

Supervision Policy


Adult Social Care

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Adult Social Care Supervision Policy



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Division & Service:	Adult Social Care		
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Policy Owner Signatories

Name	Title/Role	Signature	Organisation	Date
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CQC Assurance Key Areas:

This policy document supports CQC Assurance Key Areas (detailed in section 9):

Safe	Effective	Caring	Responsive	Well-led
				

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It is the responsibility of every individual to ensure that they are working to the most current version of this document.

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1. Introduction

- 1.1 The aim of this policy is to provide a framework for the one-to-one supervision of all employee's working in Adult Social Care teams in Central Bedfordshire Council.
- 1.2 This policy applies to all staff within Adult Social Care. This includes those who work in frontline Social Work teams or services or those who provide support to people and families as part of care and support frontline services.
- 1.3 Supervision is the cornerstone of good social work, occupational therapy, nursing and social care practice. Learning from supervised practice is an essential component of the continuous education and training of our workforce.
- 1.4 Central Bedfordshire Council sees regular supervision as an essential element of the management and development of staff, and ultimately in ensuring a high-quality service is delivered to its residents.
- 1.5 The council is committed to ensuring staff receive effective and appropriate supervision on a regular basis in accordance with their range of tasks, their responsibilities, their role, their needs, and the stage of their professional development.

Definition of Supervision

- 1.6 Supervision is a formal process, based on a two-way professional relationship, which is designed to support, assure and develop knowledge, skills, values, performance and accountabilities of an individual, group or team in order to achieve best outcomes for people accessing adult social care.
- 1.7 Supervision sessions should provide a "safe place" for promoting effective decision making, reflection, learning, and development and problem solving.
- 1.8 **Registered Practitioner** - Where a person is a registered professional it is assumed that the relevant practice guidance/regulations for social workers, OT and nurses is applied equally and addressed in recorded supervision sessions.

2. Purpose

- 2.1 Supervision provides a form of accountability between Central Bedfordshire Council and practitioners across a variety of roles that serve the public. It is a tool for monitoring the quality of work being done to ensure safe practice and support is available to the workforce. As well as to support the individual practitioner's well-being and professional development.
- 2.2 Supervision ensures that practitioners understand what is expected of them, have the skills, knowledge, behaviours, values and attitudes necessary to carry out their role and are fully supported in their work and managed effectively.
- 2.3 Supervision is an essential tool for the delivery of highly effective social care and specialist support. The quality of supervision has a direct impact on the quality of the support provided to and the outcomes for people.

2.4 The purpose of supervision is to enhance the quality of service, performance and staff competence. It also benefits the organisation by ensuring that:

- Staff are suitably empowered, motivated and equipped to provide high quality care and interventions.
- All work is purposeful, outcome focused and within procedures and performance requirements.
- There is an opportunity for reflection using the supervision relationship positively.
- Decisions are made, and actions agreed and are clearly recorded with reasons.
- There is opportunity for mediating and resolving professional, personal, team and organisational issues and tensions affecting performance and outcomes.

2.5 Supervision also provides an opportunity:

- To develop a suitable climate for strengths-based practice.
- To enable reflective practice discussions and learning.
- To assist with professional development.
- To reduce stress and ensure individual wellbeing is regularly considered.
- To ensure staff have the resources to do the job.
- To ensure staff meet directorate / service objectives.
- To ensure staff feel valued / positive reinforcement

3. Principles of the Policy

3.1 Social Work England replaced the HCPC in 2019 and set the professional standards for Social Workers in England.

3.2 Additionally, we comply with the LGA 'Standards for Employers of Social Workers' These standards will enable social workers to practice effectively and confidently. The standards include standard 5 relating specifically to a supervision; as follows:

Standard 5 - Supervision

3.3 This standard is about making sure students and qualified practitioners can reflect critically on their practice through high quality, regular supervision being an integral part of social work practice. This will start with students on placement, continue with the ASYE, and then throughout the individual's social work career. Supervision should challenge and foster an inquisitive approach to social work.

3.4 Supervisors' practice and skills should adhere to the Post Qualifying Standards for Social Work Practice Supervisors in Adult Social Care or the Post-qualifying standard: knowledge and skills statement for child and family practice supervisors. Practice Educators supervising student social workers should adhere to the Practice Educator Professional Standards (PEPS).

