. Project management and support for the development was provided by Health Education England and Skills for Health.

Scope of the Framework

The Wound Care Core Capabilities Framework for England contains the core capabilities which identify and describe the skills, knowledge and behaviours required to deliver high quality, personalised wound care.

The Core capabilities are described in **three tiers** and a practitioner working in a health or care setting, may move between these tiers depending on their role, setting or circumstances.

- Tier 1:** Capabilities that require a general knowledge and understanding of wound care and the skills which support the provision of that care.
- Tier 2:** Capabilities that enable the provision of wound care independently and with a degree of critical analysis.
- Tier 3:** Capabilities that require a high degree of autonomy and complex decision making, an ability to lead wound care practice, enabling innovative solutions to enhance people's experience and improve outcomes.

The capabilities are "cumulative"; therefore, a health or care practitioner working at Tier 3 will be able to demonstrate the capabilities at Tier 1 and Tier 2 as well as those at Tier 3. Please refer to the Glossary on page 5 of this document for a definition of "capabilities".

The Tiers do not relate to specific roles or pay grades. For example, it is possible that a consultant level doctor who has little involvement in wound care, may only require knowledge and skill as defined in tier 1 but a healthcare support worker in a residential care setting with people at high risk of pressure damage or co-morbidities that increase the risk of delayed healing may require more in-depth knowledge and skills as defined in tier 2. It is up to the practitioner and their employer to determine which tier of knowledge and skills they need to achieve within their current role.

Structure of the Framework

The framework is presented in five domains. Within the domains are a total of 12 capabilities. The capabilities are numbered for ease of reference - this does not indicate a prescribed pathway, process or hierarchy. Each of the capabilities (skills, knowledge and behaviours) within this framework are described for each of the three tiers.

Domain	Domain Title	Topic/Capabilities
A	Underpinning Principles	1. Underpinning Principles
B	Assessment, Investigation & Diagnosis	2. Assessment and Investigations 3. Diagnosis
C	Wound Care	4. Care planning 5. Wound care and interventions 6. Referrals and collaborative working
D	Personalised Care & Health Promotion	7. Communication 8. Personalised care 9. Prevention, health promotion and improvement
E	Leadership & Management, Education and Research	10. Leadership & Management 11. Education 12. Research, Audit and quality improvement

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Glossary

Within this Framework, these terms have the following meanings:

Advanced - Advanced clinical practice is a level of practice delivered by experienced, registered health and care practitioners and characterised by a high degree of autonomy and complex decision making. Advanced clinical practice is underpinned by a master's level award or equivalent that encompasses the four pillars of clinical practice, leadership and management, education and research, with demonstration of core capabilities and area specific clinical competence. Advanced practitioners have developed **advanced** skills and knowledge to allow them to take on expanded roles and scope of practice (Health Education England).

Capabilities & Competences The terms 'competences' and 'capabilities' are both widely used in educational and workforce development literature.

The Oxford English Dictionary definitions for both terms include 'the ability to do something'.

Due to the similarity of these terms, they have often been used interchangeably, with little clear distinction between the two. Both require knowledge, skills and behaviours.

However, in recent years there has been a move towards making a distinction which can be summarised as follows:

To be competent is to consistently perform to the standards required in the workplace.

Competences are therefore defined standards of performance, focused on the outputs of work and observable performance. Competences include the ability to transfer and apply skills and knowledge to a range of situations/contexts – although tend to describe practice in stable environments with familiar problems.

Capabilities are the attributes (skills, knowledge and behaviours) which individuals bring to the workplace. This includes the ability to be competent and beyond this, to manage change, be flexible, deal with situations which may be unpredictable and continue to improve performance.

There is inevitably a great deal of overlap between Competences and Capabilities. Both Competences and Capabilities:

- are about 'what people can do'
- describe knowledge, skills and behaviours
- can be the outcome of education, training or experience.

However, for the purposes of this framework we are using the term 'Capabilities' as this describes the potential to be competent, and beyond this, to work effectively in situations which may require flexibility and creativity in order to produce an outcome.

The capabilities in this framework have been designed to support education and development and they are not intended to form a summative list of competence against which the performance of an individual is assessed.

Communication – covers all methods of communication (written, visual, verbal, non-verbal).

Health and Care Practitioner – a “practitioner” is an individual who is delivering care to a person with a wound. It may well be that the term “practitioner” does not appear in their job or role title but the “practitioner” will have had education or training in relation to wound care and will be delivering wound care within their scope of practice. A “practitioner” in this context is a person actively engaged in the health or care professions or is a part of a professional group/team; they may work in any health or care setting such as a residential care home, GP practice, an NHS Trust, Primary care etc.

