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Review Sheet



Last Reviewed
24 Nov '22



Last Amended
24 Nov '22



Next Planned Review in 12 months, or
sooner as required.

Business impact



Changes are important, but urgent implementation is not required, incorporate into your existing workflow.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

This policy will support with the staff supervision process. All staff responsible for supervisions should familiarise themselves with this policy. It has been reviewed with amendments and additions made throughout to the content to reflect best practice and guide supervisors and supervisees in the principles of effective supervision. The forms have been reviewed and updated to give further guidance and structure to make them more user friendly and reflect work life balance and wellbeing conversations. Underpinning Knowledge, Further Reading and references have also been reviewed and updated to ensure they remain current. For some clients, the reference number on this policy will have changed.

Relevant legislation:

- The Care Act 2014
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Nursing and Midwifery Council (NMC) Legislation
- Safeguarding Vulnerable Groups Act 2006
- Data Protection Act 2018
- UK GDPR

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: Equality and Human Rights Commission, (2015), *Employment: Statutory Code of Practice*. [Online] Available from: <https://www.equalityhumanrights.com/en/publication-download/employment-statutory-code-practice> [Accessed: 24/11/2022]
- Author: CQC, (2013), *Supporting information and guidance: Supporting effective clinical supervision..* [Online] Available from: <https://rclst.org/wp-content/uploads/media/docs/delivering-quality-services/supervision-care-quality-commission.pdf?la=en&hash=0FCD9AD2A44F93E667284FA9B57463943A3786C0> [Accessed: 24/11/2022]
- Author: SCIE, (2017), *Effective supervision in a variety of settings*. [Online] Available from: <https://www.scie.org.uk/publications/guides/guide50/> [Accessed: 24/11/2022]
- Author: NMC, (2018), *The Code: Professional standards of practice and behaviour for nurses, midwives and nursing associates*. [Online] Available from: <https://www.nmc.org.uk/globalassets/sitedocuments/nmc-publications/nmc-code.pdf> [Accessed: 24/11/2022]
- Author: Skills For Care, (2022), *Manager Induction Standards*. [Online] Available from: <https://www.skillsforcare.org.uk/Leadership-management/developing-leaders-and-managers/manager-induction-standards/Manager-Induction-Standards.aspx> [Accessed: 24/11/2022]
- Author: CQC, (2022), *Regulation 18: Staffing*. [Online] Available from: <https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-18-staffing> [Accessed: 24/11/2022]
- Author: Skills for Care, (2020), *Effective supervision - A practical guide for adult social care managers and supervisors*. [Online] Available from: <https://www.skillsforcare.org.uk/resources/documents/Support-for-leaders-and-managers/Managing-people/Supervision/Effective-supervision-guide.pdf> [Accessed: 24/11/2022]

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Suggested action:	<ul style="list-style-type: none">• Encourage sharing the policy through the use of the QCS App• Share 'Key Facts' with all staff• Ensure relevant staff are aware of the content of the whole policy
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.

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1. Purpose

1.1 To enable staff to be aware of:

- ┆ The different types of supervision available
- ┆ The principles and benefits of supervision
- ┆ The expectation placed on staff at Master Care Ltd at all levels with regards to supervision roles and responsibilities

1.2 This policy must be read in conjunction with the Induction and Onboarding Policy and Procedure, the Development Appraisal Policy and Procedure and, where applicable, the Clinical Supervision Policy and Procedure at Master Care Ltd.

1.3 To support Master Care Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?
SAFE	S6: Are lessons learned and improvements made when things go wrong?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?
WELL-LED	W4: How does the service continuously learn, improve, innovate and ensure sustainability?

1.4 To meet the legal requirements of the regulated activities that {Master Care Ltd} is registered to provide:

- ┆ The Care Act 2014
- ┆ Equality Act 2010
- ┆ The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- ┆ Nursing and Midwifery Council (NMC) Legislation
- ┆ Safeguarding Vulnerable Groups Act 2006
- ┆ Data Protection Act 2018
- ┆ UK GDPR



2. Scope

2.1 The following roles may be affected by this policy:

- ┆ All staff

2.2 The following Service Users may be affected by this policy:

- ┆ Service Users

2.3 The following stakeholders may be affected by this policy:

- ┆ Commissioners
- ┆ Local Authority

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3. Objectives

3.1 Managerial supervision is seen as a priority in operational management and a key component of good management practice. Regular supervision has a direct and positive impact on both organisational performance and Service User outcomes.

