



1. Purpose

1.1 To enable staff to be aware of:

- The different types of supervision available
- The principles and benefits of supervision
- The expectation placed on staff at all levels of Serendipity Healthcare Ltd with regards to supervision roles and responsibilities

1.2 This policy must be read in conjunction with the Induction and Onboarding Policy and Procedure

1.3 To support Serendipity Healthcare Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge, and experience to deliver effective care and support?
SAFE	S6: Are lessons learned and improvements made when things go wrong?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear, and that quality performance, risks and regulatory requirements are understood and managed?
WELL-LED	W4: How does the service continuously learn, improve, innovate, and ensure sustainability?

1.4 To meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd is registered to provide:

- The Care Act 2014
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- General Data Protection Regulation 2016
- Data Protection Act 2018
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012

2. Scope

2.1 The following roles may be affected by this policy:

- All Staff

2.2 The following Service Users may be affected by this policy:

- Service Users

2.3 The following stakeholders may be affected by this policy:

- Commissioners
- Local Authority



3. Objectives

- 3.1** To create a framework for supervision at Serendipity Healthcare Ltd and to ensure that all of the staff at Serendipity Healthcare Ltd understand their roles and responsibilities with regards to supervision.

4. Policy

4.1 Supervision Types

For the purpose of this policy, the definition of 'supervision' provided at Serendipity Healthcare Ltd covers three identified types:

- **Induction Supervision** - where new staff will be supervised until competence is gained in their role. Please refer to the Induction and Onboarding Policy and Procedure
- **Professional Development Supervision** - where regular supervisions are completed with staff
- at Serendipity Healthcare Ltd to track the continued development of their role in relation to professional standards
- **Managerial Supervision** - where specific objectives are set to review performance and continued development. Training requirements will be reviewed during this supervision
- **Appraisal** – performance appraisal completed annually with all staff.

- 4.2** The purpose of all types of supervision provided at Serendipity Healthcare Ltd will be to promote safe, consistent, and best practice throughout the entire workforce by:

- Ensuring that each individual member of staff is clear about their roles, responsibilities and professional boundaries within Health and Social Care, both at a national and local level
- Ensuring that individual staff members at Serendipity Healthcare Ltd understand and accept accountability for their work
- Reinforcing formal training regarding expectations of staff working with vulnerable Service Users
- Identifying ways to support the individual member of staff's personal development
- Being a source of support for staff by encouraging them to reflect on the achievements and challenges of the job
- Encouraging staff to share any issues or concerns they may have
- Providing regular and constructive feedback to individual staff on their performance at Serendipity Healthcare Ltd

- 4.3** In line with recommended standards, The Registered Manager will ensure that staff have the competence to deliver in the following areas related to supervision:

- The principles of effective supervision
- The scope and practice of supervision in adult social care
- The planning, revision, and review of objectives for supervision



- 4.4** Serendipity Healthcare Ltd has a duty of care towards staff. Supervision, in whatever capacity it is delivered, will be conducted in line with the values and professionalism of Serendipity Healthcare Ltd.
- 4.5** All staff will be provided with equal opportunities to engage in supervision to ensure that the appropriate level of support is in place.
- 4.6** The amount, nature and quality of supervision will be appropriate to the individual and the role they are in and must be balanced with the requirements of staff to deliver their objectives and perform well in their role.
- 4.7** Due to its benefits, supervision is compulsory, and non-attendance will be addressed through management policies. This applies both to supervisees and supervisors.

5. Procedure

5.1 Resource Management

The Registered Manager will take the following into consideration when planning the supervision process at Serendipity Healthcare Ltd.

- Types of supervision
- Rota management and timings
- Supervisee availability and location
- Roles and responsibilities of both the supervisor and the supervisee
- Location and storage of supervision records

5.2 Structure of the Supervision

The Registered Manager will offer different models or ways of delivering supervision that will include the following:

- One-to-one supervision
- Group supervision
- Competency supervision
- A combination of the above

Supervision is a two-way process and staff have a responsibility to ensure that they participate in regular supervision.

Those conducting supervisions need to ensure that they respond to staff requests for supervision in line with this policy.

- 5.3** For all supervisions on offer for supervisees, there must be a core element discussed at each. These core subject areas may include topics such as safeguarding, whistleblowing, health and safety or 'dip testing' a knowledge area according to policy and procedures.

5.4 Location

Formal supervision sessions must take place somewhere:

- Appropriate to the requirements of the session (with consent from service users if in their home)
- Confidential for formal appraisals
- Agreed with both parties



Where applicable to the service, due consideration must be given to the impact on the Service User. Where a quality spot check highlights a concern, a meeting should be scheduled away from the Service User's home.

5.5 Frequency and Timing of Supervisions

Staff at Serendipity Healthcare Ltd will receive appropriate, ongoing or periodic supervision in their role to make sure that competence is maintained. Every member of staff will take part in a supervision session at a frequency determined by Serendipity Healthcare Ltd, which may increase if there is a particular employment-related need, or if there are unexpected changes in the needs of the Service User group.

The frequency of supervision is not detailed within regulatory requirements. However, staff need to feel supported to develop and maintain knowledge. The Registered Manager will take into account that both the frequency and the quality of supervisions are important in relation to the better outcomes they wish to bring to the service.