Wound – A **simple wound** is a single wound which heals spontaneously (without clinical intervention) in the absence of any factors which can affect wound healing. A **complex wound** is one or more wounds where there are underlying factors which can affect healing which require clinical intervention.

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Domain A. Underpinning Principles

Introduction

The capabilities within this Domain underpin all other capabilities within this Framework. They describe the underpinning knowledge, skills and behaviours applicable to health or care practitioners at each Tier. These underpinning capabilities should be read in conjunction with and applied to all other capabilities within the Framework. These capabilities are fundamental and generic; they underpin all practice relating to the care and treatment of a person with a wound.

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Capability 1. Underpinning Principles

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Follow local protocols, policies and guidelines relating to wound care and treatment. b) Understand that one's own values, attitudes and beliefs might influence one's professional behaviour. c) Demonstrate the application of knowledge and skills within the scope of their practice. d) Know when to seek advice or support and when a matter should be escalated as appropriate (ideally to a more advanced wound care practitioner). e) Constructively question or challenge practice within their scope of practice and demonstrate receptiveness to challenge. f) Make use of learning and development opportunities, including supervision/mentoring, to ensure that their skills and knowledge are up to date. 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Critically reflect on how own values, attitudes and beliefs might influence one's professional behaviour. b) Respond promptly to requests for advice and support, take advice as appropriate and, if necessary, escalate a matter or make a referral as appropriate. c) Support and facilitate learning and practice development. d) Promote effective team working and value the importance of working collaboratively and establishing networks to deliver effective wound care and treatment. e) Actively seek and be positively responsive to feedback. 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Actively participate in the development and implementation of local wound care and treatment protocols, policies and guidelines. b) Act as a role model, inspiring and enabling others by their standards of practice and behaviours. c) Lead new practice and service redesign solutions with others in response to feedback, evaluation, data analysis and workforce and service need, working across boundaries and broadening sphere of influence. d) Make direct referrals in a timely manner as indicated by peoples' needs with regard for referral criteria. e) Actively seek and be open to feedback on own practice by colleagues to promote ongoing development. f) Reflect on and address appropriately ethical/moral dilemmas encountered during one's own work which may impact on wound care and treatment.

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>g) Work effectively within and across teams and networks.</p> <p>h) Obtain informed consent from a person with a wound, or from their representative, prior to carrying out investigations or interventions.</p>		<p>g) Advocate equality, fairness and respect for people and colleagues in one's day to day practice.</p> <p>h) Promote and utilise supervision for self and others to support and facilitate learning and professional development.</p> <p>i) Initiate effective multi-disciplinary team and network activity as a lead member and understand the importance of effective team dynamics.</p> <p>j) Proactively work across organisational and professional boundaries to enhance and improve health outcomes and experiences.</p>

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Domain B. Assessment, Investigations & Diagnosis

Introduction

Wound care is an expensive area of treatment. The importance of understanding and being able to conduct wound assessment and investigations to inform accurate diagnosis and treatments is essential in ensuring the use of appropriate cost-effective and evidence-based interventions which lead to better health outcomes.

Service redesign and the introduction of new roles mean that a joined up and multi-professional approach to wound care is required, rather than an over reliance on specialist tissue viability practitioners. Wound assessment, investigations and diagnosis (and subsequent treatment) will often take place in community or domiciliary settings where there is no specialist tissue viability practitioner. Therefore, other health care practitioners need to develop accurate wound assessment skills and understand the complexities of wound assessment to be able to effectively plan, implement and evaluate care for people with wounds.

Without appropriate assessment and diagnosis, care will be sub-optimal leading to delayed healing discomfort for the individual, increased risk of infection, inappropriate use of wound dressings, and a reduction in a person's quality of life. Developing the capabilities of all members of a multi-disciplinary team in relation to assessment, investigations and diagnosis is of great importance.

The importance of holistic assessment of person with a wound and a personalised approach to wound care are recurring themes which underpin this Framework.

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Capability 2. Assessment and Investigations

