
SUPERVISION POLICY

1. Policy Statement

- 1.1 Moonstone Care believes that, staff supervision plays an essential role in protecting both staff and service users, in developing and maintaining high care standards and in supporting and developing individual staff. In this regard the agency expects all members of staff to be supervised in their work and to have an appointed supervisor.

2. Aim of the Policy

- 2.1 This policy is intended to set out the values, principles underpinning the Company's approach to staff supervision.

3. Definitions

- 3.1 Moonstone Care understands supervision to be a formal arrangement which enables each member of its staff to discuss their work regularly with a more experienced member of staff. The more experienced member of staff, known as the supervisor, facilitates the discussion with the less experienced staff member, the supervisee.

- 3.2 The aim of the supervision is to:

- a) Identify solutions to problems
- b) Improve practice
- c) Increase understanding of work-related issues

- 3.3 All supervision should have three core functions as follows:

- a) provide support to care staff in their work
- b) promote personal and professional development
- c) promote quality care
- d) identify training needs

4. Supervision Process

- 4.1 Supervision should be held once every three months and should last for approximately 60 minutes, so that the supervisor and supervisees have 10 minutes to reflect on the interaction before they continue their working day. The supervisor is responsible for keeping records of the session and the records should be signed by both parties, with a copy given to the supervisee. The following are guidelines on the supervision process:

- i) All care staff must have a nominated supervisor whose name should be entered in their personal development file.
- ii) All care staff should have one formal supervision session of at least one hour duration every three months

SUPERVISION POLICY

- iii) With the permission of the service user, one of the supervision should be observed whilst the supervisee is carrying out care
- iv) Supervision time must be planned, protected and uninterrupted. Sessions should be held in private and should be entirely confidential.
- v) Supervision time should be taken while on duty, but at a time that is convenient to other staff on duty and to service users
- vi) A contract should be agreed between supervisor and supervisee setting out how they will conduct their supervision sessions
- vii) A record of the supervision should be made and a copy placed on the supervisee's personnel file.

4.2 Many staff likes to make notes during supervision but this should be agreed between supervisor and supervisee before hand. Any notes should be strictly confidential and kept securely.

5. Basic Principles

Moonstone Care is committed to ensuring that:

- Supervision is available to all staff
- The content of supervision sessions will be confidential, but disclosure of information which contravenes the General Social Care Council's Code of Conduct will be recorded by the supervisor and acted upon
- Supervision is distinct from the Annual Appraisal
- Supervisors will be given training in the supervision process
- Supervisees will be given guidelines on the process

6. Evaluation and Review

The management team should carry out an evaluation of the process on an annual basis for quality assurance purposes.

7. Training

7.1 Training is required to prepare staff to engage in the process for maximum gain. Training will be provided through an accredited supervision course for supervisors.