**Supervision Policy Statement**

***Employees of Care in Hand are its major resource and Supervision is regarded as crucial to the delivery of a quality service.***

Care in Hands policy on Supervision is intended to achieve **National Minimum Standards 21 for Domiciliary Care Agencies in Wales – Supervision and Appraisal**. The National Minimum Standards are as follows:

“Staff have regular, recorded Supervision meetings at least once every 3 months with their Senior/Manager in addition to regular contact on day-to-day practice covering:

• Translation of the organisations philosophy and aims into work with individuals

• Monitoring of work with individual service users

• Support and professional guidance

• Identification of training and development needs

**Supervision Arrangements for Staff**

• Every member of the care staff has a designated senior member of staff, though it could be another Senior member of or experienced and qualified staff member who is competent to act as staff supervisor.

**Supervision Session**

You can expect your Supervision Session to consist of the following – *This list is not exhaustive, please refer to the Supervision Policy, Section 4.1 – Non-Negotiable.*

• Ensuring the quality-of-service provision through the monitoring and evaluation of an individual’s work.

• Providing support and assistance in achieving competence/professional development and understanding of the key principles and objectives.

• Ensuring your understanding and implementation of Care in Hand’s Mission Statement, Principles & Values. (Statement of Purpose)

• Discussions in relation to your understanding and implementation of the relevant legal framework, Safeguarding, Duty of Candour, practice guidelines and professional standards of conduct.

• Discussing specific pieces of work.

• Encouraging the development of competent practice, knowledge, skills and the setting of identified goals. Cross reference with Practice Based Learning Booklets (PBL)

• Ensuring the effective administration and overall management of your communication and recordings.

**Format of Supervision**

• Care in Hand uses one to one Supervision meetings to discuss issues relating to the individuals work practice.

• Care in Hand uses group Supervision meeting to address common organisational and team practice issues.

• A Supervision contract should be signed by both the senior member and individual receiving supervision and stored within the individuals Supervision file. This should outline both parties’ responsibilities, the frequency, location, protected time, structure of sessions and the content. (F97)

• Supervision Meetings should take place at a suitable time and be free of interruptions. All reasons for deferring or cancelling planned supervision meetings or non-attendance by the supervisee must be recorded.

**Recording**

• The Supervision Record should be signed and dated by both the senior member of staff and the person being supervised, indicating agreements/disagreements over every aspect.

• Both the Senior member of staff and the individual receiving supervision must be aware that supervision records may need to be made available for Care Inspectorate Wales.

• All formal supervision meetings for care and non-care staff are recorded in an agreed format which includes the following, - Details of key discussion points, agreed actions to be taken, Targets and timescales for any actions to be taken – see Supervision Recording Forms and Letters - (Supervision Recording Form F82/F82A)

**Confidentiality Information**

• All supervision meetings observe Care in Hand’s policy on confidential information. Participants must be clear from the onset of a supervision session what information should be treated in confidence and what cannot and what will be recorded/or may be disclosed “off the record”. Any information that cannot be treated in confidence in the supervision context may be disclosed to a third party/parties only on a need-to-know basis.

• Where matters need to be taken beyond the supervision context, actions are taken openly with everyone involved informed of what is to happen. (For example, if the discussion raises issues about a service users protection & safety).

**When there are Difficulties and Conflicts**

• When conflicts exist between the senior member of staff and the individual being supervised it is expected that both parties take personal responsibility for making every effort to resolve the issue within the supervision session. Should this prove to be unsatisfactory, ideally the next stage is for agreement to involve the Senior member of staff’s Line Manager.

**Rights & Responsibilities**

The Person being supervised has a right to:

• Expect supervision, and as part of it to receive support in their work and constructive feedback

• To have their development needs assessed and met as far as possible

• To know what is expected of them in their work, and to whom they are accountable

• To pursue different ways of resolving difficulties and conflict, if after every effort, this cannot be achieved in the supervision session.

**Staff Appraisal Policy Statement**

Care in Hands policy on staff appraisal is intended to comply with **National Minimum Standard 21 for Domiciliary Care Agencies in Wales — Supervision and Appraisal.** To meet this standard Care in Hand is expected to carry out with each staff member an annual appraisal of their practice and conduct. This will involve an exchange of views between the Staff Member and a nominated supervisor i.e FS/SFS/Operational Manager.

Performance Management will be monitored and reviewed through the Staff Appraisal process whereby evidence will be gathered to assess the person’s practice against their job description.

New staff can expect an initial appraisal after completing their probationary period. The appraisal includes an assessment of the extent to which they have achieved the learning outcomes set by the Social Care Wales - Social Care Induction Framework.

**Care in Hands appraisal scheme has been designed to meet the following aims.**

• To assist staff in performing to the best of their abilities and competencies.

• To help the individual achieve a sense of job satisfaction.

• To ensure that the individual is contributing fully in line with Care In Hand’s Statement of Purpose – Missions Statement, Values & Philosophies and meeting service user’s needs.

• To identify individual training & development needs.

• To encourage the individual to realise potential within their current position and facilitate any future role progressions.

• Both Supervision and Post Registration requirements should be used in developing and reviewing a Personal Development Plan.

