



Supervision Guidance Notes

Care managers have a responsibility to ensure that their team receive regular and appropriate supervision.

The supervision process should be inclusive for all employees. If you are a regulated provider the inspectorate will look to see evidence of a robust supervision process to make sure that the care is being delivered by competent, confident individuals working as a team.

Care staff and Registered Nurses require formal supervision (minimum of twice a year). Some local authorities, as part of their commissioning, may require up to six times a year.

All staff should have a line manager (or clinical mentor) who will be identified as their supervisor and who will provide the necessary support and guidance throughout. The supervision should be supportive whilst being a foundation for development for the individuals involved as well as the wider organisation.

Those receiving supervision should be encouraged to discuss areas of concern and events which are challenging to them, as well as examples of good practice or any ideas that they may have to improve the work environment. Those providing the supervision need to be supported to have the right values, approach, and experience to fulfil the role effectively.

The supervision is an opportunity to reflect on best practice and facilitate ongoing personal and professional development. Supervisions should be reflective of your working culture and reflect policies and procedures.

Benefits of Supervision

- Assisting in identifying new learning needs.
- Enhancing the staff members' awareness of residents' needs
- Increasing support for colleagues and reduces stress.
- Improving skills, attitude and self-awareness.
- Encouraging the sharing of ideas.
- Promoting learning through reflection.
- Improving communication.
- Improving retention and wellbeing.
- Celebrating achievements



If all involved understand the potential benefits of a supervision, they can be valuable and as such are worth doing regularly.

Supervisions Should Cover:

1. All aspects of practice associated with the provision of care aligned to policies and procedures.
2. Career development needs and aspirations.

Care Managers will meet with their employees regularly. If practical, these meetings can be organised into smaller groups, e.g., by shift or department.

Team meetings are seen as a way for colleagues and managers to discuss any aspect of the operation, management, or organisation of their work location and to give Care Managers the opportunity to pass instructions to their colleagues and inform them of changes. All formal meetings will follow an agenda, have minutes documented and the agenda and minutes shared with the staff for reference.

An effective supervision process would nurture further education and training needs and complement performance appraisal and development planning. Supervisions should not be considered a managerial control system for managing poor performance or issuing a “telling off.”

The details of the supervision need to be recorded on a Staff Supervision Record and are agreed and signed as a true copy of the session by the Supervisor and staff member. One copy should be filed by the employee and one copy issued to the staff member.

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SUPERVISION
TIPS

1. Do not rush – make the most of the 1 to 1 session.
2. Both parties should prepare for the session.
3. Use open questions to encourage conversation.
4. Encourage self-appraisal.
5. Use reflective practise both within the session and when planning for it and future supervisions.

Responsibilities

Care Managers are responsible for ensuring their team receive regular and individual supervision to improve standards, to minimise the risk of poor performance and to identify any symptoms of stress.

Supervisors: are responsible for providing colleagues with the necessary support and guidance to ensure that they are conducting their duties and that they are doing so effectively and efficiently.

Care Staff: are responsible for reading and implementing the procedures associated with their area of responsibility and to meet with the relevant Supervisor for planned staff supervision.

Communication: all employees, no matter what their role, should not underestimate the benefit of excellent communication. A team that feels connected will inevitably work better together and result in better outcomes for those receiving care.



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