Delivering effective managerial supervision promotes the development of competent, confident and motivated staff, which directly supports the achievement of the mission and values of Master Care Ltd.

3.2 Master Care Ltd recognises that in order to provide the best possible care and support for Service Users, it is essential that all staff are fully involved in both the development of the services and their own personal development.

3.3 For all staff delivering supervision and those undertaking supervision at Master Care Ltd to understand their roles and responsibilities.

3.4 The supervision arrangements at Master Care Ltd create a culture of a working partnership between the supervisee and supervisor where feedback is a two-way process.



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4. Policy

4.1 Supervision provided at Master Care Ltd promotes safe, consistent and best practice throughout the entire workforce by reinforcing training, setting expectations, responsibilities and accountabilities. Supervision also promotes staff development, provides support and delivers feedback in a setting that encourages staff to raise concerns and discuss their work.

4.2 Supervision Types

For the purpose of this policy, the definition of 'supervision' provided at Master Care Ltd covers four identified types:

- | **Induction Supervision** - where new staff will be supervised until competence is gained in their role. Please refer to the Induction and Onboarding Policy and Procedure
- | **Professional Development Supervision** - where regular supervisions are completed with staff at Master Care Ltd to track the continued development of their role in relation to professional standards
- | **Managerial Supervision** - where specific objectives are set to review performance and continued development. Training requirements will be reviewed during this supervision
- | **Clinical Supervision** - involves clinicians meeting regularly to reflect on practice with the intention of learning, developing practice and providing high-quality, safe care and support to Service Users. It is an opportunity to reflect and review their practice

4.3 The purpose of all types of supervision provided at Master Care Ltd will be to promote safe, consistent and best practice throughout the entire workforce by:

- | Ensuring that each individual member of staff is clear about their roles, responsibilities and professional boundaries within health and social care, both at a national and local level
- | Ensuring that individual staff members at Master Care Ltd understand and accept accountability for their work
- | Reinforcing formal training regarding expectations of staff working with vulnerable Service Users
- | Identifying ways to support the individual member of staff's personal development
- | Being a source of support for staff by encouraging them to reflect on the achievements and challenges of the job
- | Encouraging staff to share any issues or concerns they may have
- | Providing a framework for regular and constructive feedback between participants on performance at Master Care Ltd
- | Providing a regular supervision contract agreement so that supervisees have input in order to make supervision sessions work effectively for the benefit of all participants
- | Providing a framework which identifies any support that may be required. This could be as a result of a work-based review or following an incident or event that impacts on staff ability

4.4 The Benefits of Managerial Supervision Include:

- | To discuss any changes to the responsibilities listed in the job description, or other aspects of the job role
- | To review individual workload, performance and professional development
- | To provide support, coaching and guidance
- | To offer feedback to the staff member about their performance
- | To discuss strengths and achievements as well as concerns, or perceived gaps in knowledge or skills
- | To agree, review and evaluate goals and action plans
- | To follow up any issues discussed at the annual appraisal meeting (refer to the Development Appraisal Policy and Procedure)
- | To discuss any issues relating to the team which cannot appropriately be discussed at team meetings
- | To exchange information relating to individual practice and developments within the team and Master Care Ltd

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- | To discuss any other concerns and ask questions
- | To review attendance and sickness absence

4.5 will ensure that staff have the competence in line with recommended standards to deliver in the following areas related to supervision:

- | The principles of effective supervision
- | The scope and practice of supervision in adult social care
- | The planning, revision and review of objectives for supervision

Where staff at Master Care Ltd support Service Users with a learning disability or autism, will ensure that staff are offered appropriate/clinical supervision in addition to the scheduled supervision in place as per best practice recommendations.

