CARE IN HAND

SUPERVISION POLICY AND GUIDELINES

Incorporating

Staff Appraisal Policy

and

Probationary Review Process Policy

**Updated May 2021**

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1. **DEFINITION**

1.1 **Supervision is:**

*A formal process between an individual member of staff and their immediate Line Manager in which the workload, performance and staff development needs of each staff member is constructively evaluated and reviewed so that support can be provided and learning and development can take place.*

1. **Policy Statement**

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

1. **Position Statement**

**3.1** Employees of Care in Hand are its major resource and Supervision is regarded as crucial to the delivery of a quality service. Supervision is a two-way process involving rights and responsibilities for both supervisors and those they supervise.

**3.2** These processes are regarded as the main means of ensuring effective leadership and management accountability. This process should aim to promote consistency between the work of the individual staff member and the Mission Statement, Principles & Values of Care in Hand. This will require skilled negotiation of the inherent tension and conflicts between organisational constraints and the needs of the service user.

**3.3** Supervision does not sit in isolation, but in conjunction with the Probationary Review Process, Staff Appraisal Policy and that of Social Care Wales Registration Process and post registration training and learning requirements.

3.4 In implementing this policy Supervisors should ensure that they understand the responsibilities of the supervisory role as outlined in Social Care Wales – ***Supervising and Appraising Well*** as well as ***Regulation 36 Statutory Guidance***.

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1. **Purpose of Supervision**

This process is divided into 2 parts:

**4.1 Non-Negotiable**

**4.2 Negotiable**

**4.1 Non-Negotiable**

* Ensure the quality-of-service provision through the monitoring and evaluation of an individual’s work. **(Principle No 5)**
* Provide support and assistance in achieving competence/professional development and understanding of the key principles and objectives. **(Principle No 6) -** Achievements/Areas of Good Practice since last Supervision Meeting
* Check individuals understanding and implementation of Care in Hand’s Mission Statement, Principles & Values. **(Statement of Purpose)**
* Discuss their understanding and implementation of the relevant legal framework, Safeguarding, Duty of Candour, practice guidelines and professional standards of conduct.
* Discuss specific pieces of work - Progress with workload practice, roles & responsibilities (How does your job description or roles/responsibilities impact on your daily work and with Care in Hand - (Check individuals understanding and implementation of Care in Hand’s Mission Statement, Principles & Values (Statement of Purpose). Service User issues/concerns, Communication booklets/SSKIN Bundles (Importance of recordings) Medication issues since your last supervision Meeting
* Encourage the development of competent practice, knowledge, skills and the setting of identified goals. Cross reference with Practice Based Learning Booklets (PBL) – Training Objectives & Personal Learning Development – (Supervisors should be obtaining a Training report from the Training Dept). Training attended since last Supervision – Did it meet your needs? Are there any specific areas or Service Users you feel you need more training on? Carer shadowed an unfamiliar run – what have they learnt from this? Did the training meet the objectives/actions outlined in your Personal Development Plan? Is there a specific area you want to/have learned/read that can be added to your PRTL?
* Ensure the effective administration and overall management of their communication and recordings - Communication booklets/SSKIN Bundles (Importance of recordings) Medication issues since your last supervision Meeting.
* Discuss in detail personal and behavioural issues, where these impact on competent job performance/accountability. - Supervisor Feedback – Any issues such as Logging In/Out, Confidentiality or Specific Themes such as (Medication, Professional Boundaries, Codes of Practice etc)
* Monitor and be aware of stress levels – seek guidance with HR Department.
* Highlight and discuss any issues in relation to Attendance Management – seek guidance with HR Department - Attendance Management - Please ensure you have an Activ Absence report printout. Please ensure any concerns over Bradford Factor Scoring is referred to HR & Date Referred.
* Low Level issues should be referred to HR for further guidance.
* Both Supervision and Staff Appraisal should be used to challenge under achievement and poor performance. - Progress with other objectives since last Supervision meeting – Goals/Work Completed/Next Steps
* Both Supervision and Post Registration requirements should be used in developing and reviewing a Personal Development Plan - Registration Requirements - Are you aware of the registration process for domiciliary care workers along with your Post Registration Learning & Development requirements (90 hours)? Responsibility of individual to keep PRTL up to date.
* *Contingency Use – Discussions should take place within each session to ascertain skills/knowledge learned to enhance practice and any issues arising from this.*
* *Discussion around work/home life balance to ensure each supervisee feels supported.*

**4.2 Negotiable**

Within the framework of individual supervision agreements, the following issues may be discussed as part of the supervision.