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Have an awareness of the anatomy and physiology of the skin and the importance of maintaining its integrity. b) Have an awareness of the types of wound a person may have (including pressure ulcers, lower limb wounds, surgical wounds and others that are relevant within their scope of practice) and the risk factors that may prevent or delay wound healing. c) Have an awareness of the nature and importance of holistic assessment. d) Accurately observe and document the colour, size, location, duration and other relevant wound parameters to ensure that the risks to a person with a wound are 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Understand the anatomy and physiology of the skin, the importance of maintaining its integrity and the range of wound care investigation and assessment techniques relevant to their scope of practice. b) Be able to carry out a holistic assessment of the person with a wound, including comorbidities, histories (medical, surgical and psychosocial) and medications. c) Be able to conduct appropriate clinical tests, such as ABPI and TBPI, using relevant equipment and techniques, and escalate for interpretation and/or concerns as appropriate. d) Be able to request and interpret a range of investigations to inform a diagnosis. e) Make appropriate referrals for advice and reassessment. 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Demonstrate a critical understanding of the anatomy and physiology of the skin and the range of wound care investigation and assessment techniques relevant to their scope of practice. b) Undertake structured consultations so that individuals with wounds are encouraged to express their beliefs, ideas, concerns, expectations and understanding using active listening and open questioning techniques. c) Gather and synthesise complex and sensitive information from appropriate sources, including previous histories, medications, risk factors and assessments, in partnership with the individual and relevant others to facilitate person-centred and holistic assessment. d) Conduct systematic assessments of clinical status and use other relevant assessments to enable complex differential diagnosis and to explore the impact of the condition on an individual's general health, mental well-being, employment status and functional and meaningful activities including physical activity.

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>managed and further harm is prevented.</p> <p>e) Make an accurate record of a wound assessment they have carried out.</p> <p>f) Be able to take a wound swab when instructed to do so.</p>	<p>f) Understand pharmacological and non-pharmacological approaches to the management of wounds.</p> <p>g) Communicate the results of assessments to appropriate members of the multi-disciplinary team.</p>	<p>e) Critically appraise information obtained, taking account of the potential associated conditions, indicative of serious pathology, compounded by psychological and mental health factors, and affected by lifestyle factors (including smoking, alcohol and drug misuse).</p> <p>f) Apply a range of physical assessment techniques appropriately, systematically and effectively, informed by an understanding of the respective validity, reliability, specificity and sensitivity of these assessments and techniques along with the implications of these limitations within an assessment.</p> <p>g) Develop and utilise processes for requesting and interpreting investigations and tests which support good clinical governance.</p> <p>h) Provide expert opinion on wound assessment and treatment programmes and support the development of local, evidence-based wound assessment and treatment programmes, and facilitate colleagues' learning and development.</p> <p>i) Proactively identify the need for clinical or service innovations to effectively assess and treat wounds and take a leading role designing and implementing these innovations.</p>

Capability 3. Diagnosis

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Be aware that there are a range of investigations that may be carried out to determine the appropriate treatment and care management plan for a wound. b) Check that all results of tests and investigations are known prior to diagnosis. c) Understand the importance of an accurate diagnosis and its impact on wound healing. d) Know that a person with a wound may find the results of investigations and diagnosis difficult to understand or to come to terms with and ensure 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Interpret the results of relevant diagnostic investigations, use them to formulate a diagnosis and determine the appropriate treatment and care management plan for non-complex wounds. b) Recognise when the results of diagnostic investigations are incomplete or do not identify the reasons for non-healing and seek advice from a senior member of the multi-disciplinary team. c) Communicate clearly with the individual about the results of investigations, the diagnosis and the management plan for care of the wound, whilst recognising that a person with a wound may find the diagnosis and plan distressing or lacking in clarity; provide or arrange 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Understand, utilise and interpret a variety of advanced diagnostic investigations. b) Critically appraise complex, incomplete, ambiguous and/or conflicting information, distilling and synthesising key factors from the appraisal and identifying those elements which need to be pursued further. c) Develop a working diagnosis by systematic consideration of the various possibilities (differential diagnosis) in relation to complex wounds, recognising key diagnostic biases, common errors and issues relating to the diagnosis and decision making in the face of ambiguity and incomplete data. d) Communicate the results of investigations and the diagnosis/care plan to the person with a wound in terms that they understand and amend the care management plan accordingly. e) Provide consultation, advice and support in relation to life-threatening or deteriorating wounds or potentially serious pathology and initiate acute management where required. f) Take a lead role in ensuring appropriate use of evidence-based diagnostics to support complex decision making.

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>that appropriate support is provided for that individual.</p>	<p>support for the individual as appropriate.</p>	<ul style="list-style-type: none"> <li data-bbox="1144 268 2007 411">g) Understand and identify risk factors for severity or impact and use tools where they exist to analyse and stratify risk of progression to further complications, long term pain or disability. <li data-bbox="1144 427 2007 651">h) Critically appraise and analyse current evidence, theory, principles and systems and be able to identify issues that are beyond their scope of practice and which require referral or consultation to or with another health care professional in order to optimise individuals' long-term outcomes. <li data-bbox="1144 667 2007 778">i) Recognise how deteriorating and/or complex wounds can impact on and interact with mental health and identify when this is relevant. <li data-bbox="1144 794 2007 1018">j) Understand how some conditions may be a manifestation of injury not only from trauma or surgery but also because of safeguarding issues, recognising particular at-risk groups (such as older people with frailty and those with cognitive impairment) and take appropriate action when there are grounds for concern. <li data-bbox="1144 1034 2007 1177">k) Plan for post-diagnostic follow up, recognising the needs of families and carers providing care and support for individuals at high risk of wound deterioration, making onward referral as required.