Where required and in line with regulatory body requirements, clinicians and registered nurses will receive clinical supervision as part of the supervision programme offered at Master Care Ltd. Refer to the Clinical Supervision Policy and Procedure where applicable.

4.6 Master Care Ltd has a duty of care towards staff. Supervision, in whatever capacity it is delivered, will be conducted in line with the values and professionalism of Master Care Ltd.

4.7 All staff will be provided with equal opportunities to engage in supervision to ensure that the appropriate level of support is in place.

4.8 Master Care Ltd will maintain a culture where staff are accountable for overall development and management of their practice alongside development opportunities.

The amount, nature and quality of supervision will be appropriate to the individual member of staff and the role they are in and must be balanced with the requirements of staff to deliver their objectives and perform well in their role.

4.9 Continual formal supervision will take place. It will provide evidence and support the content of the annual appraisal.

4.10 Agreed supervision arrangements must be documented and signed off by all those involved, and all supervision sessions must document key discussions and agreements.

4.11 Due to its benefits, supervision is compulsory, and non-attendance will be addressed through the relevant policies to support managers. This applies both to supervisees and supervisors.



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5. Procedure

5.1 Function of Supervision

There are three key functions of supervision:

Supportive Supervision - involves supervisors providing support to staff members with different aspects of their role. The supportive function can help to address any emerging issues that may impact staff performance and/or wellbeing. For supervisors, this function might include:

- | Supporting staff with any changes or challenges in their role
- | Monitoring and supporting staff health and wellbeing, and ensuring that Master Care Ltd has the right support in place to address any issues
- | Dealing with any issues that need further investigation, for example, performance concerns or safeguarding investigations
- | Keeping staff informed about the wider organisation and any changes or developments

Line Management Supervision - can help managers to promote and maintain good standards of work and ensure staff follow the relevant policies and procedures. For supervisors, this function might include:

- | Managing team resources - using supervision to ensure that staff understand their role and responsibilities
- | Delegating workload - using supervision to provide meaningful communication between managers and staff at all levels
- | Performance appraisals - using supervision to set targets and objectives, and discuss performance and quality
- | Duty of care - using supervision to ensure that staff understand the standards that are expected of them and follow the relevant policies and procedures

Educational and/or Developmental Supervision - can help staff to develop critical thinking and analysis skills, explore their own learning and development needs and identify opportunities to address those needs. For supervisors, this function might include:

- | Assessing staff skills and knowledge, and identifying any gaps and/or learning and development needs
- | Helping staff to identify their preferred learning styles and barriers to learning
- | Giving and receiving constructive feedback
- | Supporting staff to reflect on their learning opportunities and ensuring that they know how to apply the learning in practice

5.2 Resource Management

will take the following into consideration when planning the supervision process at Master Care Ltd:

- | Types of supervision
- | Rota management and timings
- | Room availability and location
- | Roles and responsibilities of both the supervisor and the supervisee
- | Location and storage of supervision records
- | Training and education of all staff on supervision and its benefits

5.3 Structure of Supervision

will offer different models or ways of delivering supervision that will include the following:

- | One-to-one supervision
- | Group supervision
- | Peer or cosupervision
- | Virtual supervision
- | Clinical supervision
- | Competency supervision
- | A combination of the above

Supervision is a two-way process and staff have a responsibility to ensure that they participate in regular

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supervision.

It is acknowledged that the method of delivery for managerial supervision, although it may vary, is considered a private process to be undertaken on a one-to-one basis with either a line manager or an allocated supervisor at least once a year.

It is important to have a clear working arrangement for supervision activities and to formalise this. Both the supervisor and the supervisee will evidence these arrangements in a written Supervision Contract Form which is signed, copied and retained in the personnel file. A template form is attached to this policy.

Managers who conduct supervision must respond to staff requests for supervision in line with this policy.

5.4 For all supervisions on offer for supervisees, there must be a core element discussed at each. These core subject areas may include topics such as safeguarding, whistleblowing, health and safety or 'dip testing' a knowledge area according to policy and procedures.