* Wider issues in relation to the context of an individual’s welfare.
* Personal issues and experiences which in short term may affect an individual’s ability to undertake work demands effectively i.e., bereavement (not a counselling role) – HR Welfare Agenda

1. **Contingency Use**

When a carer calls in to report themselves as available for contingency, please assign them a shadow shift. We have decided that the call monitors are probably the best people to decide what runs the carers should shadow as they have the better knowledge of what carers know what runs as opposed to the supports who may be on that day. If a SFS wants a particular carer to shadow a particular run please let your CM know. Once the carer has been assigned a shadow shift the CM needs to write a shadow sheet by completing date, name of person they are shadowing and the times of the shifts. Do not complete the hours worked column this needs to be completed by the SFS. you then need to send to the SFS. If the carer refuses to shadow, we need to make them aware that their contingency will be deleted and they will not be paid for the shift as they are refusing to work (the SFS will have already made them aware of this). If it is a very experienced carer on contingency who you believe is confident on all runs ask them if there is a run they would like to shadow if not they can stay on contingency or shadow a run in another area as long as it is within a reasonable distance e.g. Pembroke - Milford or Milford - Haverford. Ensure you are adding an extra heading to handover 'Shadowing' under this heading we need to write what carer has shadowed, who they shadowed and what run they have shadowed, e.g. Tenby B. And also note contingency deleted and shadow sheet sent to SFS (name). If anyone is not happy or confident with this process, please let me know. Once shadow sheets have been received by the SFS they need to calculate the hours that were shadowed by checking on CM what the carer they shadowed completed that shift. The total should be the planned time of the run or 5.5 hours if less than this. These then need to be sent to payroll in time for mileage to be completed. The same applies for all shadow sheets these should be sent over once completed but especially in time for mileage and not saved until the end of the month. Please ensure you record on Activ Absence if a carer has declined to carry out a contingency shift.

1. **Function of Supervision**

There are five components of supervision which must be incorporated in to the Supervisory process.

* The **Supportive** function is in recognition of the stressful nature of Domiciliary care and the need for staff to be able to cope effectively with the inherent difficulties and constraints. Regular supervision assists in building confidence, raising morale and increasing commitment to retention of staff within Care in Hand. – *(HR Staff Welfare Agenda)*
* The **Development** function responds to experience and practice by focussing on the learning needs of staff in order that they acquire the knowledge, skills values and attitudes they need to do their work effectively and maintain Post Registration Training requirements (PRTL)
* The **Management** function is concerned with accountability and relates to the planning, development, monitoring and evaluation of the individuals work in line with Care in Hand policies.
* The **Mediation** function is concerned with facilitating good relationships and effective working practices between a staff member and others e.g., other parts of Care in Hand departments, external disciplines i.e., District Nurses and other stakeholders such as Service Users and Family Members.
* The **Objectives** function is concerned with Performance Management objective/goal setting and the reviewing of an individual’s performance and contribution though the Staff Appraisal process.

1. **Supervision Arrangements for Staff**

* Every member of the care staff has a designated supervisor, though it could be another Senior member of or experienced and qualified staff member who is competent to act as staff supervisor.
* Logged Supervision schedules within CM 2000 ensure that an individual working Full time will attend a minimum of four sessions per year (Pro rata for part time staff).
* For all care staff it is the responsibility of the supervisor to ensure that Practice Based Learning Booklets are used as an ongoing working tool to evidence practice and further training needs – this should be discussed during each supervision session.
* Every staff member will have an opportunity to complete a staff evaluation feedback form which will be audited as a Quality Assurance measure by the Operational Management Team.
* Supervision Arrangements for Management and Other Support Staff (e.g. Administrative, Domestic or Catering Staff)
* Every support staff member has a designated supervisor on appointment, e.g. the registered manager will act as supervisor to the administrative officer.

1. **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 Supervisor and Supervisee 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.
* Supervision meetings should have an agenda agreed by both parties at the start of the meeting – for planned supervisions Supervisors where possible should complete the **F78** and send to the Supervisee to encourage a two-way process.
* Participants are expected to agree jointly the specific priority issues and concerns to be discussed at Supervision meetings and recorded on the **F82**.
* A Staff Evaluation Feedback Form will be sent out electronically on a quarterly basis for any individual receiving Supervision. This form will be used solely for the purpose of measuring Quality Assurance by the Operational Team. Consent for the use of this will be obtained from the individual at time of completion.