• Both Supervision and Staff Appraisal should be used to challenge under achievement and poor performance.

The appraisal makes use of reports from the staff member based on a self-assessment of their progress in their work from the time when they started in their job or the preceding appraisal and reports from other key people responsible for their work or to whom the person is responsible.

Care in Hand allows, indeed encourages, the person to gather together and present evidence of their practice and competence from all relevant sources including supervision records, service users, work colleagues and their senior line manager (if different from the person carrying out the appraisal). The evidence might include material included in the person’s portfolio of evidence needed when studying for a recognized qualification in health and social care.

This evidence is used in the overall appraisal to assess the person’s practice against their job description and the competences and personal qualities that have been specified for the person to carry out their work effectively and satisfactorily.

During the appraisal interview this evidence is discussed and used to establish an overall assessment of the individual’s progress and development in their role, (which might be based on a previous assessment), their current practice and future development needs.

**The outcome of the appraisal is, for the staff member, a fresh determination or revision of any or combination of their:**

• level of pay/salary (where applicable within the companies’ terms of employment and the person’s contract)

• level and scope of their responsibilities within their current role

• need to extend or enhance their role and responsibilities

• need to redress any weaknesses in the person’s work and practice or lack of competences that have become evident from the appraisal

• need to improve their work practice and competence resulting from lack of opportunities to obtain the relevant experiences and skills

• need for additional or further training and development in their role.

**Probationary Review Process Policy Statement**

On appointment or following their Induction Programme, new starters will meet a nominated senior member of staff to plan or take part in a schedule of supervision meetings. The first Initial Meeting is required to take place prior to the point of allocating shadow shifts to the new starter. At this point an in-depth initial Handover should be provided to the new starter of the service users on the run assigned to them. The new starter should remain on the assigned run for the duration of the 3-month probation period.

• The new starter will also need to be provided with contact details for the allocated member of staff they are shadowing, ideally this should be a Level 2/3 carer. New starters must not be assigned to a carer who has just completed the probation process. The new starter will be encouraged to make contact with the member of staff to whom they have been allocated to arrange a meeting time/point prior to shadowing their 1st run. Field Supervisor/Senior Field Supervisor must also advise the member of staff that they will have a new starter assigned to them.

• During the 3rd month Probation period, the Field Supervisor should ensure that they link in with the new starter and observe them on their specified run at least once or twice per month, this also applies to the 2nd & 3rd month during probationary period. The Field Supervisor should complete and record in F82A and submit to the Senior Field Supervisor carrying out 3rd Month Review.

• Three months into employment with Care in Hand, the new starter will meet their senior member of staff for a review. This will act as the 1st Formal Supervision, at this point recommendations can be made to extend a period of shadowing/probation – or the new starter can successfully pass their probation period. Prior to completing the review, the Field Supervisor/Senior Field Supervisor must ensure that they have gathered feedback on the new starter from Call Monitors, Service Users, other departments within Care in Hand i.e., Training/HR.

**New staff can expect an initial appraisal after completing their probationary period. The appraisal includes an assessment of the extent to which they have achieved the learning outcomes set by the Social Care Wales - Social Care Induction Framework.**

**Care in Hand**

**Statement of Purpose**

**Vision**

At Care in Hand our vision is to be the best that we can be.

**Mission Statement**

Our mission is to ensure that we achieve the best possible outcomes for all who use our service. We aim to deliver services that are person centred supporting our service users to achieve their own personal outcomes. We do this by having robust systems and procedures in place to effectively ensure the coordination and management of the service.

**Our Principles**

**1.** To focus on service users. We aim to provide personal care and support in ways which have positive outcomes for all our service users. We promote a person-centered approach to all we do, putting our service users in control of their own outcomes. Service users have the right to be listened to at all time and to have their thoughts, opinions and attitudes respected and considered.

**2.** To ensure that we are fit for our purpose, and embed an ethos of co-production within our service delivery We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our service users and their friends and relatives. We will continue to engage with our Service users and stakeholder to seek effective feedback to enable us to improve and develop our service

**3.** To work on comprehensive welfare of our service users. We aim to provide for each service user a care package that contributes to his or her overall personal outcomes and preferences. We will co-operate with other services and professionals to help maximize each service user’s independence and to ensure that service users maximize their participation within the community.

**4.** To meet assessed needs. Before we provide services, we ensure that a potential service users’ needs and preferences are thoroughly assessed. We aim to ensure that the care provided by us meets the assessed needs of each service user, with a unique focus on personal outcomes. We ensure that personal preferences and outcomes are re-assessed as frequently as is necessary, and that the care and support provided have the flexibility to changing needs or requirements.

**5.** To provide quality Services. We are whole heartedly committed to providing top quality services and aim to continue to improve the level of care we offer. We will enable our service users to the right of having a say as to who will and who will not enter their home within the boundaries of our Equal Opportunities Policy.

**6.** To employ a quality workforce. We aim to employ a quality workforce whereby our staff whose education, training and attitudes make them suitable for a role and who will provide care in a friendly, appropriate and respectful manner. We will work with Social Care Wales to implement a workforce strategy that meets the new and emerging needs of Domiciliary Care.