



Supervision and Appraisal of Staff Policy and Procedure

Notice to employees using a paper copy of this policy
The company Policies folder on the shared drive holds the most recent version of this document and all employees must ensure that they are using the most recent guidance.

Document Control

Document Name	Supervision and Appraisal of staff
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Version Control

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1.0	Nov 2017	Karen Hodgkinson	New policy implemented
2.0	03.05.2018	Karen Hodgkinson	Updated wording around supervision and removed wording spot check
3.0	27.06.2019	Karen Hodgkinson	Reviewed and document and version control standardised

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Aim

To ensure that all care workers are supported in clinical practice through use of supervision and appraisal to maintain a high performing, valued and motivated workforce which in turn enables the provision of a high standard of care service users

Scope

This document presents guidance notes to support staff to understand the use of Supervision and Appraisal and the frequency of Supervision

Our objective

Libertatem Healthcare Group believes that every person we support has the right to receive excellent care. As part of this Libertatem Healthcare Group will supervise their workers providing continual monitoring in accordance with Regulation 18 as set out by the Care Quality Commission and the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

How to supervise workers through the year:-

This can be undertaken in a mixture of the following ways:

- Annual Appraisal which includes review of the Training undertaken and a plan for the following year– this is mandatory and must be completed once a year
- Home Supervision– this is mandatory and must be completed at the very least once a year, although more regular supervisions are required for complex care packages to ensure the safety of the workers and clients
- Face to face/ telephone 1-2-1 supervisions
- Peer group/ Team meeting or Group supervision

The principles of Annual Appraisal

Appraisal is undertaken to enable the care worker and the appraising manager to have an opportunity to look at the workers performance in the round, highlight where the necessary performance has been achieved and identifying what kinds of support will help the care worker reach even higher levels. It enables Libertatem Healthcare Group to support our healthcare workers and staff to make the best possible contribution to our work and develop further knowledge and skills.

The appraisal is not a one-way conversation. It's very much based on a partnership approach with the appraising manager and the staff member working together to map a way forward for the coming year.

Here are some things to do before the meeting:

Appraising manager

- check performance reviews and supervisions undertaken over the past year, make key points of good and perhaps not so good things that have been noted over the past 12 months
- Review workers placements over the past 12 months. This will enable both the appraising manager and the worker to discuss the work experiences and how they feel they might have developed over the past year
- Review sickness and absence levels
- If possible obtain feedback from the person we support or their representatives
- Provide staff member with a copy of appraisal form ahead of the meeting

Staff member

- Reflect on how you've developed over the last year, particularly around any specific objectives you'd agreed previously
- Reflect on your contribution to the care team and think about the necessary level of performance in relation to the competencies set out for your role
- what education and training opportunities you're going to need over the coming year
- Complete the sections of the appraisal document ahead of your meeting to help facilitate the conversation.

At the Annual Appraisal it is important to discuss the workers experiences, what they have learnt, what they feel has gone well and what can be improved upon.

The manager should explore training undertaken by the care worker to facilitate reflection on how the worker feels their training has helped them in their job over the past 12 months. This will also enable exploration of areas of training they feel is still required or is needed in addition to help undertake their role confidently and competently.

Ask them about their expectations for the next 12 months, where they see themselves and if they believe that more training will benefit them in their current role and help them develop further. Develop objectives that are

- **Specific** (everyone should understand exactly what the objective is)
- **Measurable** (appraising manager and worker should be able to look back in a year's time and actually be able to see whether the objectives have been achieved or not)
- **Agreed and achievable** (both parties should be happy with the objectives and they should not be so challenging that they could never be achieved)
- **Realistic and relevant** (the objectives should reflect skills, experience and should relate directly to the work undertaken)
- **Time-related** (the manager should set realistic time-scales over which the objectives will be achieved).

Upon completion of appraisal, both the care worker and the appraising manager will sign the performance appraisal form. This provides a summary of the discussion and puts on record the objectives agreed for the coming year. The form will then be produced as a 'starting point' for the next appraisal.

1-2-1 Supervision

This is a more informal tool and can be used when meeting the worker on a regular basis. It is used to find out how they are doing, what the manager can do to help the staffs development and if there is anything else they need to improve their performance.

ADDITIONAL USE OF SUPERVISION

- To debrief a worker after a traumatic event. If they worked with a client that has died in their care. This can be a very stressful time for workers and Libertatem Healthcare Group has a duty of care to ensure that the worker is coping with the trauma of the event.
- To address smaller performance issues like lateness, time sheets always being late, cancelling visits frequently. These will provide a record at a later stage if it is needed to address a workers performance more formally
- Reflection following training and education

Peer group/ Team meetings

As many of our staff teams work in small numbers or in isolation, there is great benefit to organising team meetings. They bring the team together, and enable the team a protected time to talk together, this can facilitate sharing of information and problem solving.

Here are some suggestions that could be on a team meeting agenda:

- **Recent policy changes** – any new policies can be discussed with workers
- **Recent training delivered** – chance to feedback understanding of the training as part of a professional discussion. This enables Libertatem Healthcare Group Managers to feedback on training
- **Medical Alerts** – Any new relevant medical alerts
- **New legislation** – Any changes to National Care Standards or other governing bodies can be disseminated to workers to ensure that they are up to date
- **Seasonal reminders** – Summer holidays, Winter precautions, Annual leave coming to an end for the year – reminders to claim this, Christmas and new year arrangements including increased pay days, the same with Easter.

These are just some examples.

During peer group/ team meetings, unless held for a specific client, the facilitator of the meetings must request that workers should not discuss case details by name and request use of hypotheticals to share practice with each other. It is important that any meetings are confidential. A record of the meeting is made so that minutes can be held as evidence of attendance and discussions undertaken. Any arising actions can then be documented and upon completion update sent to all attendees.

Observational Supervision

Observational supervisions can be undertaken by the Libertatem Healthcare managers and nursing staff to ensure the safety of both the people we support and our care staff. It is important that the person we support is aware that we will be visiting their home.

The observational supervision enables the managers to review the day to day care occurring for our clients.

The supervision will be documented and will enable any arising issues to be noted and action plan created to address.

Recording and Monitoring

Once complete all records of supervision will be uploaded to the workers electronic profile and saved to the company secure electronic drive. The dates of supervision will be logged on people planner and will be monitored by the manager.