

S1 Supervision

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
✓	✓	✓	✓	✓	✓	✓	✓

Policy

To ensure that through supervision staff are clear about their roles and responsibilities within the organisation and to identify appropriate opportunities for continuous professional development.

Procedure

1. Supervision is a two-way process.
2. A supervision agreement appendix 1 must be completed by the employee and their line manager on either induction or at the first supervision. It must be signed and dated by both parties and a copy kept on file. This must be completed only **once** on induction or first supervision.
3. Supervision and appraisals will be held on a regular basis. The minimum requirement for each 12-month period is:

Residential Services

Manager / Deputy Manager <ul style="list-style-type: none"> • 1 Appraisal. • Monthly supervisions with reflective supervisions of the annual appraisal at every other session. 	Support Worker / Night Support Worker <ul style="list-style-type: none"> • 1 Appraisal. • Quarterly supervisions (12 weekly) with reflective supervisions of the annual appraisal at least twice yearly.
Supervisor <ul style="list-style-type: none"> • 1 Appraisal. • Bi-monthly supervisions (8 weekly) with reflective supervisions of the annual appraisal at every other session. 	Domestic / Cook / Administrator <ul style="list-style-type: none"> • 1 Appraisal. • Quarterly supervisions (12 weekly) with reflective supervisions of the annual appraisal at least twice yearly.

Reablement & Support at Home Services

Manager / Deputy Manager / Supervisor / Occupational Therapist <ul style="list-style-type: none"> • 1 Appraisal. • 6 Individual supervisions. • 5 Group supervisions with reflective supervisions of the annual appraisal.
Reablement & Support at Home Seniors / Reablement Review Officer / Reablement Coordinators <ul style="list-style-type: none"> • 1 Appraisal. • 6 Individual supervisions. • 5 Group supervisions, with reflective supervisions of the annual appraisal.
All Support Workers <ul style="list-style-type: none"> • 1 appraisal. • Quarterly supervisions (12 weekly) with reflective supervisions of the annual appraisal at least twice yearly and a minimum of 3 group supervisions.

Central Business Function (CBF)

<p>Managers/Supervisors</p> <ul style="list-style-type: none"> • 1 Appraisal. • 6 Individual supervisions • 5 Group supervisions, with reflective supervisions of the annual appraisal at every other session. 	<p>All other staff</p> <ul style="list-style-type: none"> • 1 Appraisal. • 3 Individual supervisions • 2 Group supervisions, with reflective supervisions of the annual appraisal at every other session.
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Extra Care Housing Services

<p>Extra Care Registered Manager</p> <ul style="list-style-type: none"> • 1 Appraisal. • 5 Supervision meetings with reflective supervisions with the service manager. • Monthly meeting with the service manager. 	<p>Senior Support Worker</p> <ul style="list-style-type: none"> • 1 Appraisal. • 4 supervisions with the supervisor (12 weekly). • Monthly meeting with supervisor to discuss role/people we support / concerns. • Quarterly Meetings with Extra Care Manager and Supervisors. • Team meetings – to attend with team and supervisor, 2 to 4 minimum
<p>Supervisors</p> <ul style="list-style-type: none"> • 1 Appraisal. • 4 Supervisions meetings (12 weekly) with the extra care manager. • Monthly team meetings with the extra care manager and other supervisors. • Quarterly Meetings with Extra Care Manager and Senior Support Workers. • Weekly huddle, held on teams on a set day and time each week with the extra care manager. 	<p>Support Workers</p> <ul style="list-style-type: none"> • 1 Appraisal. • 2 Supervisions with the supervisor. • 2 Working supervisions, 1 with the supervisor & 1 with the senior, with reflective supervisions of the annual appraisal. • Team meetings, 2 to 4 minimum.

Supported Living Services

<p>Managers & Supervisors</p> <ul style="list-style-type: none"> • 1 Appraisal. • 6 individual supervisions. • 5 group supervisions, with reflective supervisions of the annual appraisal at every other session.

All other staff

- 1 Appraisal.
- Quarterly (12 weekly) supervisions, with reflective supervisions of the annual appraisal plus a staff meeting in 12 months.

Disability and Mental Health Day Services

Managers/Supervisors <ul style="list-style-type: none"> • 1 Appraisal. • 6 Individual supervisions • 5 Group supervisions, with reflective supervisions of the annual appraisal at every other session. 	All other staff <ul style="list-style-type: none"> • 1 Appraisal. • 3 Individual supervisions • 2 Group supervisions, with reflective supervisions of the annual appraisal at every other session.
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Shared Lives

Manager <ul style="list-style-type: none"> • 1 Appraisal. • 6 Individual supervisions. • 5 Group supervisions, with reflective supervisions of the annual appraisal at every other session.
All staff <ul style="list-style-type: none"> • 1 Appraisal. • 3 Individual supervisions. • 2 Group supervisions, with reflective supervisions of the annual appraisal and team meetings.

Community Equipment Services

Managers/Supervisors <ul style="list-style-type: none"> • 1 Appraisal. • 6 Individual supervisions. • 5 Group supervisions, with reflective supervisions of the annual appraisal at every other session.
All staff <ul style="list-style-type: none"> • 1 Appraisal. • 3 Individual supervisions. • 2 Group supervisions, with reflective supervisions of the annual appraisal and team meetings.

NB – The use of group supervisions is optional and should be at the manager’s discretion. All staff participating in group supervisions must be given the opportunity to meet with their line manager face to face and outside of a group supervision if requested.

4. Staff are entitled to request individual supervisions if they prefer.

Notification of supervision will be given in advance to all staff. Supervision should be held in an appropriate environment without interruptions. Records of supervision will be held by both parties and must be accessible by others within the line management structure.

5. For all services other than Extra Care Housing / Reablement / Support at Home a core agenda for supervision is available at appendix 2A and 2B. Form appendix 2A is for managers, supervisors and district co-ordinators and form appendix 2B is for front line staff including cooks, and domestics. Appendix 3 can be used between managers and Service managers. The use of this these are optional at the manager's discretion, but supervision must be recorded.
6. Reablement / Extra Care Housing should follow their service specific Appendices.
7. For zero, casual and annualised contracted staff, a telephone conversation must take place in line with the supervision agreement Appendix 1. This must be recorded on the supervision record and agenda if applicable.
8. Supervision must be clearly recorded and actions agreed. The date, time and venue of the next meeting must be agreed and recorded on the supervision notes. After the meeting the notes must be checked for accuracy by the supervisee. Where possible both parties must sign and date the notes, however an electronic email confirming the agreement may be used as proof. A copy of the notes must be offered to the supervisee. If an employee refuses to sign the records, the reason why they are refusing must be documented.
9. The first item on the agenda for all supervision sessions must be "How are you" Health and wellbeing then look through the last meeting minutes agreed" followed by matters arising from the minutes of the previous supervision. Scheduled supervisions that have been cancelled should be clearly recorded with the reasons why at the start of the supervision meeting.
10. Records should be securely stored on share point where access is limited and the supervision and appraisal date must be logged on iTrent.
11. In exceptional circumstances supervision records may need to be accessed (e.g. investigations or disciplinaries), Then proof of the request via email must be obtained.