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## **Supervision Policy and Procedure**

### **Background**

This procedure is designed to outline the requirements and process relating to the supervision of Healthwatch staff.

The procedure applies equally to permanent and temporary staff, as well as volunteers, unless alternative, pre-agreed, procedures are in place.

The Supervision process will reflect three key interrelated functions to:-

- Support
- Develop
- Manager

### **Policy**

The Supervision Procedure will;

- Promote a regular and consistent approach to the formal supervision of staff
- Provide documentation for recording staff supervision's
- Implement a mechanism for recording case decisions, focus of work, personal development and equality issues

All members of staff will be given a copy of this procedure.

### **Procedures**

#### **1. Definition**

Supervision is a formal recorded process which allows managers and staff to jointly assess, review and agree action, to ensure that service objectives and individual's professional and personal objectives are met

#### **2. Line Manager**

All members of staff will have a named Supervisor, normally their Line Manager. Staff must be informed if their named Supervisor changes.

#### **3. Conducting Sessions**

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Supervision Sessions should primarily be conducted on an individual basis. Where a manager is responsible for large numbers of staff who are involved in the same task, group supervisions may be used.

However, individual sessions will be made available on request, or in situations where issues of a confidential or personal nature need to be discussed.

#### **4. Frequency and Duration**

Supervisions will be carried out on a monthly basis, as a minimum. The minimum timescale of each session should be no less than one hour.

If the Supervisor and Supervisee wish to alter the frequency and length of the sessions, then these must be approved either by Parkwood Healthcare's Operations Manager, or General Manager, and any changes recorded on the Supervision Agreement signed by both parties.

Where it is necessary to postpone supervision, the reason for the postponement and the new date for the session must be documented on the Supervision Record (*Appendix 3*)

#### **5. Agreement**

The Supervision Agreement Form (*Appendix 1*) must be completed for each member of staff annually, or whenever there is a change in circumstances. The Agreement should be signed by both the Supervisor and the Supervisee.

#### **6. Preparation**

It is expected that the Supervisor and Supervisee will prepare in advance of the session to ensure a successful exchange of information, support, guidance and review (*Appendix 2*)

#### **7. Supervision Records**

The content and outcome of the Supervision Session should be detailed on the Supervisee's Supervision Record.

Supervision is a private but not confidential process; therefore any records are the property of Parkwood Healthcare Ltd, not the individual in question. While the contents of the Supervision are confidential, they are also essential practise and performance tool's and as such may need to be accessed by Senior Mangers within Parkwood Healthcare Ltd; this is noted on the Agreement.

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## Agenda

Individual Healthwatch's may develop specific Supervision Agenda's to reflect the needs/demands of their service. However, they should include the following themes.

### 1. Performance Management

- Review of all action agreed at last supervision
- Reflection of work based and personal objectives
- Allocation of new work
- Workload Management
- Equality and Diversity Issues
- Health and Safety
- Management and implementation of policies and procedures
- Probationary Reviews
- Safeguarding
- Value for money

### 2. Learning and Development

- Annual Personal Development Review, and six month review
- Continuous Professional Development
- Welfare - individual needs and support
- Equality and Diversity Issues - personal
- Learning Reflection

### 3. Competency

- Vision Direction and Pace
- Corporate Player
- External Profile
- Internal Profile
- Developing Yourself and Others
- Making It Happen

### 4. Support

- Personal reflections, demands and frustrations
- Health and Safety - personal
- Work-Life Balance

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- Welfare - individual needs and support

## 5. General Responsibilities for all Employees

- Health and Safety
- Business Continuity and Emergency Resilience
- Equality and Diversity
- Financial Management
- Performance Management
- Information Governance
- Risk Management
- Managing People
- Corporate Governance
- Anti-Fraud and Corruption
- Partnership / Relationship Governance
- Customer Service
- Communication
- Safeguarding

### \*Parkwood Disclaimer

This policy applies to all staff when acting under the cover of 'Healthwatch' and whilst carrying out 'Healthwatch' specific activities. All Healthwatch staff are Parkwood employees and it is such that this policy is underpinned by Parkwood's policy and procedural framework. Parkwood reserves the right to implement its own policies in relation to Parkwood employees at any time.