5.5 Location

Formal supervision sessions must take place somewhere:

- ┆ Quiet and comfortable
- ┆ Away from the frontline working environment
- ┆ That offers privacy for the duration of the session

Where applicable to the service, due consideration must be given to the impact on the Service Users' environments. Where a quality spot check highlights a concern, a meeting should be scheduled away from the working environment.

5.6 Virtual Supervision

There may be occasions where virtual supervision is considered appropriate.

Virtual supervision refers to any supervision which does not take place in person. This might, therefore, refer to any supervision undertaken using a video link (through platforms such as Facetime, WhatsApp, Teams, Skype or Zoom) or it may be a telephone call.

While supervision may be carried out on the telephone or using a video link, in person supervision provides a greater opportunity to identify non-verbal communication.

Supervision carried out in person can enable the supervisor to focus more clearly on the person rather than tasks. It can help to further understand how the supervisee is feeling, their general wellbeing and how engaged they are in their supervision.

5.7 Reasonable Adjustments

In order to meet any disability under the Equality Act 2010, the line manager carrying out the supervision must make sure that any recorded reasonable adjustment requirements for the member of staff are met.

5.8 Frequency and Timing of Supervisions

Staff at Master Care Ltd will receive appropriate, ongoing or periodic supervision in their role to make sure that competence is maintained. Every member of staff will take part in a supervision session at a frequency determined by Master Care Ltd, which may increase if there is a particular employment-related need, or if there are unexpected changes in the needs of the Service User group.

The frequency of supervision is not detailed within regulatory requirements. However, staff need to feel supported to develop and maintain knowledge. will take into account that both the frequency and the quality of supervisions are important in relation to the better outcomes they wish to bring to the service.

The current supervision frequency at Master Care Ltd is 4 per annum and these should be documented in the annual planner template that accompanies this policy and procedure. For new members of staff at Master Care Ltd, please refer to the Induction and Onboarding policy and procedure.

Session times depend very much on the type of supervision on offer. Short sessions (such as a team meeting debrief) could take around 15 minutes, but there will often be times when a longer discussion is required and it is important that both parties must not feel rushed. Supervisors must allow reasonable flexibility to manage these sessions during a working shift and preferably avoid the end of a shift (particularly night shifts).

5.9 Confidentiality of Supervision

The code of conduct relating to confidentiality applies to supervision and staff are expected to operate within their code of practice at all times.

Due to the nature of supervision, it is imperative that confidentiality is observed by all. However, any discussion that results in disclosure of malpractice, misconduct or negligence or risks the wellbeing or safety of others will need to be acted upon in line with the policies and procedures of Master Care Ltd. Where group activity takes place, themed learning and outcomes will be anonymised, collated and cascaded as part of continuous improvement.

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Supervisees must be aware that, for the purposes of audit, inspection and evaluation records may be reviewed.

5.10 Types of Supervision Provided at Master Care Ltd

Induction Supervision

Where appropriate, staff must be supervised until they can demonstrate required/acceptable levels of competence to carry out their role unsupervised.

Newly inducted staff will have been introduced to professional discussions and supervised practice as part of the Care Certificate, and it is important that their skills and knowledge continue to be built upon as part of the ongoing supervision process. Staff should refer to the Induction and Onboarding Policy and Procedure for further details.

Professional Development Supervision

Master Care Ltd offers this type of supervision as it helps to identify that the supervisee is performing their duties as expected in their role.

Its content may include:

- | A subject that the supervisee requests to discuss
- | Discussions around the Care of a Service User and consideration of amendments or reviews
- | Risk assessments and Care management plans
- | Service User outcomes
- | Safeguarding issues
- | Training needs if gaps are identified with regard to skills/knowledge

Staff must access the templates attached to record this supervision.

Managerial Supervision

This type of supervision includes ensuring that the supervisee is adhering to all policies and procedures at Master Care Ltd.