Frequency of supervision

3.5 All employers should:

- ensure that supervision takes place regularly and consistently and lasts for an uninterrupted duration of at least an hour and a half.
- make sure that supervision takes place:
 - for students on placement - as agreed with students and programme providers
 - for newly qualified social workers - at least weekly for the first six weeks of employment of a newly qualified social worker, at least fortnightly for the duration of the first six months, and a minimum of monthly supervision thereafter
 - for social workers who have demonstrated capability at ASYE level and above - in line with identified needs, and at least monthly.
 - to provide preceptorship for newly qualified nurses/OT's
- ensure that they have a policy in place which governs supervision, and which
 - locates responsibility for that policy with the Principal Social Worker or other appropriate senior manager
 - requires the actual frequency and quality of supervision to be monitored against clear expectations.

Quality of supervision

3.6 All employers should:

- ensure that social work supervision is not treated as an isolated activity by incorporating it into the organisation's social work accountability framework. (Standard1)
- promote continuous learning and knowledge sharing through which social workers are encouraged to draw out learning points by reflecting on their own practice in the light of experiences of peers. (Social Work England professional standard 4)
- promote the use of supervision as an opportunity for social workers to critically reflect on, and identify their learning needs, using evidence, research and other social work frameworks where appropriate.
- actively use Social Work England's professional standards as the basis for supervision, including evaluating capability and identifying development needs, ensuring that social workers are able to draw on and use additional resources such as the Professional Capabilities Framework and Knowledge and Skills Statements to develop their day-to-day practice and skills base
- ensure that supervision supports students and qualified social workers to meet Social Work England's Professional Standards.
- encourage social workers to plan, reflect on and record learning activity, including logging CPD on their Social Work England online account.
- ensure that coaching and action learning opportunities are core components of the supervision offer to social workers.

- provide regular supervision training for social work supervisors.
- assign explicit responsibility for the oversight of appropriate supervision and for issues that arise through supervision
- provide additional professional supervision by a registered social worker for practitioners whose line manager is not a social worker.

College of Occupational Therapy Standards

3.7 The College of Occupational Therapy standards describe a level of practice that the British Association of Occupational Therapists (BAOT) expects its members to abide by, and believe all occupational therapists should follow.

3.8 These standards are:

- To ensure a high-quality occupational therapy service to the person
- To encourage and enable the supervisee to learn and develop new, improved working practice
- To help the supervisee gain an overview of his/her work and so acquire fresh insights into his/her practices
- To provide an opportunity for the supervisee to share work experiences
- To demonstrate to the supervisee, his/her value to the service and his/her contribution to overall management policies
- To develop rapport and understanding between staff
- To provide a forum for support, encouragement, praise & constructive criticism
- To assist with time management and organisation of workload To tackle issues associated with pressures and stress in the workplace
- To enable professional development, continuing education and training
- To provide for staff, personal needs and growth.

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

3.9 As a Healthcare Support Worker or Adult Social Care Worker in England you must:

- Be accountable by making sure you can answer for your actions or omissions.
- Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times.
- Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.
- Communicate in an open, and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers.
- Respect a person's right to confidentiality.

- Strive to improve the quality of healthcare, care and support through continuing professional development.
- Uphold and promote equality, diversity and inclusion.

The Code - Professional standards of practice and behaviour for nurses and midwives

3.10 The Code contains the professional standards that registered nurses and midwives must uphold. UK nurses and midwives must act in line with the Code, whether they are providing direct care to individuals, groups or communities or bringing their professional knowledge to bear on nursing and midwifery practice in other roles, such as leadership, education or research

- Prioritise people
 - Treat people as individuals and uphold their dignity
 - Listen to people and respond to their preferences and concerns
 - Make sure that people's physical, social and psychological needs are assessed and responded to
 - Act in the best interests of people at all times
 - Respect people's right to privacy and confidentiality
- Practice effectively
 - Always practice in line with the best available evidence
 - Communicate clearly
 - Work cooperatively
 - Share your skills, knowledge and experience for the benefit of people receiving care and your colleagues
 - Keep clear and accurate records relevant to your practice
 - Be accountable for your decisions to delegate tasks and duties to other people
 - Have in place an indemnity arrangement which provides appropriate cover for any practice you take on as a nurse or midwife in the United Kingdom
- Preserve safety
 - Recognise and work within the limits of your competence
 - Be open and candid with all people accessing care and support, about all aspects of care and treatment, including when any mistakes or harm have taken place
 - Always offer help if an emergency arises in your practice setting or anywhere else
 - Act without delay if you believe that there is a risk to patient safety or public protection
 - Raise concerns immediately if you believe a person is vulnerable or at risk and needs extra support and protection