Domain C. Wound Care

Introduction

This Domain focuses on the central aspects of the care of people with wounds and appropriate treatment and interventions. Developing the capabilities of all members of a multi-disciplinary team in relation to care planning, treatments and interventions is of fundamental importance. Treatments and interventions must be both cost-effective and evidence-based to enable better health outcomes.

Service redesign and the introduction of new roles that a joined up and multi-professional approach to wound care is required, rather than an over reliance on specialist tissue viability practitioners. As with assessment and diagnosis, treatments and interventions will often take place in community or domiciliary settings where there is no specialist tissue viability practitioner. Therefore, other health care practitioners need to develop the relevant skills, knowledge and behaviours to support the effective implementation of care management plans for people with wounds.

Inappropriate interventions and treatments delay wound healing, increase discomfort for the individual, increase risk of infection, inappropriate use of wound dressings, and reduce a person's quality of life.

Collaborative working across the multi-disciplinary team and the use of appropriate referrals also support delivery of optimal but cost-effective care.

The importance of holistic assessment of person with a wound and a personalised approach to wound care are recurring themes which underpin this Framework and they are reflected within this Domain.

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Capability 4. Care Planning

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Contribute to the care planning process. b) Understand the importance of care that is relevant to the individual and their daily living. c) Know how to access support to plan and manage care. d) Know that care plans require regular review in consultation with the individual and other members of the multi-disciplinary team. 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Develop wound care management plans which include specific review dates. b) Understand the importance of care and support planning as a holistic and person-centred process. c) Understand why care and support plans need to be reviewed regularly and in partnership with others, including the individual. d) Communicate and share information in a person's care plan to others with appropriate permission. 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Construct, oversee and advise upon the development of wound care management plans with regard to the priorities of the wider multi-disciplinary team, which include specific review dates. b) Critically analyse the efficacy of a range of wound care interventions to develop individualised, evidence-based wound care management plans. c) Develop care plans that take account of the individual's needs, goals and wishes, local service availability and relevant guidelines, ensuring that the management plan considers all options that are appropriate for the care pathway. d) Provide advice and formulate evidence based therapeutic interventions for wound care planning, with a particular focus on expected benefits and limitations.

Capability 5. Wound Care and Interventions

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Have an awareness of the wound healing process and other factors which can affect healing. b) Recognise the signs of wound deterioration and know how to report the deterioration or ask for advice. c) Be able to apply and change wound dressings. d) Be able to contribute to wound therapies as instructed. e) Demonstrate a general knowledge of infection prevention and control techniques and protocols. f) Be able to communicate effectively to the individual the importance of following their care plan and of taking responsibility for their own care. g) Have a working knowledge of local and, where appropriate, national wound care protocols and guidance. 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Understand the wound healing process and other factors which can affect healing. b) Be able to recognise clinical signs and symptoms of wound deterioration and manage them effectively. c) Be able to recommend and carry out agreed wound management techniques and therapies within the scope of practice. d) Make timely and appropriate wound management referrals. e) Be able to carry out microbiological wound sampling and ensure that the results are interpreted by an appropriate member of the multi-disciplinary team. f) Work collaboratively with members of the multi-disciplinary team to maximise patient concordance. g) Have a broad knowledge of the properties (e.g. absorbency, 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Have a comprehensive knowledge of the wound healing process and other factors which can affect healing. b) Demonstrate a critical understanding of the pathophysiology of the causes of wounds and how relevant treatments and interventions work. c) Carry out advanced wound management and techniques and explore the use of potential additional therapies within the scope of practice. d) Develop pathways to support long term wound care management, symptoms and reduced mental well-being, referring individuals to sources of mental health support when that is in their best interests. e) Use expert clinical skills to contribute to the development of evidence-based approaches to wound care interventions.