### References

Related Policies and Procedures

<u>Healthwatch</u>	<u>Parkwood</u>
Equality and Diversity	Disciplinary
Training	Equality and Diversity
	Staff Appraisal
	Training

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## Supervision Agreement

This Agreement is between \_\_\_\_\_ (Supervisor)  
 And \_\_\_\_\_ (Supervisee)  
 Date \_\_\_\_\_

### Aims of the Agreement

1. To maximise high quality consistent practice in line with statutory requirements, and Healthwatch policies, procedures and objectives.
2. To maximise job satisfaction of staff and support the personal development review procedure
3. To provide a framework for the operation of Healthwatch’s Supervision Procedure

..... (Supervisor) Agrees

- a. To remain accountable for decision making, and where applicable, project directions
- b. To be available on a prearranged ..... basis for a minimum of ..... for the purpose of individual discussion with the member of staff
- c. To ensure Supervisions will be conducted on an Individual basis / Group basis (delete as appropriate)
- d. Where Group Supervisions are to be used, these will be discussed and agreed on an individual basis
- e. To issue the Supervisee with a copy of the current Supervision Procedure
- f. To prepare in advance of meetings
- g. To rearrange cancelled meetings within 5 working days (or within 5 working days of return to work, following absence)
- h. To provide regular constructive feedback and be a primary source of support
- i. To carry out decisions / actions as agreed in discussions, within the timescales agreed

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- j. To keep records of the discussion, which will be agreed and signed by both parties and kept securely
- k. To notify Supervisee of any intended actions relating to disciplinary performance in employment (capability) or managing attendance
- l. To ensure the contents of the Supervision Session will be confidential, but where there be circumstances that matters need to be taken outside the supervisory relationship, these will be discussed with the Supervisee
- m. To maintain safe storage of records / transferring of records in accordance with these procedures

..... (Supervisee) Agrees

- 1. To remain accountable for the organisation and quality of their work
- 2. To be available on a prearranged ..... basis for a minimum of ..... for the purpose of individual discussion with the Supervisor
- 3. To read the current Supervision Procedure
- 4. To prepare in advance of meeting
- 5. To carry out decisions / actions as agreed in discussions, within the timescales agreed

Should problems emerge within the supervisory relationship; both parties will make every effort to resolve them. In the event that issues remain unresolved, either party may choose to bring this to the attention of Parkwood Healthcare’s General Manager, who will be responsible for ensuring that the problem is resolved.

**Format / Agenda**

Individual discussion will include the following areas, as appropriate:

**Review of agreed actions from last supervision**

- 1. Performance Management**
  - Review of all action agreed at last supervision
  - Reflection of work based and personal objectives

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- Allocation of new work
- Workload Management
- Equality and Diversity Issues
- Health and Safety
- Management and implementation of policies and procedures
- Probationary Reviews
- Safeguarding
- Value for money

## **2. Learning and Development**

- Annual Personal Development Review, and six month review
- Continuous Professional Development
- Welfare - individual needs and support
- Equality and Diversity Issues - personal
- Learning Reflection

## **3. Competency**

- Vision Direction and Pace
- Corporate Player
- External Profile
- Internal Profile
- Developing Yourself and Others
- Making It Happen

## **4. Support**

- Personal reflections, demands and frustrations
- Health and Safety - personal
- Work-Life Balance
- Welfare - individual needs and support

## **5. General Responsibilities for all Employees**

- Health and Safety
- Business Continuity and Emergency Resilience
- Equality and Diversity
- Financial Management
- Performance Management

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- Information Governance
- Risk Management
- Managing People
- Corporate Governance
- Anti-Fraud and Corruption
- Partnership / Relationship Governance
- Customer Service
- Communication
- Safeguarding

This contract and agenda will be reviewed **Annually** on .....

Signed (Supervisor) .....

Signed (Supervisee) .....



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Appendix 2

**Supervision Preparation**

<b>Date &amp; Time:</b>
<b>Location:</b>
<b>Supervisor:</b>
<b>Supervisee:</b>

The completion of this document is *optional* and is intended to assist you with the preparation for the next supervision meeting, and to ensure that you discuss all the items you wish to discuss. You should indicate what you wish to discuss by ticking the relevant box and make note where appropriate.

*Use extra lines for additional items to be discussed.*

It is suggested that Supervisors and Supervisees exchange copies of their agenda prior to the meeting.