- Advise on, prescribe, supply, dispense or administer medicines within the limits of your training and competence, the law, our guidance and other relevant policies, guidance and regulations
- Be aware of, and reduce as far as possible, any potential for harm associated with your practice
- Promote professionalism and trust
 - Uphold the reputation of your profession at all times
 - Uphold your position as a registered nurse or midwife
 - Fulfil all registration requirements
 - Cooperate with all investigations and audits
 - Respond to any complaints made against you professionally
 - Provide leadership to make sure people's wellbeing is protected and to improve their experiences of the healthcare system

4. Information and Training Responsibilities

- 5.1 Supervision training will be provided to all managers.
- 5.2 Feedback and learning from Supervision audits will be used to share good practice and identify areas for improvement and development.

5. Equality and Diversity

- 5.3 All adult social care policies are accompanied by an EIA (where applicable) and an implementation plan that sets out monitoring and reporting arrangements available in relation to this policy.
- 5.4 The Council is proactive about putting in place arrangements to ensure that they do not unfairly discriminate against individuals on the grounds of their protected characteristics. Equality should be integral to the way in which any support is prioritised and delivered

6. Monitoring and Reporting Arrangements

- 6.1 Quality assurance of supervision practice is the responsibility of both the line manager and senior management.
- 6.2 As a matter of good practice, the line manager should review a sample of the supervisee's case files regularly to ensure adherence to policy and the quality of work undertaken. From this s/he should select a number of cases to review in supervision. Information on the case file audits standard can be found within the case file audit procedure.
- 6.3 Heads of Services are responsible for assuring the quality of supervision and the performance of its staff. Operational Managers/ Head of Services will randomly audit 2 supervision files every 6 months to ensure adherence to the policy and the provision of high-quality supervision.

7. Responsibilities

7.1 All parties have responsibility for making supervision effective by respecting the contents of the agreement including:

- Making time for supervision.
- Preparing for and prioritising the sessions.
- Using the supervision relationship constructively.
- Participating fully in an open and honest way.
- Ensuring all relevant issues are raised and way forward are agreed.
- Respecting and responding to constructive review by way of improving practice

In addition, the supervisor is responsible for:

- Ensuring a supervision agreement is in place and reviewed each year.
- Ensuring regular supervision sessions are arranged in advance and take place.
- Recording supervision and sharing records with the member of staff being supervised.
- Managing the agreed agenda. Providing constructive challenge and feedback. Ensuring that relevant procedures and processes are followed
- Auditing cases using the Case file audit procedure
- Ensuring all work is consistent with relevant overarching plans and priorities.

8. Related Policies

- Supervision Practice Guidance

9. CQC Assurance Key Questions and Quality Statements

9.1 This policy document supports CQC Assurance Key Questions and Quality Statements:

Key question:	Quality statements we will use to assess quality
Safe	<p>Learning culture</p> <p>We have a proactive and positive culture of safety based on openness and honesty, in which concerns about safety are listened to, safety events are investigated and reported thoroughly, and lessons are learnt to continually identify and embed good practices.</p> <p>Safe and effective staffing</p> <p>We make sure there are enough qualified, skilled, and experienced people, who receive effective support, supervision, and development. They work together effectively to provide safe care that meets people's individual needs.</p>
Well-led	Capable, compassionate and inclusive leaders

	<p>We have inclusive leaders at all levels who understand the context in which we deliver care, treatment and support and embody the culture and values of their workforce and organisation. They have the skills, knowledge, experience and credibility to lead effectively. They do so with integrity, openness and honesty.</p> <p>Governance, management and sustainability</p> <p>We have clear responsibilities, roles, systems of accountability and good governance. We use these to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.</p> <p>Learning, improvement and innovation</p> <p>We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research</p>
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10. Evaluation and Review

10.1 The Supervision policy will be reviewed after 2 years.