

# PRACTICE SUPERVISION – POLICY AND GUIDELINES

## 1.0 INTRODUCTION

- 1.1 The purpose of supervision is to achieve continuous improvement in the practice and work performance of DRH staff in order to meet the needs and life preferences of our service users.
- 1.2 Supervision provides those who care professionally for another person the opportunity to reflect on their support/care giving skills and to identify ways of enhancing those skills.
- 1.3 The supervision process involves a meeting with one or more colleagues, one of whom (the supervisor) will normally have more care experience than the person seeking supervision (supervisee) and will have developed some skills in facilitating supervision.
- 1.4 A supervision session provides a safe and secure opportunity to reflect on particular aspects of support/care giving, making use of the supervisee's experiences, knowledge, feelings, concerns and anxieties.
- 1.5 Reflection within supervision should be largely focused on the way that an individual's professional skill can be improved in order to achieve improvements in the quality of living for our service users.
- 1.6 There are other forums and meetings, which aim to improve the effectiveness of the team as a whole. The emphasis within supervision is always quality improvement through the growth of individual skill, knowledge and competence.

- 1.7 The term “supervision” inadequately describes the process defined above. However, it is the term which is now generally used within the caring professions and confusion would certainly result if DRH adopted it’s own terminology. Practice supervision is a separate process from managerial supervision or review which emphasises managerial direction or advice regarding work performance. However, practice supervision must take as its reference point all practice standards which determine the quality of practice expected from DRH staff. These standards are laid down by various external organisations or authorities e.g. Care Quality Commission (CQC); NMC; GSCC as well as DRH itself (through its Policies & Procedures; Job Descriptions; Practice Guidelines and individual Support Plans).

## **2.0 DRH SUPERVISION STANDARDS:**

- 2.1 Everyone who is employed to support/care for service users will participate in a supervision session every 6 – 8 weeks.
- 2.2 Supervision sessions should normally last for 1 hour.
- 2.3 With the exception of Home Managers, all staff will receive supervision from within their own work team.
- 2.4 Staff *receiving* supervision will maintain their own brief record of the key learning points, which emerge from each supervision session.
- 2.5 Managers will ensure that a record is kept of the date that each supervision session takes place; the names of the staff involved and a brief description of each topic discussed.
- 2.6 Sensitive disclosures in the course of supervision will be treated confidentially (subject to the requirements of the law and the protection of vulnerable adults)

## **3.0 MONITORING**

- 3.1 The implementation of DRH Supervision standards will be monitored regularly.
- 3.2 Records of supervision sessions in each home will be examined in the course of monthly monitoring visits and any significant failures to comply will be addressed with the Home Manager.

**3.3** Periodically, a sample of staff will be asked to complete a short questionnaire on the process and outcomes of supervision.

#### **4.0 GUIDELINES AND GROUND RULES**

4.1 Managerial supervision and review should be utilised by managers to address any concerns they may have about team members whose work performance has fallen below acceptable standards.

4.2 Mechanisms should be in place for providing staff with regular, constructive feedback regarding their work. This is not the primary function of supervision.

4.2 Everyone participating in a supervision session has a responsibility for treating their colleagues in a respectful and supportive manner.

4.3 Everyone participating in a supervision session is responsible for avoiding the use of judgmental and critical comments.

4.4 Malicious and proven breaches of confidence could result in disciplinary action being taken.

SG/GN

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