1. **Recording**

* The Supervision Record should be signed and dated by both the Supervisor and the person being supervised, indicating agreements/disagreements over every aspect.
* Both the Supervisor and Supervisee 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**)
* Supervision recordings/Spot Check/Observation recordings must include positive feedback, room for improvement and evidence that FS/SFS has planned/gathered information prior to the session/spot-check/observation.
* Signed Supervision records belong to Care in Hand and are kept in a secure place. Access is allowed by authorised personnel only. This normally would be the immediate Supervisor and their Supervisee, with access out with only being allowed for specific stated purposes and only with the agreement and knowledge of those involved.
* Supervisions are to be scanned into HR and a copy placed in the individual’s staff file.
* Supervision dates are recorded on CM as follows - 3rd month from first date of shadowing, additional 3 supervisions spaced 3 months apart and appraisal 1 year from start date this should link with the fourth supervision due.
* Recording and access to records, policies do not prevent people from making their own informal notes of any meetings/discussions containing personal reflections, learning points etc. These will not be used for formal records required for compliance purposes.
* Care In hand management team review all supervision arrangements as part of its Annual Quality Review process and obtain feedback from all involved as to the value of its effectiveness.

1. **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).
* Care in Hand must act in an open and transparent manner in line with **Regulation 13 – Duty of Candour** and take account of Social Care Wales guidance on the professional duty of candour for Social Care professionals registered with SCW.

1. **When there are Difficulties and Conflicts**

* When conflicts exist between Supervisor 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 Supervisor’s Line Manager.

1. **Training & Development of Supervisors**

Care in Hand has a policy of ensuring all members of staff employed as supervisors receive appropriate training. Care staff also receive training as part of their induction programme on what they can expect from supervision.

1. **Rights and Responsibilities**

Shared Responsibilities include:

* Working towards the supervision session being useful and constructive
* Preparation planning for the session
* To observe and agree practical arrangements
* To be open to all opportunities for learning
* To understand their respective roles within Care In Hand
* To give and receive feedback
* To participate in reviewing and setting Staff Appraisal Objectives

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

The Supervisor has a right to:

* Receive supervision and support for themselves
* Have appropriate training to enable them to offer good quality supervision
* Participate in appropriate training in the Performance Management/Probationary Review & Staff Appraisal processes

**Staff Appraisal Policy**

**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 Field Supervisor/Senior Field Supervisor/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 immediate line supervisor (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. Both Supervision and Post Registration requirements should be used in developing and reviewing a Personal Development Plan.

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.

Care in hand have specified the expected outcomes for each person within each job description and to work in line with Social Care Wales – code of conduct. ***Section 6: be accountable for the quality of your work and take responsibility for maintaining and developing knowledge and skills… this includes undertaking relevant learning and development to maintain and improve your knowledge and skills to ensure you are fit to practice***

The appraisal outcome is recorded and used as the basis of an action or improvement plan for the individual for the next 12 months (or until the next formal appraisal). Both Supervision and Post Registration requirements should be used in developing and reviewing a Personal Development Plan. The report is placed in the person’s HR file. With the person’s agreement, the appraisal plan will be used in the next round of supervision sessions as a focus for discussion and to review progress in carrying out the agreed actions to be taken.

Supervisors and managers responsible for carrying out appraisals can expect to receive adequate training on appraisal policies and procedures within Care in Hand

**Procedures**

1. 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. This is recorded within the **F80** and in conjunction with Probationary Review Process.

2. Appraisal interviews after that take place on an annual basis with the dates being set in accordance with the person’s starting date in their employment contract.

3. Appraisal interviews are carried out by the staff members line manager on a one-to-one basis. Your line manager may involve feedback from other members of the team for this purpose.

4. Staff should know the date of their appraisal interview well in advance and at least a month before it is due, so that they can adequately prepare for it. Prior to the appraisal the staff member is given a Self-Appraisal Document (**CiH - F84**) for completion prior to meeting with their Supervisor.