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
	<p>adherence etc) of dressings and other products, including the difference between types, their modes of action and appropriate use.</p> <p>h) Demonstrate an understanding of the psychological impact of wounds.</p> <p>i) Demonstrate the application of infection prevention and control techniques and protocols.</p> <p>j) Assess wound care interventions to inform the development of personalised care management plans.</p> <p>k) Have a comprehensive knowledge of local and regional wound care protocols and guidance.</p> <p>l) Where appropriate, actively participate in the local wound management formulary group and/or related groups.</p>	<p>f) Have an in-depth knowledge of local, regional and national wound care protocols and guidance.</p> <p>g) Provide expert opinion in the local wound management formulary group and/or related groups.</p>

Capability 6. Referrals and collaborative working

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Understand the importance of priority in relation to referrals. b) Be aware of the range of different agencies and professionals who may be involved in the care of the person with the wound. c) Know who is involved in each individual's care, or how to find out, and be able to collaborate with them. d) Know whom to contact with any concerns, issues or questions about any aspect of a person's care, their wound and any necessary support. e) Be aware of the limitations of their own knowledge, understanding and skills, and when concerns about potential skin damage and wound infection should be reported and escalated as appropriate (ideally to a wound care practitioner with Tier 2 or 3 competence). f) Be aware that health and care professionals may ask for a person's 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Allocate referrals in accordance with their priority. b) Collaborate with others, exploring and integrating the views of wider multidisciplinary teams to deliver care in a co-ordinated way, showing an understanding the role of others. c) Share information, including that which relates to a person's wishes, in a timely and appropriate manner with those involved in a person's care, considering issues of consent, confidentiality and ensuring that, where information is already available, the person is not asked to provide the same information repeatedly. d) Understand referral criteria and pathways of care to meet the needs of people with or at risk of a wound. e) Understand and work within their personal and professional scope of practice and know how and when 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Prioritise referrals appropriately. b) Establish effective collaborative working across networks, between different organisations and across different settings of care. c) Lead collaborative approaches to reduce gaps or duplication in care and to develop a more flexible workforce. d) Engage collaboratively in challenging conversations with other professionals, demonstrating a commitment to partnership working to facilitate care. e) Work effectively in collaboration with commissioners of services and education. f) Develop oneself and others and contribute to organisational development in relation to wound care and support for people living with complex and/or chronic wounds.

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
consent to share information to enable more integrated working and understand the value of giving this consent.	more specialist advice or support should be sought.	g) Engage in the critical review of their own and others' practice, learn from them and share the learning with colleagues and networks.

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Domain D. Personalised Care and Health Promotion

Introduction

At the heart of personalised care is the relationship between people; that is built from meaningful communication, and is strongly influenced by how we say things, how we listen and our non-verbal communication. Within this Domain and throughout this Framework, communication is considered to include all methods by which information is transmitted (verbal, non-verbal etc).

People with wounds should be engaged in shared decision-making about their care and supported to actively make the decision about their preferred care and treatment plan, whilst understanding their concerns and beliefs.

This Domain focuses on interpersonal and communication skills to engage in effective interactions with individuals, carers, and colleagues in the clinical environments in which they practise.

It covers skills in listening and information-processing, alongside empathetic skills to ascertain, understand and respond to individuals' needs and concerns.

Health and care practitioners need to take account of the individual preferences, priorities and needs of people with wounds to support and guide care and treatment. They respect each individual's expertise in their own life and condition and empower and support them to retain control and to make choices that fit with their goals and promote supported self-management.

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Capability 7. Communication

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Acknowledge and respond to all communication promptly. b) Communicate clearly and coherently taking into account the needs of individuals. c) Select the most appropriate method of communication for the individual/s. d) Ensure that the environment for communication is as conducive as possible for effective communication. e) Adapt communication styles to suit the situation, utilising IT systems/ methods to improve efficiency where appropriate. f) Identify any communication barriers with the individuals and take the appropriate action. g) Clarify points and check that yourself and others understand what is being communicated. h) Actively listen to any questions and concerns raised during 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Communicate effectively with individuals who require additional assistance to ensure an effective interface with a practitioner, including the use of accessible information. b) Enable effective communication approaches to non-face to face situations e.g. telephone or video, consultation. c) Reflect on communication strategies and adapt them to ensure communication strategies foster an environment of empowerment for individuals. d) Respond appropriately to an individual's questions and concerns to promote understanding, including use of appropriate accessible information. e) Communicate in ways that build and sustain relationships with people with wounds, colleagues and other agencies as appropriate. 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Autonomously adapt verbal and non-verbal communication styles in ways that are empathetic and responsive to an individual's communication and language needs, preferences and abilities (including levels of spoken English and health literacy). b) Evaluate and remedy situations, circumstances or places which make it difficult to communicate effectively (e.g. noisy, distressing environments which may occur during home visits, care home visits or in emergency situations), and have strategies in place to overcome these barriers. c) Critically appraise communication strategies and be able to optimise communication approaches appropriately using skills such as active listening e.g. frequent clarifying, paraphrasing, and picking up verbal cues such as pace, pauses and voice intonation.

