SUPERVISION

Policy Statement
Premier Care (Plymouth) Limited believes that staff supervision plays an essential role in protecting both staff and service users, in developing and maintaining high care standards and in supporting and developing individual staff. In this regard the agency expects all members of staff to be supervised in their work and to have an appointed supervisor.

Premier Care (Plymouth) Limited adheres fully to Outcome 14: Supporting Workers of the Essential Standards of Quality and Safety and Regulation 23: of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which relates to people who use services are safe and their health and welfare needs are met by competent staff.

Aim of the Policy
This policy is intended to set out the values, principles and policies underpinning this agency’s approach to staff supervision.

Definitions
Premier Care (Plymouth) Limited understands supervision to be a formal arrangement which enables each member of its 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 agency understands the aim of supervision is to:

(a) identify solutions to problems  
(b) improve practice  
(c) increase understanding of work-related issues.

All supervision should have three core functions. It should:

(a) provide support to staff in their work  
(b) promote personal and professional development  
(c) promote quality care.

Models of Supervision
A number of models of supervision exist, each having its own merits. Premier Care (Plymouth) Limited recognises that its support staff work in a wide variety of settings and one model of supervision will not suit all staff. Therefore, individual care staff should agree with their clinical supervisor the model of supervision which best meets their needs. However, the following guidelines must be followed.
1. All support staff must have a nominated supervisor whose name should be entered in their personal development file. Supervisees should be given a say as to who their supervisor will be.

2. A support structure is in place for supervision which includes one-to-one sessions or group meetings.

3. They are undertaken at a time and frequency agreed between the Line Manager or supervisor and the staff member

4. Supervision time must be planned, protected and uninterrupted. Sessions should be held in private and should be entirely confidential.

5. A contract should be agreed between supervisor and supervisee setting out how they will conduct their supervision sessions.

Many staff like to make notes during supervision but this should be agreed between supervisor and supervisee beforehand. Any notes made should be strictly confidential and kept securely. In the case of staff doing NVQs, the notes can provide evidence for their competencies.

Supervisors need to have clinical expertise, where appropriate, excellent interpersonal skills and a facilitative attitude to others. New supervisors will be selected by the agency management.

**Basic Principles**
Premier Care (Plymouth) Limited is committed to ensuring that:
(a) supervision is available for all Support staff employed by the agency
(b) supervisees will be able to influence the selection of their supervisor
(c) the content of supervision sessions will be confidential, recorded only by the supervisee, but disclosure of information which contravenes the Essential Standards of Quality and Safety will be recorded by the supervisor and acted upon
(d) supervision or any information revealed during supervision will not be used to assess performance or competence
(e) supervision is distinct from managerial processes even when the supervisee wishes to have clinical supervision with their line manager
(f) supervisors will have training in the process of supervision.

**The Supervision Process**
All staff will be informed in advance of the planned supervision between the supervisor and supervisee enabling the employee time to record topics they wish to raise during supervision. The supervision contract should be discussed and explored. At the next meeting the contract should be agreed and signed by both supervisor and supervisee. Confidentiality and its boundaries should be written into the contract.

Supervisions will be held accordingly to staffs experience and skill base and should last for
approximately 50 minutes, so that the supervisor and supervisee have 10 minutes to reflect on the interaction. The supervisee is responsible for keeping his or her own record of supervision, but it should be signed by both.

**Evaluation and Review**
At the end of the negotiated period of individual supervision, the contract should be renegotiated. Individual supervision may now take on a different form

**Training**
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.

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<td>Position in Organisation: Registered Manager</td>
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