Its content will include:

- | Management of the supervisee including annual leave, sickness absence and discipline
- | Monitoring and review of the supervisee's performance towards achievement of work and their objectives
- | The giving of constructive feedback on practice and performance
- | The planning of new tasks, setting standards and reviewing health and safety issues
- | The identification of individual training, development and resource needs relating to tasks and the supervisee
- | Completion of appraisal, objectives and personal development planning
- | Identifying training needs of supervisees and recording these in the training needs analysis

Staff should access the templates attached to record this supervision.

NB: Where Master Care Ltd offers Care to Service Users with a learning disability or autism, staff will receive appropriate supervision in addition to the above supervision offered. should refer to CQC guidance for further details.

can refer to the 'Further Reading' section for details on how to set up clinical supervision in the workplace.

5.11 Clinical Supervision

Clinicians and registered nurses must have access to clinical supervision, in line with the requirements of the Nursing and Midwifery Council (NMC). (Where applicable, refer to the Clinical Supervision Policy and Procedure).

Staff should be able to access the appropriate professional resources and templates for recording clinical supervision or refer to the supervision record at Master Care Ltd.

5.12 Peer Group Supervision

Peer group supervision is where colleagues or peers meet on a regular basis to fulfil a supervision contract. Groups can include 'in house groups' (formed from teams or colleagues that work alongside each other on a daily basis). An example may be a nurse peer supervision group or a peer group for domestic staff.

This type of supervision does not require a nominated supervisor. However, peer supervision must not be the only form of supervision offered, and formal supervision with a manager must take place at least once per year.

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5.13 Role of the Supervisor

Good supervisors have the right values, skills and knowledge for the role and will have a good understanding of the work that supervisees do, and of the setting that they work in. A good supervisor can have a positive impact on staff at Master Care Ltd.

The role involves overseeing and managing a team or an individual to ensure that they are performing effectively and are satisfied in their role.

The supervisor role involves:

- | Providing support
- | Line management
- | Supporting staff to learn and develop

The specific responsibilities can include:

- | Managing workflow
- | Training new hires
- | Evaluating performance
- | Providing feedback
- | Identifying learning and development opportunities
- | Helping supervisees to resolve any issues

Values

Good supervisors have the right values, attitudes and behaviours, and are a role model in their everyday work.

In adult social care, the 6Cs, as outlined in the 'Compassion in Practice' strategy (2012), have been identified as the values that underpin high-quality social care provision:

- | Care
- | Compassion
- | Competence
- | Communication
- | Courage
- | Commitment

It is important that supervisors have these values, because if care staff are expected to demonstrate them in their practice, supervisors must lead by example and do the same.

Skills

Good supervisors also have the required skills, including:

- | Organisational and time management skills
- | Communication skills, including good listening skills
- | An ability to remain calm under pressure
- | Leadership skills
- | Problem-solving skills
- | Conflict resolution skills
- | Professionalism and a positive attitude

Knowledge and Experience

Supervisors are often experts in their field. It is not always necessary for the supervisor to have direct experience of all of the work that they are supervising. However, when supervising practical tasks such as moving and handling and administering medication, the supervisor must be competent to ensure safe practice.

5.14 Records Management

Supervision records will be kept confidential between or the designated supervisor and the staff member.

Supervision sessions will be recorded through discussion and accurate record keeping. The record will include the date, name of the supervisor and their designation. Main recommendations or actions suggested as well as any risks noted must be entered.

In all supervision meetings, general notes will be made around the issues that occur during supervision and any reflections related to the individuals' practice must also be recorded in all cases.

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It is the responsibility of the line manager and supervisee to keep a record of all managerial supervisions undertaken.

When a Service User's Care has been discussed in a supervision session, an agreed entry will be recorded by the supervisee in the Service User's case notes. Any decisions regarding Care made during supervision must be discussed with the other professionals who are involved, as necessary.

As a result of discussions and reflection during supervision, suggestions may be made to amend the whole package of Care. It will be the supervisee's responsibility to raise such issues for discussion with other Care providers in team meetings or other professional multidisciplinary meetings.

There is an expectation that any concerns from the supervisor will be passed to the line manager when any concerns arise.