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>communications, reflecting back and responding appropriately.</p> <p>i) Include time for dialogue, disclosure and follow up during interaction with people with wounds.</p> <p>j) Establish lines of communication which enable communication with individuals in other locations where necessary.</p> <p>k) Maintain confidentiality of information where appropriate.</p>	<p>f) Communicate in an organised and structured way, understanding the constraints of workload and time pressures whilst ensuring safe and effective care.</p>	<p>d) Recognise when the person with a wound and their family/carer may have competing agendas and be able to facilitate shared agenda setting using an inclusive approach.</p> <p>e) Consult in a highly organised and structured way, with professional curiosity as required, whilst understanding the constraints of the time limited nature of consultations and ensure communication is safe and effective.</p>

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Capability 8. Personalised care

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Respect the rights, privacy, and dignity of people with wounds, promoting choice and independence. b) Support people with wounds to assert their views, control their own lives and make informed choices about the care and interventions they receive. c) Ensure that individual preferences about who takes decisions relating to the needs of the person with a wound are respected. d) Understand the importance of the need to assess risk in the context of a self-supported management plan. e) Demonstrate an awareness of the need to understand the skills, knowledge and confidence of a person with a wound to manage their own care, and the role of tools such as the Patient Activation Model or equivalent in this context. 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Develop and promote personalised care plans with people with wounds which meet their needs in partnership, where appropriate, with other agencies and with their carers/family. b) Advocate for and contribute to person-centred approaches in the management and development of services. c) Develop and promote personalised self-management plans with people with wounds which meet their needs in partnership, where appropriate, with other agencies and with their carers/family. d) Utilise tools such as the Patient Activation Model or equivalent to promote and support a person with a wound to develop the skills, knowledge and confidence to manage their care. e) Evaluate how the preferences and experiences of a person with a wound, 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Engage people with wounds in shared decision making about their care, supporting them to express their own ideas, concerns and expectations and encouraging them in asking questions. b) Explain in non-technical language all available options (including doing nothing), exploring the risks and benefits of each and discussing the implications as it relates to the person with the wound. c) Utilise motivational interviewing techniques. d) Critically appraise the impact that a range of social, economic, and environmental factors can have on health outcomes for people with wounds and on their family and/or carers. e) Utilise tools such as the Patient Activation Model or equivalent at scale to assess whether services, interventions and programmes are providing effective and tailored support

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>f) Support the self-care and self-management of people with wounds and work in a way that is non-judgmental and respects the rights, privacy, and dignity of individuals, promoting choice and independence.</p> <p>g) Support people with wounds to access appropriate information to manage their self-care needs.</p> <p>h) Recognise the importance of social networks and communities for people with wounds and, where applicable, their families and carers in managing long-term wounds and related health conditions.</p> <p>i) Enable and support people with wounds to assert their views, control their own lives and make informed choices about the services they receive.</p> <p>j) Ensure that individual preferences about who takes decisions relating to different aspects of their care and needs are respected.</p> <p>k) Understand that a wound can have an impact on a person from a cultural and social perspective.</p>	<p>including their individual cultural and religious background, can offer insight into their priorities, well-being and management of their care.</p> <p>f) Ensure that people with wounds can make informed choices to manage their self-care needs.</p> <p>g) Recognise when a person with a wound or their carer has not understood information regarding the wound and the effect this has on their self-care and behaviours, and the consequences.</p> <p>h) Recognise and respond appropriately to the impact on the person with the wound of psychosocial factors such as housing issues, work issues, family/carer issues, lack of support, social isolation and loneliness and consider in the context of local social prescribing services.</p> <p>i) Understand the ways in a wound can have an impact on a person from a cultural and social perspective.</p>	<p>to meet the needs of people with wounds.</p> <p>f) Advise on and refer people appropriately to psychological therapies and counselling services, in line with their needs and wishes, taking account of local service provision.</p> <p>g) Elicit psychosocial history to provide some context for the challenges which some people with wounds may encounter.</p> <p>h) Develop evidence-based approaches to interventions and self-management which minimise health inequalities taking into account relevant social, mental health and other factors to minimise distress and to provide motivation.</p> <p>i) Actively mitigate the impact of health inequalities on people with wounds explore strategies to deliver interventions which minimise health inequalities by enabling a person to understand and cope with their wound, its treatment and its consequences, drawing on an appropriate range of multi-agency and inter-professional resources to optimise wound care.</p>