5. All appraisal interviews take place in private and should have no interruptions.

6. Appraisal documents (**CiH – F84**) are completed by the appraiser within a week following the interview takes place, with a short follow-up meeting to review and sign the form, should this not have been completed during the initial interview. Supervisors should obtain feedback from Call Monitors, Field Supervisors, HR & Complex Care Managers and provide this within the **F84**. Evidence should be sought from PBL Booklets, Training Dept and any training needs identified during previous Supervisions or identified/requested by the staff member and evidenced within the **F84**.

7. If the person is dissatisfied with the outcome of the appraisal or manner in which the appraisal has been conducted, they can request a review of the proceedings, which will be carried out by an appropriate Manger from the operational department.

8. A copy of the signed agreed appraisal is then given to the person being appraised and is included in their employment records within their HR file. Any additional documentation such as Birth Certificates, Driving Insurance etc should be sent to HR/Payroll.

9. The completed appraisal form and action plan are viewed as working documents and will be continually referred to and reviewed throughout the coming year in supervision.

**Each Senior Field Supervisor has responsibility for organizing staff appraisals.**

**Probationary Review Process Policy**

*An integral part of supporting and retaining new starters is defined by how the Probationary period is completed. It is crucial that FS/SFS adhere to the guidance provided and refer any issues to HR/Training for further supports*.

Senior Field Supervisors are responsible for the completion of 3rd or 6th month reviews of New Starters

CM 2000 will have all the relevant date requirements recorded of when the 3rd/ 6th month reviews and/or supervisions are required. Field Supervisors must ensure that they are supporting the new starter to complete their PBL Booklet within the community during this time and evidence within Supervision sessions.

***This is a rolling document for possibly 6 – 12 months you need to file the “active document” in a folder marked Probation. This will need to be stored confidentially in each office. Each time you complete a section of this document it is filed back to the ‘Probation Folder”. This ensure that the 1 form is used until it is completed. Please do not file to HR file until such time that the complete form is completed. At this point you should return to HR for filing.***

• 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 member of staff they will be 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 are shadowing to arrange a meeting time/point prior to shadowing their 1st run. FS/SFS must also advise the member of staff that they will have a new starter assigned to them. New starters shadowing runs should not exceed 7 days, however in exceptional circumstances this could be extended to 10 days, this should be in line with contractual hours.

• During the 3rd month Probation period, the FS 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 FS should complete and record in **F82A** and submit to SFS carrying out 3rd Month Review.

• Three months into employment with Care in Hand, the new starter will meet with 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 FS/SFS must ensure that they have gathered feedback on the new starter from CM, Service Users, other departments within CIH i.e., Training/HR.

• Any areas for improvement or action plans must be recorded within the **F80.**

• FS must ensure that they are supporting the new starter to complete their PBL Booklet within the community during this time and evidence within Supervision sessions.

• Following successful completion of probationary period, each staff member will have a schedule of planned supervisions which should be recorded on CM 2000 - 3rd month from first date of shadowing, additional 3 supervisions spaced 3 months apart and appraisal 1 year from start date this should link with the fourth supervision due.

• In the event of an extended Probation period, the new starter will meet with their senior member of staff at the 6th month Probation Review.

• FS must ensure that they are completing the Practice Based Learning Booklets (PBL)with new starters to evidence practice and further identify any training needs required.

• It is the responsibility of the Field Supervisor/Senior Field Supervisor to refer onto others i.e., Training or HR departments.

• 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.

***In the event of a specific issue been addressed during probation “Ad Hoc supervisions” (F82A) are still to be used and then considered as part of the next review. (Please read and familiarize yourself with our Supervision Policy and Process)***

**Before sitting down with the new starter to sign them off you MUST have the following required information**:

**F80** – Care in Hand 3rd/ 6th month Probationary Review Document.

1) A completed induction book - Fully signed off and completed

2) A Practice Based Learning book - Fully Signed off and completed

3) A Training Record (CM 2000System)

4) Feedback from their Field Supervisor on their work (this can be done verbally over the phone **PRIOR** to the meeting)

5) Feedback from Call Monitors on any scheduling problems

6) Absence Reports from Active Absence

7) Staffs Log in/out report from CM

***Carers CANNOT be signed off without the relevant documentation and feedback. IF a field supervisor is NOT available for their area, the responsible individual/ senior you have allocated their shadowing to is the point of contact for feedback****.*

**GUIDANCE NOTES**

**INITIAL MEETING**

This meeting ideally should be face to face (Covid Pending), if a face-to-face meeting is not achievable, a meeting must be carried out via telephone or TEAMS. The meeting should last approx. 30 minutes. 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. Shadow sheets must also be discussed along with informing them who they will be shadowing and who will work with them on the PBL books. Allocate a member of staff (a Level 2/3 carer should be identified). The new starter should ideally remain on the assigned run for the duration of the 3-month probation period. New starters must not be assigned to a carer who has just completed the probation process.