Supervision records will be stored confidentially. If a member of staff leaves Master Care Ltd, a copy of the supervision notes and records must be retained in their personnel file in line with the Data Security and Data Retention Policy and Procedure.

will maintain a supervision database recording all supervision that has occurred, and this will be available for assurance, audit and inspection as required.

5.15 Evaluation and Review

Themes and trends will be captured from completed supervision sessions and used to analyse areas that may require necessary changes in practice.

Feedback will be gathered from the supervisors and supervisees in relation to their experiences of the supervision format and to identify if it remains fit for purpose and is proven to be an effective means of learning and development.

If supervisees become concerned about the quality of supervision, discussions must be held locally with their line manager to find a way to address the issues.

The Mock Inspection Toolkit must be used as per the schedule to evaluate effectiveness.

5.16 Training and Education

Staff who deliver and are responsible for the supervision of others at Master Care Ltd must be suitably trained, skilled and experienced to deliver this with competence. Providing learning opportunities for supervisors ensures that they have the right values, skills and knowledge to do the role effectively. Staff must not undertake supervisor responsibilities without proper training and an assessment to ensure that they are competent.

Master Care Ltd will ensure that supervisors have access to a wide variety of training and support to help them succeed in the role. This can include:

- | Qualifications
- | Short courses
- | 'Lead to Succeed' learning programme
- | Shadowing opportunities and succession planning

The concept of supervision must be introduced to all new team members as part of their induction, and guidance will be given on how to get the most from supervision sessions.

As supervision is coaching focused, staff must hold the skills and personal characteristics required to draw out the development of others rather than teach in the first instance.



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6. Definitions

6.1 Employee Appraisal

- | Employee appraisals are intended to provide employees with a forum to discuss their capabilities, training needs and development plans in relation to the Service User group with whom they work and the needs of the business

6.2 Supervisee

- | A person in receipt of supervision and being supported in an organisation to understand, develop and succeed in their role
- | A supervisee can be a new member of the organisation or an existing staff member

6.3 Peer or Co-Supervision

- | This is where practitioners discuss work with each other, with the role of the supervisor being shared or with no individual member of staff acting as a formal supervisor

6.4 Supervision

- | Supervision is intended to provide the manager or supervisor with a regular channel for communicating the standards of performance which the organisation requires of each employee and facilitate a formal discussion about the employee's actual performance against those standards. It is also a time for reflection and discussion around attitudes and behaviours at work
- | Supervision is a process by which one worker is given responsibility by Master Care Ltd to work with another colleague in order to meet certain organisational, professional and personal objectives which together promote the best outcomes for Service Users

6.5 Supervisor

- | A person within the organisation who can support the 'supervisee' to develop within their role
- | The supervisor must encompass the organisation's values and attitudes to be effective. They must know relevant legislation, policy and guidance



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | Staff will receive the support, training, professional development, supervision and appraisals that are necessary for them to carry out their roles and responsibilities
- | Supervision is vital in affirming good practice, as well as assisting in the retention of staff through ensuring that they feel valued
- | It remains the responsibility of all staff, supported by this policy, to have access to, and to provide appropriate supervision in, the pursuit of excellence
- | Supervision (induction, clinical, managerial and professional) includes time for reflective practice and support



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- | Supervision is the name for regular, planned and recorded sessions between staff and their line manager
- | It is a key task that supports the development of staff skills and practices when working with you
- | Supervision of staff is one means of ensuring that staff are supported, trained and competent to do their jobs well
- | You are encouraged to contribute and make suggestions in relation to the content of staff development through discussion with



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Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

SCIE - Care Skillsbase: Skills Check 23 - Supervising Staff:

https://www.scie.org.uk/workforce/careskillsbase/files/skillschecks/23_supervisingstaff.pdf?res=true

Skills for Care - Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England:

<https://www.skillsforcare.org.uk/Documents/Standards-legislation/Code-of-Conduct/Code-of-Conduct.pdf>

Children's Workforce Development Council - Inspiring practice:

https://dera.ioe.ac.uk/2938/1/IW115_2010.pdf

SCIE - Leading Practice: A Development Programme for First-line Managers:

