

SUPERVISION		
VERSION No	3	
REVIEWED BY	Manager (MP)	
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Policy Statement

This organisation believes that staff supervision plays an essential role in protecting both staff and residents; in developing and maintaining high care standards; and in supporting and developing individual staff. In this regard, the organisation expects all members of staff to be supervised in their work and to have an appointed supervisor.

The Policy

This policy is intended to set out the values, principles and policies underpinning this organisation's approach to staff supervision.

Definitions

This organisation understands supervision to be a formal arrangement that enables each member of staff to discuss their work regularly with another, more experienced, member of staff. The more experienced member of staff, known as the supervisor, facilitates the discussion with the less experienced member of staff, the supervisee. The organisation understands the aim of supervision to be to:

- 🔍 identify solutions to problems
- 🔍 improve practice
- 🔍 increase understanding of work-related issues.

All supervision should have three core functions, which are to:

- ✅ promote quality care.
- ✅ promote personal and professional development
- ✅ provide support to staff in their work

Models of Supervision

A number of models of supervision exist, each with its own merits. The organisation recognises that its staff work in a wide variety of settings and therefore that one model would not suit all staff; individual staff should agree with their supervisor the model of supervision that best meets their needs. However, the following guidelines must be followed:

1. Formal Supervision

- 🔍 All staff must have a nominated supervisor, the manager or the deputy.
- 🔍 All staff should have appropriate levels of supervision that depend upon qualifications, experience and their own identified needs;
- 🔍 Supervision time must be planned, protected and uninterrupted. Sessions should be held in private, but should not be considered confidential;
- 🔍 Supervision time should be taken while on duty, but at a time that is convenient to other staff on duty and to residents;
- 🔍 Where possible, the conducting of the supervision will be agreed between supervisor and supervisee;
- 🔍 A reflective model of supervision is vital within a social care setting in order that staff can learn from any errors or situations where, on reflection, they could have acted differently. This ability to reflect is very important and contributes to a learning culture.

2. Recording Principles

A member of staff may wish to make notes during supervision, but this needs to be agreed between supervisor and supervisee beforehand. A written record of supervision should be signed by both supervisor and supervisee. Any areas of disagreement should also be recorded.

It is important to differentiate between privacy and confidentiality. Supervision cannot be confidential because of the very nature of the discussion. In order for the supervisor to oversee and promote safeguarding they must be free to discuss any aspect of formal supervisions, where necessary. Copies of the notes and sessions are included in staff files and, can provide evidence for their competencies.

The Registered Manager will be responsible for the allocation of any delegated supervision tasks. It is a principle of this organisation that the Registered Manager has responsibility for the supervision and appraisal of all staff, unless this task is delegated to a competent and trained member of staff.

3. **The Supervision Process**

The supervision should be planned between the supervisor and supervisee. The supervision method of recording will be discussed and agreed.

4. **Basic Principles:** We are committed to ensuring that:

-  Supervision in principle is available for all staff, though the model of coach and mentor.
-  Supervision, (or any information revealed during supervision), will not be used to assess performance or competence, but must be dealt with as appropriate using the separate disciplinary mechanism
-  Supervision is distinct from managerial processes

5. **Informal supervision** is the day-to-day advice and guidance shared between all staff and this can also be recorded. In order to make it happen, this organisation makes an agreement with staff at the appropriate levels as to what should be recorded and by whom. This is part of the informal support mechanism available to staff from all tiers of the organisation, and good practice in capturing this informal element should be in place.

6. **Evaluation and Review**

At the staff member's annual appraisal the format and frequency of supervision should be discussed, reviewed and amended, as necessary, in order to meet the needs of the individual staff member.

Training Statement

Training is required to prepare staff to engage in the process for maximum gain. Training will be provided through an accredited supervision course for supervisors.

Related Policies
Appraisal
Code of Conduct for Workers
Equal Opportunities
Monitoring and Audit