**Section A – Objectives**

Objectives for example will be which runs you wish them to learn, what skills they will need to learn for completion of these runs. ***For example –*** Mary will be shadowing the “A” run and will be required to support with personal care and support with medication administration. During the first month of employment, I would like to see you becoming confident in supporting our Service User with washing and dressing and ensuring that Service Users have their medication in line with our medication policy. I would also like to see you familiarize yourself with Service Users Care Plans.

**Section B – Development Plan**

***For Example***, in order for you to become competent in shaving a male service user; I would envisage you having support from shadowing and having hands on training. Medication training has been given and I would like to see you progress with the ability to put into practice what the training has thought you. If you have any queries in this regard, please contact me at any point for guidance. The Field Supervisor must ensure that they are completing the Practice Based Learning Booklets (PBL)with new starters to evidence practice and further identify any training needs required.

**3rd MONTH REVIEW**

At this point you will be measuring where the new starter is following the categories outlined on the F80.

Each category outlined will require the supervisor to score the individual from 1-5 based on their skills, knowledge, competency, practice, Supervisors should also be mindful of the standards required outlined within **Social Care Wales The Domiciliary Care Worker (Section 4) – Practice Guidance for Domiciliary Care Workers (version 1) April 2018 and Codes of Professional Practice for Social Care Workers Sections 1-6**

During this 3rd month review the Senior Field Supervisor will also need to ensure that the PBL book and Induction requirements are being completed by the Field Supervisor within the community. 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 FS should complete and record in F82A and submit to SFS carrying out 3rd Month Review

At this point you can also outline whether the probation (for staff who have a 3month probation) has been passed. You also have the option to extend the probation for another 3 months but a clear improvement plan would need to be written within this document and what exactly you expect to see during the 3 months. You will then need to complete the 6-month review part of this document.

**6 MONTH REVIEW**

At this point the employee should be competent is all aspects of their job role and understand and be capable of completing the requirements within their job description. They should also have the requirements to be registered with Social Care Wales. At this point if registration has not been completed, the staff member may need to be taken off Rota. (please seek guidance from Training Manager) Workbook 3 will need to be reviewed as part of this process if not already completed on line with SCW. (Clarify if AWIF 3 to be used)

At this point you will be confirming that the new starter/ employee is recommended for full time ongoing employment in line with their contracts. Where an extension is required, it can only be for a maximum of 3 more months and you will need to ensure that you have taken guidance from HR prior to failing a 6 months’ probation.

You will also need to have checked performance utilizing all the above-mentioned reports. You will also need to ensure that all support has been provided to the employee to meet the outlined improvements required from the 3rd month review.

This document is an ongoing document and the original is retained by Care in Hand and added to at each review as opposed to printing a new one at each review.

A photocopy can be given to the employee/ new starter during each stage of the probation process.

Where an individual does not require a 6-month review please ensure that the 3rd month review section has been signed. Including all requirements for registration with SCW.

Each category outlined will require the supervisor to score the individual from 1-5 based on their skills, knowledge, competency, practice, Supervisors should also be mindful of the standards required outlined within **Social Care Wales The Domiciliary Care Worker (Section 4) – Practice Guidance for Domiciliary Care Workers (version 1) April 2018 and Codes of Professional Practice for Social Care Workers Sections 1-6**

**Notes Regarding Registration with SCW**

A new starter has 6 months to complete Book 1 on line with SCW to meet criteria for registration, as a new starter to care. There are a further (3,5,6 & 7) 4 books to complete to achieve the “core Qualification” of a QCF. This has been allocated a Max. of 3 years to complete.

If a new starter has worked in care before they should have their registration and we need to check their registration on SCW for verification.

Please ask if you have any questions regarding this process.

Sheena Umanee/Gillian Simson

**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

**Appendix**

* + F78 – Supervision Session Agenda Letter
  + F80 – Probationary Review Form
  + F82 – Record of Staff Supervision Session
  + F82A – Record of Ad Hoc Supervision Form
  + F84 -Record of Staff Appraisal Recording Form
  + F97 – Supervision Contract Form
  + F - Staff Evaluation Feedback Form