Capability 9. Prevention, health promotion and improvement

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Understand the importance of reinforcing key principles in relation to the self-management by an individual of the wound and relevant underlying condition. b) Be able to engage with individuals using awareness, engagement and communication skills to discuss lifestyle behaviour change and motivate those individuals to make those changes. c) Communicate with individuals about promoting their health and wellbeing. d) Know which services can assist a person to manage their wound. e) Signpost the person with the wound to approved, current and accessible information about their wound and self-care. 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Understand the need for personal action plans to achieve and maintain health-related goals for an individual living with a wound or at risk of developing a wound. b) Be able to select and use appropriate techniques and approaches to provide support to individuals as they change their lifestyle behaviours and facilitate the individuals to maintain these changes over the longer term. c) Have a comprehensive knowledge of the wound/condition specific support groups and counselling services to which the person with a wound can be signposted so as to enhance their understanding and self-care. d) Understand the impact of culture and social context on how the person with a wound feels about health-related behaviours and about changing them. e) Refer the person with a wound to appropriate members of the multi-disciplinary team for advice and interventions. 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Have a thorough understanding of the tools and techniques for assessment and evaluation of a person's health status, concerns, personal context and priorities. b) Actively participate in the design of relevant information for persons with wounds. c) Promote wellbeing to minimise distress and suffering, to enable people to understand and cope with their wound its treatment and its consequences. d) Lead engagement and education strategy in local services to deliver public health initiatives in a way that is relevant to the needs of specific populations.

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
	<ul style="list-style-type: none"> f) Recognise and correct misinformation a person may hold about their wound and condition. and the effects of this misinformation on self-care behaviours and their consequences. g) Promote wellbeing and healthy lifestyle choices. 	

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Domain E. Leadership & Management, Education and Research

Introduction

Domains A to D of this Framework contain the core capabilities which identify and describe the clinical skills, knowledge and behaviours required to deliver high quality, personalised wound care.

This Domain, E, focuses on Leadership, Management, Education and Research skills, knowledge and behaviours which support the delivery of wound care.

The capabilities are described for all three Tiers but it should be noted that those for Tier 3 health and care practitioners align to those contained within Pillars 2, 3 and 4 of the Health Education England Multi-Professional Framework for Advanced Clinical Practice in England¹.

The four pillars that underpin Advanced Clinical Practice are:

1. Clinical Practice
2. Leadership and Management
3. Education
4. Research

Advanced Clinical Practitioners and other professionals who aspire to this level of practice are encouraged to refer to the Health Education Multi-Professional Credentials² which will enable them to expand their professional competencies and qualifications at Masters Level and above.

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¹ <https://www.hee.nhs.uk/our-work/advanced-clinical-practice/multi-professional-framework>

² Multi-Professional Credentials < Health Education England <https://www.hee.nhs.uk/our-work/advanced-practice/credentials>

Capability 10. Leadership and Management

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Prioritise work in accordance with service requirements, capacity and demand. b) Demonstrate effective personal time management, carrying out both clinical and non-clinical aspects of work in a timely manner. c) Respond positively when services are under pressure, acting in a responsible and considered way to ensure safe practice. d) Demonstrate receptiveness to challenge and preparedness to constructively challenge others, escalating concerns that affect people, families, carers, communities and colleagues' safety and well-being when necessary. e) Carry out their duties in accordance with organisational values and a person-centred approach. 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Proactively initiate and develop effective relationships, fostering clarity of roles within teams, to encourage productive working. b) Actively seek and be positively responsive to feedback and involvement from people, families, carers, communities, and colleagues in the co-production of service improvements. c) Undertake appropriate management duties of a team/teams which could include first line management. d) Promote the importance of a person-centred approach and the values of their organisation/place of work. 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Role model the values of their organisation/place of work, demonstrating a person-centred approach to service delivery and development. b) Evaluate own practice, and participate in multi-disciplinary service and team evaluation, demonstrating the impact of advanced wound care on service function and effectiveness, and quality (i.e. outcomes of care, experience and safety). c) Actively engage in peer review to inform own and other's practice, formulating and implementing strategies to act on learning and make improvements. d) Actively seek feedback and involvement from individuals, families, carers, communities and colleagues in the co-production of service improvements. e) Critically apply advanced wound care expertise in appropriate facilitatory ways to provide consultancy across professional and service boundaries, influencing clinical practice to enhance quality, reduce

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
		<p>unwarranted variation and promote the sharing and adoption of best practice.</p> <ul style="list-style-type: none"> f) Demonstrate team leadership, resilience and determination, managing situations that are unfamiliar, complex or unpredictable and seeking to build confidence in others. g) Continually develop practice in response to changing population health need, engaging in horizon scanning for future developments (e.g. the impacts of new technologies, new treatments and changing social challenges) and critically appraise the evidence base and potential health economic impact. h) Demonstrate receptiveness to challenge and preparedness to constructively challenge others, escalating concerns that affect individuals', families', carers', communities' and colleagues' safety and well-being when necessary. i) Negotiate an individual scope of practice within legal, ethical, professional and organisational policies, governance and procedures, with a focus on managing risk and upholding safety.

