



Family Nursing & Home Care

**Approved provider Home Care
Assistant Supervision Policy**

February 2016

Document Profile

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Author	Operational Lead Home Care
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1. Introduction

Family Nursing & Home Care recognise that effective supervision promotes a culture of learning within an organisation, Supervision supports, motivates and enables the development of good practice by individual staff members, improving the quality of services provided by the organisation and provides a method of meeting organisational, professional and personal goals.

2. Purpose

This policy will provide a framework for individual supervision for all FNHC Homecare assistants . Safeguarding supervision is not within the scope of this policy. (See FNHC Safeguarding supervision policy)

Aims

- To ensure staff have an understanding of their role and what is expected of them.
- To ensure staff contribute to the outcomes of the organisation by carrying out their duties effectively and efficiently.
- To ensure good practice and challenge and manage poor practice.
- To ensure that health and wellbeing at work issues are addressed.
- To assist in the performance development plans (PDP) of staff.
- To ensure that supervision meetings promote equality and values diversity both personally and within the organisation

Process

- Supervision will be a regular, planned, formal meeting between the staff member and first line manager.
- The supervision contract will be signed at the start of the staff members first supervision
- The focus of the session will be on the individual staff member, their performance, their development and any work related issues causing concern.
- The sessions will be reflective and allow for challenge and discussion around practice issues
- Supervision will take place every 3 months.
- Records of the meeting will be safely stored in the staff members HR folder

3. Responsibilities

It is the responsibility of the line manager to ensure the sessions are planned and prepared and there is a safely stored auditable record. It is the responsibility of the staff member to ensure they attend the session, contribute in a positive way and implement any courses of action agreed.

4. Disagreements

Any disagreements about the content of supervision should be recorded and if issues cannot be resolved, the supervisor's line manager should be informed and advice sought.

5. Confidentiality

Supervision sessions and records are confidential; however, supervision records remain the property of the organisation and may be accessed for purposes such as:

- Inspection as part of the Approved Provider Framework
- Senior managers e.g. for quality assurance purposes
- Investigating officers, e.g. for capability or disciplinary processes
- Audit purposes

6. Quality standards Applicable - 1, 2, 7, 9, 16

- **Care and Welfare of People who use the services**
- **Safeguarding people who use services from abuse**
- **Staffing**
- **Requirements Relating to Workers**
- **Supporting Workers**

7. Consultation

Elspeth Snowie- Clinical effectiveness facilitator
Michelle Cumming- Operational lead child and family service
Clare Stewart -Operational lead out of hospital services
Judy Foglia -Governance and quality lead
Julie Gafoor- Chief Executive officer
Karen Balston –Homecare Locality coordinator
Mary Loughray – Homecare Locality Coordinator
Anne Melaney- Homecare Locality Coordinator
Tracey McLeod- HR manager

7. Dissemination & Implementation Plan

Action	Responsible Person	Planned timeline
Email to all staff	Information Governance Officer	Within 2 weeks following ratification
Policy to be placed on FNHC Central Files	Information Governance Officer	Within 2 weeks following ratification
Staff to sign up to documents if relevant	Operational Leads	Within 2 weeks following ratification

HOME CARE SUPERVISION CONTRACT/AGREEMENT

Name of Staff Member	
Name of Manager	

As an employee I agree to:

- Prepare for the session and contribute to the agenda set for the session.
- Give the appointment a high priority and be punctual for the session.
- Be willing to learn and change, and be open to receiving support and challenge to help me do so.
- Take a responsibility for making effective use of the time, for the outcomes and any actions I take as a result of supervision.

As a manager I agree to:

- Protect the time and space of the appointment, be punctual, and ensure privacy and no interruptions.
- Work withto agree the agenda for each session.
- Offer support, be prepared to challenge as well as provide information or advice to enable you to reflect in depth on issues affecting your practice.
- Use my own supervision to support and develop my own abilities in working with you, without breaking confidentiality.

Structure of Sessions:

The date of our first supervision meeting using the contract will be	
The frequency of our meetings will be	
The length of our meetings will be	
The venue will be	
If either of us has to cancel, our contingency plan will be	<ul style="list-style-type: none"> • To rearrange the meeting at the earliest opportunity
Content:	
The usual content of our meetings will be	<ul style="list-style-type: none"> • A workplace discussion (e.g. health and safety, safeguarding) • Any concerns re: service delivery • Personal development • Time keeping and attendance including sickness absence • Standard of working • Working with colleagues / teamwork
We agree the following boundaries	<ul style="list-style-type: none"> • Supervision will be a formal process, focused on you as an individual, and work related • The meeting will be recorded and records safely stored

	<ul style="list-style-type: none"> Supervision is confidential but records may be used in certain circumstances e.g. audit, performance management
<p>Process:</p> <p>We will consider requesting help from a third party in the following circumstances</p>	<ul style="list-style-type: none"> Disputes or disagreements arise that cannot be dealt with through supervision
<p>We agree that a record of supervision will be recorded by</p>	<ul style="list-style-type: none"> The HCLC
<p>We have both read and agreed to proceed on the basis of the standards stated in the Supervision Policy</p>	
<p>Signature of Employee:</p>	<p>Date:</p>
<p>Signature of Manager :</p>	<p>Date:</p>

Record of Supervision

Name:		Date:
Supervisor question / area of discussion	Supervisee's answer	Action to be taken by including date of review
Workplace discussion e.g. schedule, health & safety, safeguarding		
Any concerns? Any comments about service delivery?		
Personal development; how is learning being put into practice?		
Timekeeping and attendance, including sickness		
Communication: verbal, written, colleagues and clients		
Standard of working including QAF standards, Code of Conduct and FNHC policies		
Working with colleagues / teamwork		
Any feedback received from clients?		
Any feedback received from colleagues?		
Any other issues?		
HCLC signature:		HCA signature:
Disclosure: I have / have not received any criminal convictions, warnings (including driving offences) or referral for Parish Hall enquiry, which I have not previously declared, since I began employment with Family Nursing and Home Care. I understand a false declaration on this matter will be regarded as a very serious disciplinary matter, and may constitute an offence in its own right.		
HCA signature:		Date: