

July 2017

Supervision Policy

Live  Care

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Author(s)	Registered manager
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Reviewed by	

Unit 1 Chandos House,
Hankridge Way,
Taunton,
Somerset
TA1 2LR

Review Data

Initial Production

Name	Role/Department	RACI	Date
Registered manager	Registered Manager	RA	17.07.2017
Registered manager	Registered Manager	RA	06.12.2017

R = Responsible for document production; A = Accountable; C = Consulted; I = Informed

Change History

Version	Date	Details of Change	Author
2.0	17.07.2017	Re-write and re-structure of original policy in line with most recent legislative updates.	Registered manager

Emergency Contact Details

Name	Email	Mobile
Registered manager	fran@livein.care	

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 5: Fit and proper persons: directors	Providers are expected to be aware of, and follow, the various guidelines that cover value-based recruitment, appraisal and development, and disciplinary action.
Regulation 18: Staffing	Persons employed by the service provider must receive such appropriate support, training, professional development, supervision and appraisal as is necessary to enable them to carry out the duties they are employed to perform.

Key Lines of Enquiry

KLOE	How this applies to Supervision
Effective	Monitoring and reviewing staff performance, skills and knowledge and promoting Continuing Personal Development helps ensure that service delivery is effective and meeting the needs of Clients.
Well-Led	Applying a fair and consistent approach to the supervision of staff maintains fairness, accountability and openness as well as a positive approach to development and learning.

Related Documents

This policy should be read in conjunction with our:

- [Training Policy](#)

Policy Aim

The aim of this policy is to ensure that the staff member understands the supervision and staff support process and procedures.

Living Carers Ltd sees regular and effective supervision as an essential element in staff management and development, and ultimately in ensuring a high-quality service is delivered to Clients.

The Living Carers Ltd vision is to:

Deliver great local services through quality, innovation and leadership. This vision is delivered through the following values:

Being:

- **Responsive**
- **Innovative**
- **Collaborative**
- **Enterprising**

The core value is serving the public. Staff are expected to demonstrate these values through their day to day work and are committed to embedding them into everything they do. Managers are also expected to demonstrate that they are managing their service well and providing leadership to their staff. The performance appraisal process enables all staff to demonstrate this commitment. The behaviours outlined in the statement of Values and Behaviours are examples of what Living Carers Ltd expects to see. All staff, at all levels, will be assessed using this framework.

Key Question: Will everyone receive supervision?

All workers will receive the support and supervision they need to carry out their jobs through normal day-to-day supervisory and managerial processes.

Workers with direct responsibility for the delivery of care will have organised and regular review sessions with a nominated supervisor/manager.

This process is known as supervision, and is in addition to the staff member's annual performance appraisal.

Procedure

The Objectives of the Supervision sessions are as follows:

- To ensure that each staff member understands Living Carers Ltd’s ethos and aims, and can put these into effect with the evaluation, delivery and monitoring of care given to individuals.
- To ensure that staff members will maintain and develop the service provided.
- Regular review of the work undertaken with individuals, with a focus on successes, problem areas, discussion of solutions, etc.;
- To provide support and professional guidance, enabling the staff member to gain a greater understanding (using the experience of the supervisor, for example) of the “environmental” or less obvious factors impacting any given situation, clarifying roles and responsibilities, etc.;
- To promote the personal and professional development of staff members, identifying training needs, for example, on an ongoing basis;
- To promote positive relationships, not only between the staff member and the supervisor, but with colleagues etc., facilitating a good working atmosphere;
- To discuss the causes and alleviation of stress within the workplace.

Scheduling

Each staff member who is to be the subject of supervision will be informed by his/her supervisor or manager. The aim will be to have one to one supervision from a senior member of staff every 6-8 weeks (in addition to the annual performance appraisal) and each session will be planned/scheduled no less than one month in advance.

Direct Observation

Care workers will, in addition to supervision and formal performance appraisal, (and with the approval of the client) receive direct supervision in the workplace, which will, on occasion, be unannounced.

Records

Each session of supervision will be recorded and filed in the staff member file.

Ongoing Review and Assessment

Supervision is an important process which will ensure that regular dialogue takes place on all important matters which relate to the care of the clients. Managers will ensure at all times that the process takes place, in an appropriate fashion, and with a view to achieving the established goals, and to the continuous improvement of the services provided. If any staff member feels dissatisfied with any aspect of supervision, then they are asked to discuss this with their manager.

Content:

The content of supervision sessions must include- but is not limited to:

- Any concerns about Clients
- Any professional concerns regarding colleagues
- Employee well-being
- Any safeguarding incidents

Notes for Supervisor for Supervision Meetings

- Collect all the information you will need to conduct the discussion properly, e.g. record of previous supervision sessions, information on progress etc.
- Consider the session record from the last discussion and the content of any interim discussion between you and the staff member.
- Inform the staff member of the date, time, likely duration, and location of the discussion, at least four weeks in advance. Staff members should be given as much time as is necessary to allow all issues to be debated properly, with 45–90 minutes being the expected norm.
- Ensure that you have arranged a private room in which to have the discussion, and one which is not likely to result in you being disturbed.
- Determine, and record so that you don't forget, the key points that you want to discuss.
- Prepare a plan of how you will conduct the meeting.

Conduct

- Avoid interruptions, e.g. telephones, visitors etc.;
- Try to arrange the room informally, and remove physical barriers.
- Try to get the discussion moving as a two-way conversation.
- Remind the staff member of the purpose of the meeting. Give an outline of the structure, and an approximation of how long you think it will last. Make sure that the staff member knows that they will be encouraged to contribute to the discussion.
- Get the staff member talking by using “open” questions (the type that cannot be replied to with a yes/no response), probing their answers, not interrupting, and giving recognition where it is due.
- Do not “save things up” for the interview, there should be no surprises.
- Never get into an argument. Agree to differ if there are any contentious points. Agree to meet again after you and your staff member have had time to think about the issue.
- Always be able to justify your comments.
- Be open, direct, and honest.
- Always try to end on a positive note and summarise what you have agreed.

Follow up

- Make notes on the meeting;
- Complete the Supervision record, and make sure that the staff member receives a copy;
- Both the supervisor and supervisee must sign the notes
- Monitor progress on a regular basis, and make sure that you do what you said you were going to do. Make sure that the staff member does likewise.

Key Points to Take Away

- Staff are expected to demonstrate the through their day to day work and are committed to embedding them into everything they do. Managers are also expected to demonstrate that they are managing their service well and providing leadership to their staff
- All workers will receive the support and supervision they need to carry out their jobs through normal day-to-day supervisory and managerial processes
- Each staff member who is to be the subject of supervision will be informed by his/her supervisor or manager
- Supervision is an important process which will ensure that regular dialogue takes place on all important matters which relate to the care of the clients. Managers will ensure at all times that the process takes place, in an appropriate fashion, and with a view to achieving the established goals, and to the continuous improvement of the services provided

Policy Review

This policy will be reviewed by the Registered Manager at least annually to make any updates and amendments necessary to ensure the policy conforms to current legislation, reflects current practice and expectations.

Authorisation and Signature

This Policy is the official and authorised version agreed by the Directors of Living Carers Ltd. All employees are expected to work in accordance with this policy and failure to comply with this policy could result in disciplinary action.

Registered Manager

06.12.2017