Capability 11. Education

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Remain up to date with appropriate Statutory and Mandatory training as defined in their place of work. b) Identify their own preferred learning methods and take these into account in identifying and undertaking development activities. c) Identify any gaps between the current and future requirements of their practice. d) Agree development plans which address any identified gaps in knowledge and skills. e) Review and update their own development plan in the light of their performance, any development activities undertaken and any wider changes. f) Recognise the importance of the development of their own knowledge and skills and demonstrate a 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Evaluate, at appropriate intervals, the current and future requirements of their practice and of others. b) Be able to support practice development by acting as a mentor and/or clinical assessor as appropriate. c) Identify what an effective development plan, either one's own or somebody else's, should contain and the length of time that it should cover. d) Recognise the importance of taking account of career and personal goals when supporting professional development of self and others. e) Act as a role model by inspiring, empowering and enabling others as well as through their own positive behaviours. f) Actively contribute to the development of the skills, knowledge and 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Critically assess and address own learning needs, negotiating a personal development plan that reflects the breadth of ongoing professional development across the four pillars of advanced clinical practice, recognising that further qualifications may be required. b) Engage in self-directed learning, critically reflecting to maximise clinical skills and knowledge, as well as own potential to lead and develop both care and services. c) Engage with, appraise and respond to individuals' motivation, development stage and capacity, working collaboratively to support health literacy and empower individuals to participate in decisions about their care and to maximise their health and well-being.

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>willingness to share their knowledge and skills with others as appropriate.</p>	<p>confidence of others within their work setting and service.</p>	<ul style="list-style-type: none"> d) Advocate for and contribute to a culture of organisational learning to inspire future and existing staff. e) Facilitate collaboration of the wider team and support peer review processes to identify individual and team learning. f) Identify further developmental needs for the individual and the wider team and supporting them to address these. g) Support the wider team to build capacity and capability through work-based and interprofessional learning, and the application of learning to practice h) Act as a role model, educator, supervisor, coach and mentor, seeking to instil and develop the skills, knowledge and confidence of others, contributing to undergraduate and postgraduate programmes and/or within their work setting and service.

Capability 12. Research, Audit and Quality Improvement

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Maintain awareness of and work to local policies and procedures. b) Utilise the findings of research to inform one's own practice. c) Demonstrate an awareness of the existence and nature of locally based research programmes. d) Evaluate their own practice and participate in service and team evaluation, including audit, within their relevant work setting. e) Contribute to the collection of robust and accurate data. 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Utilise an evidence-based approach to inform the practice of self and others. b) Disseminate local evidence-based research findings and quality improvement projects through appropriate media and fora (e.g. presentations and peer review research publications). c) Be able to understand the totality of evidence-based research findings and apply that knowledge to work towards improving care; utilising evidence-based practice. d) Participate in locally based research programmes. e) Evaluate and audit their own and others' clinical practice, selecting and applying valid, reliable methods and benchmarking, then acting on the findings. f) Actively contribute to organisational/service improvement 	<p>The health or care practitioner will:</p> <ul style="list-style-type: none"> a) Critically engage in local and national research activity, adhering to good research practice guidance, so that evidence-based strategies are developed and applied to enhance quality, safety, productivity and value for money. b) Take a critical approach to identify gaps in the evidence base and its application to practice, alerting appropriate individuals and organisations to these and how they might be addressed in a safe and pragmatic way. c) Actively identify potential need for further research to strengthen the evidence base. This may involve acting as an educator, leader, innovator and contributor to research and/or seeking out and applying for research funding. d) Develop and implement robust governance systems and systematic documentation processes, keeping the need for modifications under critical review. e) Disseminate local and national evidence-based findings and quality improvement projects through appropriate media and fora (e.g.

Tier 1	Tier 2 (Tier 1 plus the following)	Tier 3 (Tier 2 plus the following)
	<p>by monitoring progress and quality of work within their own sphere of practice/area of responsibility, collecting robust and accurate data and making suggestions which will improve the quality of care and outcomes.</p> <p>g) Comply with and facilitate evaluation and audit processes.</p> <p>h) Work in accordance with audit and quality improvement systems.</p>	<p>presentations and peer review research publications).</p> <p>f) Facilitate collaborative links between clinical practice and research through proactive engagement, networking with academic, clinical and other active researchers.</p> <p>g) Critically evaluate and audit clinical practice across organisations/services, selecting and applying valid, reliable methods, then acting on the findings aligned to strategic goals.</p> <p>h) Critically appraise and synthesise the outcome of relevant research, evaluation and audit, using the results to underpin own practice and to inform that of others.</p> <p>i) Develop quality policies and quality assurance systems for the delivery of wound care services and analyse their impact.</p> <p>j) Lead new practice and service redesign solutions in response to feedback, evaluation and need, working across boundaries and broadening their networks and sphere of influence to improve quality.</p>

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