<https://www.scie.org.uk/publications/guides/guide27/files/lp-participants.pdf>

GOV.UK - UK Commission for Employment and Skills - National Occupational Standards (NOS):

<https://www.gov.uk/government/publications/national-occupational-standards>

NICE - Home Care for Older People - Quality Standard [QS123]:

<https://www.nice.org.uk/guidance/gs123/chapter/Quality-statement-6-Supervision-of-home-care-workers>

Skills for Care (2019) - Supporting Staff that Regularly Work Alone:

<https://www.skillsforcare.org.uk/Documents/Leadership-and-management/Lone-working/Supporting-staff-that-regularly-work-alone.pdf>

Skills for Care - Care Certificate Workbook:

<https://www.skillsforcare.org.uk/Learning-development/inducting-staff/care-certificate/Care-Certificate-workbook.aspx>

CQC - Services for Autistic People and People with a Learning Disability:

<https://www.cqc.org.uk/guidance-providers/autistic-people-learning-disability/right-support-right-care-right-culture>



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- | Staff report that they receive regular formal supervision and feedback on their performance
- | There is strong evidence that staff are supported in their learning and development
- | The wide understanding of the policy is enabled by proactive use of the QCS App
- | Master Care Ltd embraces the process of supervision and staff feedback positively in relation to the experiences of supervision provided
- | Staff understand the different types of supervision available and these are meaningful and of high quality
- | The training matrix at Master Care Ltd is complete and well maintained. Staff receive a sufficient amount of supervision. Themes and trends are captured and used to review practice and celebrate successes
- | Supervisions are subject to audit and review to ensure that their content is of sound quality that produces positive outcomes for staff and the Service User



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Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Annual Planner Supervision and Appraisal - PP12	To track annual supervision and appraisal sessions required for each staff member.	QCS
Professional Supervision Discussion Form - PP12	When a professional supervision discussion is taking place with a staff member.	QCS
Supervision Form - PP12	For completion of managerial supervisions with staff members.	QCS
Supervision Contract - PP12	To be used when agreeing the format of supervision with individuals.	QCS
Examples of Professional Discussion/Supervision themes - PP12	When looking for discussion ideas.	QCS

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Supervisee Name:		Job title:	
Supervisor Name:		Job title:	
Date of Discussion:		Next Supervision:	
Location:		Copy retained by:	

Safeguarding/Health or Welfare

Upon completion of this professional supervision, have there been any identified or raised concerns in relation to the health and welfare of Service User or staff? If 'yes', discuss this with the line manager.	Yes	No
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'Disclosure

I **have/ have not** (delete as appropriate) received any criminal convictions, warnings (including driving offences) or referral to the DBS, which I have not previously declared, since I began employment with Master Care Ltd. Discuss with the supervisor if the answer is positive. I understand that a false declaration on this matter will be regarded as a very serious disciplinary matter and may constitute an offence in its own right.

Name:			
Signature:		Date:	

Discussion Record/Comments

Area	Action	By Whom	By When

Supervisee Name:		Signature:	
Supervisor Name:		Signature:	

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Supervisee Name:		Job title:	
Supervisor Name:		Job title:	
Date of Supervision:		Next Supervision:	
Location:		Copy retained by:	

Safeguarding/Health or Welfare

Upon completion of this professional supervision, have there been any identified or raised concerns in relation to the health and welfare of Service Users or staff? If 'yes', discuss this with the line manager.	Yes	No
Disclosure		
I have/ have not (delete as appropriate) received any criminal convictions, warnings (including driving offences) or referral to the DBS, which I have not previously declared, since I began employment with Master Care Ltd. Discuss with the supervisor if the answer is positive. I understand that a false declaration on this matter will be regarded as a very serious disciplinary matter and may constitute an offence in its own right.		
Name:		
Signature:		Date:

Work Life Balance

Do you have anything in your work which is impacting on your life or vice versa?	Yes	No
Do you have any health or wellbeing issues which are impacting on you being able to fulfil your job role?		
If 'yes', what is it we can do to assist you with this?		
Are you on schedule to utilise your annual leave entitlement by the end of the leave year?		
If 'no', then try and plan leave during supervision.		
Any Other Business: Is there anything else you would like to talk about which we have not had the opportunity to cover?		

