Department: Supported Living Title: Supervision Policy

# **Scope:** This document must be referred to as guidance by all staff members working

within the care setting.

**Document owned by:** Care Stream Limited

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Please note: For service users, please read individual(s) or people we support

**STAFF SUPERVISION**

Care Streams’ policy on staff supervision is intended to comply with Outcome 14: Supporting Workers of the Care Quality Commission Guidance about Compliance: Essential Standards of Quality and Safety.

## Policy Statement

1. This supervision policy applies to all staff members including care, management, catering, domestic and maintenance staff. Registered nurses employed by Care Stream are expected to receive clinical supervision to meet Nursing and Midwifery Council (NMC) post-registration requirements.
2. Care Stream is committed to providing its care staff with formal supervision monthly at least 4 times a year, with the agenda covering all aspects of practice; philosophy of care on the service and career development needs. It also states that other staff should be supervised in ways that are consistent with their roles and responsibilities.
3. Care Stream works to a model of supervision that integrates management, educational, advisory and support functions to do the following:
   1. achieve optimum outcomes for service users
   2. ensure best practice and attainment of required standards of care
   3. ensure compliance with stated policies and procedures and other organisational requirements
   4. enable staff to feel valued and well supported
   5. enable staff to continuously develop and improve their knowledge and skills

## Supervision Arrangements for Care Staff:

1. Every member of the care staff has a designated supervisor. This would be the Project Manager, though it could be another senior staff member or experienced and qualified staff member who is competent to act as staff supervisor.
2. On appointment or following their induction programme, care staff members meet a nominated supervisor to plan or take part in a schedule of supervision meetings. These schedules ensure that if working full-time they attend a minimum of 4 sessions per annum. (Pro rata for part-time staff.)
3. The programme could include group or team supervision meetings in addition to one-to- one meetings depending on the staff needs and the current situation of Care Stream. Care Stream uses one-to-one supervision meetings to discuss issues relating to the individuals’ work practice. It uses group supervision to address common organisational and team practice issues.
4. The outcome of this planning meeting is a supervision agreement, which outlines the frequency, location, length, and typical agendas to be followed in the supervision meetings.
5. Participants are expected to agree jointly the specific priority issues and concerns to be discussed at any particular meeting. Meetings typically cover the following areas:
   1. review of the individuals’ care practice and issues arising from it (if any)
   2. joint assessment of the care staff members’ personal development, training and support needs
   3. other matters relating to the work situation that have an impact on standards of care
6. At the end of a meeting, the care staff member(s) and supervisor are jointly responsible for agreeing what should be included on the supervision record for the meeting.
7. The supervisor and care staff member(s) are jointly responsible for ensuring that discussions and meetings occur regularly and are given high priority. All reasons for deferring or cancelling planned supervision meetings or non-attendance at group supervision meetings must be recorded.
8. All supervision meetings are held in private and as far as possible should be free from interruption.
9. Each care staff member has an annual staff appraisal with their supervisor, which forms part of the supervision programme. By agreement with all concerned, this could also include another senior staff member, who might be present to chair the meeting.

Supervision Arrangements for Management and other Support Staff (e.g. Administrative, Domestic or Catering Staff):

1. Every support staff member has a designated supervisor on appointment.
2. The supervision arrangements for support staff are similar to those for care staff tailored to their specific roles and responsibilities and typically consist of a combination of one- to-one and group supervision opportunities.
3. Supervision agendas similarly reflect respective staff roles and responsibilities, the supervision form details the areas to be discussed.
4. There is a similar pattern of supervision for all senior care and management staff. Each member of the senior staff or management team receives supervision at the appropriate level in relation to their respective work programmes in accordance with the principles described in this policy.

Supervision Arrangements for Volunteers (Where Applicable):

Any volunteers who work in Care Stream are allocated an experienced staff member to whom they can turn to for advice and guidance and with whom they can regularly discuss their progress.

## Confidentiality of Information

1. All supervision meetings observe Care Stream policies on confidentiality of information. Participants must be clear from the outset of a supervision session what information should be treated in confidence and what cannot and what will be recorded/or may be disclosed “off the record”. Any information that cannot be treated in confidence in the supervision context may be disclosed to a third party/parties only on a need-to-know basis.
2. Where matters need to be taken beyond the supervision context, actions are taken openly with everyone involved being informed of what is to happen. (For example, if the discussion raises issues about a service users’ protection and safety.)

## Supervision Recording and Access to Records

1. All formal supervision meetings for care and non-care staff are recorded in an agreed format which includes the following:
   1. details of key discussion points
   2. agreed actions to be taken
   3. targets and timescales for any actions to be taken
2. All taking part in the meeting are to sign the record, which must indicate agreements and disagreements over every aspect. Staff must be aware that the formal records are used as evidence of compliance in line with the Essential Standards of Quality and Safety.
3. Signed supervision records belong to Care Stream and are kept in a safe place. Access is allowed by authorised persons only. This normally means the immediate supervisee(s) and their supervisor, with others being allowed access for specific, stated purposes and only with the agreement and knowledge of those involved.
4. Recording and access to records do not prevent people from making their own informal notes of meetings and discussions containing personal reflections, learning points etc. These will not be used as substitutes for formal records required for compliance purposes.
5. Care Stream management reviews all supervision arrangements as part of its annual quality review and obtains feedback from all involved on its value and effectiveness.

## Training

Care Stream has a policy of ensuring all members of staff employed as supervisors receive appropriate training. All training that has been highlighted as part of a staff members development should be recorded as part of their supervision. Staff should also be made aware that the attendance of training is mandatory.