



## HWCGS Care (T/A Segal Gardens)

436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH



## Review Sheet

Last Reviewed  
03 Jul '19Last Amended  
03 Jul '19Next Planned Review in 12 months, or sooner  
as required.Business  
impact

MEDIUM 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 sets out how supervision should be provided within the service. It discusses the types of supervision and best practice around how to deliver it effectively. The policy has been reviewed to ensure that references remain current and that content reflects best practice.

Relevant  
legislation:

- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | General Data Protection Regulation 2016
- | Data Protection Act 2018

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

Author: CQC, (2013), *Supporting information and guidance: Supporting effective clinical supervision*. [Online] Available from:  
[https://www.cqc.org.uk/sites/default/files/documents/20130625\\_800734\\_v1\\_00\\_supporting\\_information-effective\\_clinical\\_supervision\\_for\\_publication.pdf](https://www.cqc.org.uk/sites/default/files/documents/20130625_800734_v1_00_supporting_information-effective_clinical_supervision_for_publication.pdf) [Accessed: 3/7/2019]

Author: SCIE, (2018), *Standard 6 Professional development, supervision and performance management*. [Online] Available from:  
<http://www.skillsforcare.org.uk/Documents/Standards-legislation/Manager-Induction-Standards/Manager-Induction-Standards.pdf> [Accessed: 3/7/2019]

Author: Skills for care, (2015), *Effective supervision in adult social care*. [Online] Available from:  
<http://www.skillsforcare.org.uk/Documents/Learning-and-development/Effective-supervision/Effective-supervision-in-adult-social-care-Summary.pdf> [Accessed: 3/7/2019]

Author: SCIE, (2017), *Effective supervision in a variety of settings*. [Online] Available from:  
<https://www.scie.org.uk/publications/guides/guide50/> [Accessed: 11/11/2019]

Suggested  
action:

- | Encourage sharing the policy through the use of the QCS App
- | Develop training sessions for relevant staff
- | Ensure the policy is discussed in planned supervision sessions with relevant staff

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**1. Purpose**

**1.1** To detail the types of supervision offered at HWCGS Care (T/A Segal Gardens), the benefits and principles and to define the roles and responsibilities of all involved.

**1.2** To support HWCGS Care (T/A Segal Gardens) 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?

**1.3** To meet the legal requirements of the regulated activities that HWCGS Care (T/A Segal Gardens) is registered to provide:

- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | General Data Protection Regulation 2016
- | Data Protection Act 2018

**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

**3. Objectives**

**3.1** All staff delivering supervision and those undertaking supervision within HWCGS Care (T/A Segal Gardens) understand their roles and responsibilities.

**3.2** The supervision framework is viewed as a priority in the operational management at HWCGS Care (T/A Segal Gardens) in order to promote best practice for Service Users.

**HWCGS Care (T/A Segal Gardens)**

436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH

**4. Policy**

**4.1** Supervision provided at HWCGS Care (T/A Segal Gardens) 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** Mr Damian Cummings Gillian Gilmore will ensure that staff understand the principles and scope of supervision as well as how to achieve a successful supervision through planning and the adaption of different supervision approaches.

All staff will be provided with equal opportunities to engage in supervision to ensure that the appropriate level of support is in place. HWCGS Care (T/A Segal Gardens) acknowledges the benefits of supervision and, therefore, it will be mandatory for all staff to be involved in it.

**4.3** Supervision will not be seen as an isolated event. It forms a culture where the overall development and management of staff will be accountable for their practice alongside development opportunities.

The amount, nature and quality of supervision is appropriate to the staff member 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.

**4.4** HWCGS Care (T/A Segal Gardens) 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 HWCGS Care (T/A Segal Gardens).

Where there is purposeful non-attendance or achievement of supervision from either the supervisor or supervisee, this will be managed through the HR suite of policies and procedures.

**4.5** In line with regulatory recommendations, where Care Workers at HWCGS Care (T/A Segal Gardens) support Service Users with a learning disability or autism, Mr Damian Cummings Gillian Gilmore will ensure that staff are offered clinical supervision in addition to the scheduled supervision in place.



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## 5. Procedure

### 5.1 Resource Management

Mr Damian Cummings Gillian Gilmore will take the following into consideration when planning the supervision process at HWCGR Care (T/A Segal Gardens):

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

### 5.2 Structure of the Supervision

Mr Damian Cummings Gillian Gilmore will offer different models or ways of delivering supervision that could include the following:

- | One-to-one supervision
- | Group supervision
- | Peer or co-supervision
- | A combination of the above

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

Those conducting supervisions need to ensure that they respond to staff requests for supervision in line with this policy.

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

This contract should be reviewed at least annually to ensure that supervision arrangements continue to be effective.

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

### 5.5 Location

Formal supervision sessions should 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 User of using Service User environments.

### 5.6 Frequency and Timing of Supervisions

Staff should receive appropriate, ongoing or periodic supervision in their role to make sure competence is maintained. Every member of staff will take part in a supervision session at a frequency determined by Mr Damian Cummings Gillian Gilmore, which could 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. Mr Damian Cummings Gillian Gilmore will take into account that the frequency and quality of supervision is important in relation to the better outcomes they wish to bring to the service.

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 may be times when longer discussion is required and it is important that both parties should not feel rushed. Supervisors should allow reasonable flexibility to manage these sessions during a working shift.

### 5.7 Confidentiality of Supervision

The normal codes of conduct relating to confidentiality apply to supervision and staff are expected to

**HWCGS Care (T/A Segal Gardens)**

436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH

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 the 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 at HWCGS Care (T/A Segal Gardens).

Where group activity takes place, themed learning and outcomes will be anonymised, collated and cascaded as part of continuous improvement.

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

**5.8 Types of Supervision on Offer at HWCGS Care (T/A Segal Gardens):****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**

HWCGS Care (T/A Segal Gardens) offers this type of supervision as it helps to identify that the supervisee is performing their duties as expected in their role.

Its content includes:

- | A subject that the supervisee requests to discuss
- | Discussions around Service Users' care and consideration of amendments or reviews
- | Safeguarding issues
- | Effective and efficient working
- | Identified training needs if gaps are identified in clinical skills/knowledge

For Care Workers this could also include:

- | Risk assessments and management plans
- | Care planning
- | Service User outcomes

Staff should access the templates attached to record this supervision.

**Managerial Supervision**

This type of supervision includes ensuring that the supervisee is adhering to all of the policies and procedures at HWCGS Care (T/A Segal Gardens).

Its content should include:

- | The management of the supervisee including annual leave, sickness absence and discipline
- | The monitoring and review of a staff member's performance towards the achievement of work, practice, and 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 and development and resource needs relating to tasks
- | The completion of appraisals and objectives and personal development planning
- | The identifying of the training needs of supervisees and feeding these into the training needs analysis

Staff should access the templates attached to record this supervision.

NB: Where HWCGS Care (T/A Segal Gardens) offers care to Service Users with a learning disability or autism, staff will receive clinical supervision in addition to the above supervision offered. Mr Damian Cummings Gillian Gilmore should refer to the [CQC guidance](#) for further details. Mr Damian Cummings Gillian Gilmore can refer to the Further Reading section for details on how to set up clinical supervision in the workplace.

**5.9 Records Management**

Supervision records will be kept confidential between Mr Damian Cummings Gillian Gilmore or the designated supervisor and the staff member.

In all episodes of supervision, general notes should be made around the issues that occur during

**HWCGS Care (T/A Segal Gardens)**

436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH

supervision and any reflections related to individuals' practice should be recorded in all cases.

It is the responsibility of the line manager and supervisee to keep a record of all supervision 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 should be discussed with other involved professionals as necessary.

If, as a result of discussions, reflections and suggestions arise for changes to the whole package of care, then it is the supervisee's responsibility to raise such issues for discussions with other care providers in team meetings or professionals' meetings or similar.

There is an expectation that any concerns from the supervisor will be passed to the line manager when any concern over fitness to practise arises.

Supervision records will be stored in a manner which preserves their confidentiality. If a member of staff leaves HWCGS Care (T/A Segal Gardens), a copy of the supervision notes and records should be retained in their personnel file.

**5.10 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 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 should be held locally with their line manager to find a way to address the issues.

The mock inspection tool at HWCGS Care (T/A Segal Gardens) should be used as per the schedule to evaluate effectiveness.

**5.11 Training and Education**

Local consideration will be made to ensure that staff who deliver and are responsible for the supervision of others are suitably trained, skilled and experienced to deliver this with competence.

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

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



## HWCGS Care (T/A Segal Gardens)

436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH



## 6. Definitions

### 6.1 Supervision

- Supervision is intended to provide Mr Damian Cummings Gillian Gilmore or the supervisor with a regular channel for communicating the standards of performance which HWCGS Care (T/A Segal Gardens) 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 HWCGS Care (T/A Segal Gardens) to work with another colleague in order to meet certain organisational, professional and personal objectives which together promote the best outcomes for Service Users

### 6.2 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

### 6.3 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 types

- For the purpose of this policy, the definition of 'supervision' provided at HWCGS Care (T/A Segal Gardens) covers four identified types:
  - Induction supervision** - where new staff will be supervised in practice until competence is gained in their role
  - Managerial supervision** - this is a task-focused approach to deliver specific outcomes
  - Professional development supervision** - focuses on the work being carried out with the people who use services. Examples would be practical supervision 'on the job'
  - Clinical Supervision** - Involves clinicians meeting regularly to reflect on practice with the intention of learning, developing practice and providing high-quality, safe care to patients. It is an opportunity to reflect and review their practice



## 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 role 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 pursuit of excellence
- Supervision (managerial and professional) includes time for reflective practice and support



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436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH



## Key Facts - People affected by the service

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

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



## 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:

**Care Skillsbase (Supervising staff) (SCIE):** <https://www.scie.org.uk/workforce/careskillsbase/>  
**Skills for care Code of conduct for Healthcare Support workers and Adult Social Care Workers in England:**

<http://www.skillsforhealth.org.uk/standards/item/217-code-of-conduct>

**National occupational standards (UK Commission for Employment and Skills):**

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

**Nursing in practice - The basics of clinical**

**supervision:** <https://www.nursinginpractice.com/article/basics-clinical-supervision>



## Outstanding Practice

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

- 1 HWCGS Care (T/A Segal Gardens) embraces the process of supervision and staff feedback positively about their experiences of the supervision provided
- 1 Staff understand the different types of supervision available and these are meaningful and of high quality
- 1 The wide understanding of the policy is enabled by proactive use of the QCS App
- 1 The training matrix at HWCGS Care (T/A Segal Gardens) is complete and well maintained. Staff are receiving a sufficient amount of supervision and themes and trends are captured and used to review practice and celebrate successes
- 1 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



HWCGR Care (T/A Segal Gardens)  
436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH



## Forms

The following forms are included as part of this policy:

<b>Title of form</b>	<b>When would the form be used?</b>	<b>Created by</b>
Annual Planner Supervision and Appraisal - PP08	To plan staff supervision effectively over the year.	QCS
Professional Supervision Discussion Form - PP08	To record key themes discussed.	QCS
Supervision Contract Form - PP08	To be used as an agreement between the supervisor and supervisee and reviewed at least yearly.	QCS



HWCGS Care (T/A Segal Gardens)  
436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH

Name(s):

Date of supervision:

Discussion theme (see overleaf)	Comments	Action

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? YES/NO (If yes, discuss this with the line manager).

**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 this employer. Discuss with 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

Signed Line manager/Supervisor: \_\_\_\_\_ Date \_\_\_\_\_

Signed Supervisee: \_\_\_\_\_ Date \_\_\_\_\_

Planned Date of next session: \_\_\_\_\_

Copy retained by:

Location:

HWCBS Care (T/A Segal Gardens)  
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### Examples of Areas for Discussion

<p><b>Professional Development</b></p> <p>New Ideas Updates of knowledge Courses Mandatory training On the job learning opportunities shadowing etc. Specialist areas – link roles CPD/ Revalidation etc.</p>	<p><b>Professional Issues</b></p> <p>Roles and responsibilities Appraisal and PDP objectives Core Skills and practice Knowledge and understanding Teamwork issues Capacity and capability Professional relationships/partnership working</p>	<p><b>Time Management</b></p> <p>Time constraints Timekeeping Prioritising workload Balancing priorities Problem-solving Decision making Accessing resources</p>
<p><b>Personal Issues that could Influence Work Performance</b></p> <p>Work/Life balance Codes of conduct and boundaries Stress, health and wellbeing issues</p>	<p><b>Resource/Budget Management</b></p> <p>Staffing – vacancies, recruitment Budget/resource management Accessing equipment</p>	
<p><b>Work Needs and Responsibilities</b></p> <p>Goals, objectives and mission Team objectives Record keeping, IT, Care plans etc. Colleague support – mentoring etc. Admin Audits and quality assurance P&amp;P adherence Meeting attendance</p>	<p><b>Clinical/Practice Issues</b></p> <p>Amendments or changes to care Risk assessments &amp; positive risk management Care planning Service user feedback Colleague feedback Evidence-based practice Safeguarding, mental capacity and consent considerations Family/advocate input Clinical decision making Reflective practice and learning</p>	
<p><b>Regulation, Legislation, Monitoring</b></p> <p>CQC fundamental standards and KLOEs/preparing for inspection New laws and ways of working NHS and contracts monitoring New policies and procedures Complaints, compliments, suggestions</p>	<p><b>Core Care Skills</b></p> <p>Tissue viability Nutrition and hydration Medication management Falls Medical conditions End of life care Dementia care Continence management</p>	

**HWCGS Care (T/A Segal Gardens)**  
436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH

**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 HWCGS Care (T/A Segal Gardens) before the completion of this contract form.

<b>Supervisee Name:</b>	<b>Supervisor Name:</b>		
<b>Arrangements agreed for Supervision:</b>			
<b>Frequency agreed:</b>		<b>Length agreed:</b>	
<b>Location (private undisturbed space):</b>			
<b>Making supervision work: What each agrees to contribute:</b>			
<b>What I want from you as my supervisor:</b>			
<b>What I will contribute as the supervisee to make this work:</b>			

HWCGS Care (T/A Segal Gardens)  
436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH

<b>What I want from you as a supervisee:</b>	
<b>What I will contribute as the supervisor to make this work:</b>	
<b>What we will do if there are difficulties working together:</b>	
<b>Supervisor Name and Signature:</b>	
<b>Date:</b>	
<b>Supervisee Name and Signature:</b>	
<b>Date:</b>	