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Review of Previous Supervision Objectives	Additional Agenda Items
Review of current job description/objectives agreed at appraisal or last supervision:	

Since your last supervision	
What has worked well?	What has not worked well?

Service User Discussion – Including Mental Capacity – Behaviours – Care Plans – Risk assessments - Safeguarding - Feedback

Health and Safety – Including lone working if relevant

Learning and Development, Training Compliance, Personal development Plan, Reflective Review

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Safeguarding/DBS
Have there been any issues that would affect your DBS since your last supervision?

Quality: CQC - - Contract Monitoring

Additional Agenda Items Discussion
e.g. Team issues/Working Relationships, Performance Issues, Support required/Received



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Forward Focused Action Plan				
Area	Action needed	By Whom	Any Support Needed	By When

Supervisee Comments

Supervisor Comments

I confirm this is a true and accurate record of our supervision session		
Supervisee Name:	Signature:	Date:
Supervisor Name:	Signature:	Date:

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Supervisee Name:		Job title:	
Supervisor Name:		Job title:	

As agreed between the Supervisor and Supervisee:

Staff should have read the Supervision Policy and Procedure to gain an understanding of the expectations of supervision and the structure of supervision within Master Care Ltd before the completion of this contract form.

Arrangements Agreed for Supervision:

Supervision Contract - The structure we have agreed for our supervision meetings is as follows:			
Frequency Agreed	Length Agreed	Location	Agenda
		Private undisturbed space	
Interruptions will be permitted if:			
Recording and agreement of notes:			
What if an attendee has to cancel?			

Contribution to Making it Work	
Special requirements – Health and wellbeing	
The signs I am feeling stressed are:	
What if there are difficulties working together?	

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Making Supervision Work		
	Supervisee	Supervisor
What I agree to contribute as a		
What I want from you as a	Supervisee	Supervisor

Supervisee Name:		Signature:		Date:	
Supervisor Name:		Signature:		Date:	

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New Ideas, Updates of Knowledge, Courses, Mandatory Training, Additional Training.
On the Job Learning Opportunities such as Shadowing etc.
Specialist Areas, Link Roles, CPD, Revalidation etc.

Professional Issues

Roles and Responsibilities, Appraisal and PDP Objectives, Core Skills and Practice Knowledge, Understanding
Teamwork, Capacity, Capability, Professional Relationships, Partnership Working

Time Management

Time Constraints, Timekeeping, Prioritising Workload, Balancing Priorities, Problem Solving,
Decision Making, Accessing Resources.

Professional Issues that Could Influence Work Performance

Work Life Balance, Codes of Conduct, Boundaries, Stress, Health and Wellbeing

Resource/Budget Management

Staffing, Vacancies, Recruitment, Budgets, Resource Management, Accessing Equipment

Work Needs/Responsibilities

Goals, Objectives and Missions, Team Objectives, Record Keeping, IT, Care Plans,
Colleague Support – Concerns, Mentoring etc.
Admin - Audits, Quality Assurance, Policies and Procedures Adherence, Meeting Attendance

Clinical/Practice Issues

Amendments or Changes to Care, Risk Assessments and Positive Risk Management, Care Planning, Stakeholder
Feedback, Colleague Feedback, Evidence-based Practice, Safeguarding, Mental Capacity and Consent Considerations,
Family and Advocate Input, Clinical Decision Making,
Reflective Practice and Learning

Regulation/Legislation/Monitoring

CQC Fundamental Standards, KLOEs and Preparing for Inspection, New Laws and Ways of Working, NHS and
Contracts Monitoring, New Policies and Procedures, Complaints, Compliments, Suggestions, Feedback

Core Care Skills

Tissue Viability, Nutrition and Hydration, Medication Management, Falls, Medical Conditions,
End of life Care, Dementia, Continence Management

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