The current supervision frequency at Serendipity Healthcare Ltd is 4 per annum. For new members of Serendipity Healthcare Ltd staff please refer to the Induction and Onboarding Policy and Procedure.

Session times depend very much on the type of supervision on offer, and it is important that both parties do not feel rushed. Supervisors must allow reasonable flexibility to manage these sessions during the working day

5.6 Confidentiality of Supervision

The code of conduct relating to confidentiality applies to supervision and staff are expected to operate within their code of practice at all times.

Due to the nature of supervision, it is imperative that confidentiality is observed by all. However, any discussion that results in disclosure of malpractice, misconduct or negligence or risks the wellbeing or safety of others will need to be acted upon in line with the policies and procedures of Serendipity Healthcare Ltd.

Where group activity takes place, themed learning and outcomes will be anonymised, collated, and cascaded as part of continuous improvement.

Supervisees must be aware that, for the purposes of audit, inspection and evaluation records may be reviewed.

5.7 Types of Supervision on Offer at Serendipity Healthcare Ltd:

Induction Supervision

Where appropriate, staff must be supervised until they can demonstrate required/acceptable levels of competence to carry out their role unsupervised.

Newly inducted staff will have been introduced to professional discussions and supervised practice as part of the Care Certificate, and it is important that their skills and knowledge continue to be built upon as part of the ongoing supervision process.

Staff will refer to the Induction and Onboarding Policy and Procedure for further details.

Professional Development Supervision

Serendipity Healthcare Ltd offers this type of supervision as it helps to identify that the supervisee is performing their duties as expected in their role.

Its content may include:

- A subject that the supervisee requests to discuss
- Discussions around the care of a Service User and consideration of amendments or reviews



- Risk assessments and care management plans
- Service User outcomes
- Safeguarding issues
- Training needs if gaps are identified in regard to skills/knowledge

Managerial Supervision

This type of supervision includes ensuring that the supervisee is adhering to all policies and procedures at Serendipity Healthcare Ltd.

Its content will include:

- Management of the supervisee including annual leave, sickness absence and discipline
- Monitoring and review of the supervisee's performance towards achievement of work and their objectives
- The giving of constructive feedback on practice and performance
- The planning of new tasks, setting standards and reviewing health and safety issues
- The identification of individual training and development and resource needs relating to tasks and the supervisee
- Completion of appraisal, objectives, and personal development planning

5.8 Records Management

Supervision records will be kept confidential between The Registered Manager or the designated supervisor and the staff member.

Supervision sessions will be recorded through discussion and accurate record keeping. The record will include the date, name of the supervisor and their designation. Main recommendations or actions suggested as well as any risks noted must be entered.

In all supervision meetings, general notes will be made around the issues that occur during supervision and any reflections related to the individuals' practice must also be recorded in all cases.

It is the responsibility of the line manager and supervisee to keep a record of all managerial supervisions undertaken.

When a Service User's care has been discussed in a supervision session, an agreed entry will be recorded by the supervisee in the Service User's case notes. Any decisions regarding care made during supervision must be discussed with the other professionals who are involved, as necessary.

If, as a result of discussions, reflections and suggestions arise for changes to the whole package of care, then it is the supervisee's responsibility to raise such issues for discussion with other care providers in team meetings or professionals' meetings or similar.

There is an expectation that any concerns from the supervisor will be passed to the line manager when any concerns arise.

Supervision records will be stored in a manner which preserves their confidentiality. If a member of staff leaves Serendipity Healthcare Ltd, a copy of the supervision notes and records must be retained in their personnel file.

5.9 Evaluation and Review

Themes and trends will be captured from completed supervision sessions and used to analyse areas that may require necessary changes in practice.



Feedback will be gathered from the supervisors and supervisees in relation to their experiences of the supervision format and to identify if it remains fit for purpose and is proven to be an effective means of learning and development.

If supervisees become concerned about the quality of supervision, discussions must be held locally with their line manager to find a way to address the issues.

The mock inspection tool must be used as per the schedule to evaluate effectiveness.

5.10 Training and Education

Local consideration will be made to ensure that staff who deliver and are responsible for the supervision of others are suitably trained, skilled and experienced to deliver this with competence.

The concept of supervision must be introduced to all new team members as part of their induction and guidance will be given on how to get the most from supervision sessions.

As supervision is coaching focused, staff must hold the skills and personal characteristics required to draw out the development of others rather than teach in the first instance.

6. Definitions

6.1 Supervision

- Supervision is intended to provide the manager or supervisor with a regular channel for communicating the standards of performance which the organisation requires of each employee and facilitate a formal discussion about the employee's actual performance against those standards. It is also a time for reflection and discussion around attitudes and behaviours at work

6.2 Supervisor

- A person within the organisation who can support the 'supervisee' to develop within their role
- The supervisor must encompass the organisation's values and attitudes to be effective. They must know relevant legislation, policy, and guidance

6.3 Supervisee

- A person in receipt of supervision and being supported in an organisation to understand, develop, and succeed in their role
- A supervisee can be a new member of the organisation or an existing staff member

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