



30 July 2024

To: All Independent Ambulance Service Contractors on Framework 4237048
Via Email

Dear Independent Ambulance Service Contractor

You will be aware that the Scoping and Specification SS20a document of Framework 4237048 Non-Emergency Ambulance Patient Transport Service, provides client expectations in relation to contractor personnel training and competency. The relevant paragraphs are 19 and 21.

Some key elements of Paragraph 19 are as follows:

19.3 The Contractor must assess their Ambulance Crew personnel to ensure that they are fit and capable to carry out the full duties of their role, including Patient movement and lifting requirements, providing Patient treatment including the ability to provide prolonged periods of CPR and meeting legal driving requirements (Drivers only).

19.4 The Contractor must inform the Client of any changes to the Ambulance Crew who are employed in the delivery of this service, including documentation, training and vetting updates which may affect or enhance the Contractor’s performance during the Framework Agreement or any Call-Off Contract period.

19.7 The Client reserves the right to query the competency of any of the Contractor’s Ambulance Crew with the Contractor during the Call-Off Contract period.

Some key elements of Paragraph 21 are as follows:

21.1 The Contractor’s Ambulance Crew must have undertaken training in providing Non-Emergency Patient Transport. They will be required to provide care to Patients who need support to reach their Healthcare appointment, or for their admission to and discharge from Hospital, due to their medical/clinical needs. They will be required to work either single or double manned on a Non-Emergency Ambulance as applicable to the Lot(s).

21.3 The Contractor will be required to ensure that each member of their Ambulance Crew is competent to work within the Scope of Practice Levels as detailed in the table below: -

The Ambulance Crew must be able to undertake the following responsibilities
Work on PCS
Can act as a First Responder as agreed with the Client and within their scope of requirement.
Routine driving (as applicable)
The Ambulance Crew must be trained on the following in regard to Airway/Breathing/Circulation Skills
Head tilt, chin lift
Jaw thrust
Pocket mask
Bag Valve Mask (BVM)
Recovery position
Oxygen Therapy



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Oropharyngeal (OPA)
Suction (manual and powered)
The Ambulance Crew must be able to complete the following Patient Assessments
Take a respiratory rate
Take a pulse
SpO2 monitoring
Take a Blood Pressure (BP)
Take a temperature
Assess Alert Voice Pain Unresponsive (AVPU)
Assess Face, Arms, Speech, Time (FAST)
Undertake a Danger, Response, Airway, Breathing, Circulation (DRABC) assessment
Undertake a top-to-toe survey
Calculate a National Early Warning Score (NEWS)
Recognising the deteriorating patient
The Ambulance Crew must be able to undertake the following Trauma Management
Apply direct pressure to control bleeding
Apply a dressing
Managing a burn
Apply a sling
The Ambulance Crew must be able to undertake the following Drug Administration
Assist a Patient with the administration of their own medication
Safe management/storage of patients own medication
Administration of oxygen therapy as per Patients own oxygen
The Ambulance Crew must be able to undertake the following Cardiac Arrest Management
Perform basic life support
Defibrillation with an Automated External Defibrillator
The Ambulance Crew must possess the following Skills
Transport a patient to an Accident and Emergency Department under the direction of a Clinician
Apply the principles of good infection prevention and control during Clinical Care delivery
The Ambulance Crew must have the following supervisory skills
Act as the Patient's advocate and raise concerns with appropriate person
The Ambulance Crew must be able to undertake the following Manual Handling
Undertake patient handling using manual handling aids available on the Non-Emergency Ambulance
Wheelchair Clamping
Patient positioning for comfort and treatment
Use bariatric manual handling equipment (when applicable)
Risk assess and plan for the movement of a bariatric patient in scheduled care situations (when applicable)
Assist to transfer a patient from a stretcher to a hospital trolley or bed
The Ambulance Crew must be able to undertake and/or be aware of Capacity, Consent, Mental Health and Patient Centeredness as per the following
Can gain consent for undertaking procedures
Can recognise abuse and knows the appropriate mechanisms for reporting concerns
Be able to implement person-centred thinking to deliver personalised services
Deprivation of Liberty
Understands the importance of diversity, equality, inclusion and avoiding discrimination
Adult/Child Safeguarding
The Ambulance Crew must be able to assist at Incidents as per the following
Support Accident and Emergency Services with the transport of Patients at an incident
Perform appropriate functions during an incident as tasked or required

21.11 The Contractor will be required to ensure that all their Ambulance Crew are sufficiently trained and instructed for the proper performance of their duties for the duration of this Call-Off Contract adhering to the following where applicable to their role:-

- **Infection Prevention and Control**
- **Customer Care**
- **Code of Practice and Guidelines outlined in booklet "Meeting the Needs of Passengers with a Disability" which is available from the "Inclusive Mobility and Transport Advisory Committee" (Imtac). Email: info@imtac.org.uk**
- **Passenger Assistant Training**

- **The Contractor should be aware of "Fire Evacuation Procedures" Revised 2000 and ensure their Ambulance Crew are fully aware of same. It is advisable that the Contractor undertaking Journeys have Ambulance Crew trained in fire evacuation procedures**



Northern Ireland Ambulance Service

Health and Social Care Trust

- *Moving and handling training to comply with the Client’s Manual Handling Policy (policy available on request during any Call-Off Contract period)*
- *Training for the Visually Impaired*
- *Epilepsy Awareness*
- *Training for Patients with a disability*
- *Training in Wheelchair Tie down Occupant Restraint Systems (WTORS)*
- *Vulnerable Adult Awareness*
- *Child Sexual Exploitation (CSE) Awareness Training*
- *Ambulance Crew (Drivers only) are trained to be environmentally conscious while driving to ensure that fuel efficiency is increased.*

We are aware that paragraph 21.2 of the framework provides examples of training qualifications that are said to be equivalent to the training undertaken by NIAS Ambulance Care Attendants. It is very clear to us that the example qualifications provided do NOT deliver all the competencies contained in the table above, therefore we consider it implicit within the framework that training, over and above the example qualifications listed, will be required to ensure that contractor personnel are competent in the scope of practice levels required.

Going forward, and post the framework procurement exercise, all contractors who are deploying staff on behalf of NIAS via the call-off contracts under this framework will be required to provide a signed declaration that all necessary training has been provided and that all relevant Ambulance Crew are competent in the skills and scope of practice outlined in the aforementioned table. NIAS may also exercise its right, as per Public Sector Standard Conditions of Contract SS16, Clause 28 to audit applicable staff involved in fulfilling the requirements of the Call-Off Contract to confirm their competency to work within the Scope of Practice Levels listed at any time during the Call-Off Contract period.

I trust this clarifies the matter, however, please do not hesitate to contact me if you have any queries or concerns.

Yours faithfully

Assistant Director of Operations

Awarding Body	Qualification
Institute of Health and Care Development (IHCD)	Ambulance Care Assistant Qualification
Edexcel	BTEC level 2 Certificate in Ambulance Care Assistant
Pearson	BTEC level 2 in First Person on Scene Intermediate (FPOSi)
Qualsafe Awards (QA)	Level 3 Award in Emergency First Aid at Work (RQF)
FutureQuals (FAQ)	Level 3 Certificate in Ambulance Patient Care: Non-Urgent Care Services