<b>Performance Management</b>	<b>To Discuss</b> ✓	<b>Notes</b>
Review of action agreed at last supervision		
<b>This Supervision</b>		
Reflection of work based on work and personal objectives		
Allocation of new work		
Workload Management		
Organisation Updates		
Equality and Diversity		
Health and Safety		
Management and Implementation of Policies and Procedures		
Probationary Reviews		
Safeguarding		
Value for Money		

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<b>Learning and Development</b>	<b>To Discuss</b> ✓	<b>Notes</b>
Annual Personal Development Review, and sixth month review		
<ul style="list-style-type: none"> <li>• Complete / agree date for next Annual P&amp;DR</li> </ul>		
<ul style="list-style-type: none"> <li>• Complete / agree date for next 6 month review</li> </ul>		
Continuous Professional Development Registration and Re-Registration		
Monitoring of Professional Development and Clinical Supervision where appropriate		
Reflect on the worth of training and development already undertaken since the last Supervision		
<b>Support</b>		
Personal reflection, demands and frustrations		
Health and Safety - Personal		
Work-Life balance		
Equality and Diversity - Personal		
Welfare - individual needs and support		
<b>Competency Framework</b>		
Vision Direction and Pace		
Corporate Player		
External Profile		
Internal Profile		
Developing High Performance People and Teams		
Making it happen		
<b>General Responsibilities for all Employees</b>		
Health and Safety		
Business Continuity and Emergency Resilience		
Equality and Diversity		
Financial Management		
Performance Management		
Risk Management		
Managing People		
Corporate Governance		
Anti-Fraud and Corruption		
Customer Service		
Communication		
Safeguarding		
Partnership/Relationship Governance		
<b>Additional Items</b>		

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Appendix 3

### Supervision Record

Name..... Post.....

Location.....

Date of Supervision Session.....

Date of Previous Supervision Session.....

Review of previous Supervision Agreed Actions	By Whom	Timescales
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<b>This Supervision</b>		
<b>Performance Management</b>	<b>By Whom</b>	<b>Timescales</b>

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<b>Learning and Development</b>	<b>By Whom</b>	<b>Timescales</b>
<p>Reflection on worth of Learning and Development undertaken since the last P&amp;DR / 6 month Review</p>		
<b>Support</b>	<b>By Whom</b>	<b>Timescales</b>

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<b>Competency</b>	<b>By Whom</b>	<b>Timescales</b>
<b>Responsibilities</b>	<b>By Whom</b>	<b>Timescales</b>

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<b>Additional Items</b>	<b>By Whom</b>	<b>Timescales</b>

**Performance Development Review Due Date.....**

**6 Month Review Due Date.....**

**Supervision Agreement Review Due Date.....**

**Signed (Supervisor) ..... Date .....**

**Signed (Supervisee) ..... Date .....**

**Date of Next Meeting.....**

Appendix 4



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### Case Supervision Record

CASE NAME \_\_\_\_\_

Case Decision(s) review of previous agreed actions	By Whom	Timescales

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**Signed: Supervisor**.....

**Signed: Supervisee**.....

**Date:** .....

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Appendix 5

### Supervision Record

Healthwatch.....

Employee Full Name	Job Title	Supervisor Name	Due Date	Reason Re-Scheduled	Completion Date / Re-Scheduled Date

MANAGER AUTHORISATION	
Signed.....	Date.....
Name.....	
Tel. No.....	

Please see over for guidance notes on how to complete this form.

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### Notes for Guidance

1. This form is to be used to report MONTHLY Supervision activity within your area of responsibility
2. There are a range of reasons why Supervision may be rescheduled. (Supervisions should be rearranged with 5 working days, or within 5 days of return to work if the cancellation is due to absence).
3. The following key can be used as appropriate. The initials SUP and EMP when used in conjunction with the key will denote whether the Supervisor or the Supervisee required the Supervision to be re-scheduled.
  - If the reason for re-scheduling is prompted, for example, by the Annual Leave of the Supervisor the code inserted for re-scheduling will be AL SUP. If the re-scheduling is prompted by the Supervisee being on Long Term Sick, the code would be LTS EMP.

– <b>AL</b> = Annual Leave	<b>TO</b> = TOIL	<b>T</b> = Training	<b>IA</b> = Industrial Action	<b>LTS</b> = Long Term Sick
<b>JS</b> = Jury Service	<b>SL</b> = Special Leave		<b>BH</b> = Bank Holiday	<b>MAT</b> = Maternity Leave
<b>SEC</b> = Secondment	<b>UDW</b> = Unplanned Direct Work			

4. The Line Manager is signing to confirm that the record is accurate, and the Supervision is being provided in accordance with the current Supervision Procedure
5. If a Supervision is rescheduled within the calendar month it was originally due, this becomes the Supervision Due Date
6. The Supervision Completion Date is the date the Supervision took place. Where this is within the same calendar month as the Due Date, it will be deemed to have been within timescale
7. The form must be completed promptly on a calendar monthly basis, and stored at the respective Healthwatch Office, in order for Senior Managers to sample.