

## Staff Supervisions/Review policy

**Person Responsible**                      **Operations Manager**

**Author**                                      **Denise McGregor**

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**Approved by**                            **SMT**

## DOCUMENT HISTORY

Date	Author/Editor	Summary of Changes	Version No.
June 2018		Version implemented	1
24.05.2022	Denise McGregor	Policy review	2
05.05.2025	Iain Dodds	Policy Review	3

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## CONSULTATION AND RATIFICATION SCHEDULE

Name of Consultative Body	Date of Approval
Senior Management Team	24.05.2022

## **Staff Supervision/Review Policy**

### **1. Introduction:**

Primecare Health recognises the need for regular and effective supervision/review of its staff. This is to ensure the following:

- That individuals feel well supported and motivated in their work
- That quality services are delivered to service users
- Recognition and reward can be identified
- That organisation can function effectively

### **2. Purpose of Supervision/review**

This is an opportunity to review staff member's work practice, to monitor their progress and to review the direction of their work. Any gaps in skills and training needs can be identified in order to enhance professional development. The staff member's achievements in their work are also identified and celebrated.

Supervision is a place where a member of staff can be challenged supportively and constructively within mutually agreed and accepted boundaries; issues relating to the workplace and working practice can be identified and discussed.

This is also an opportunity to show that the member of staff is a valued member of Primecare Health and it offers a chance to ensure that their emotional well-being is considered and that their personal development needs are being met. During the session, the member of staff will be able to 'offload' their concerns and these can be discussed in a supportive environment.

#### **Purpose of Supervision/review:**

- Review of work practice
- A place to be challenged, supportively and constructively
- Issues related to the workplace are addressed
- A place to identify skills gaps and training needs – professional development
- People's experiences are valued
- Working practices are discussed
- Achievements are identified and celebrated
- Work progress is monitored and direction is reviewed
- Emotional well-being work/life balance; a place for personal development
- Mutually agreed and acceptable boundaries
- A place to 'offload'

### **Supervisee can expect from supervision:**

This is an opportunity for a staff member to review their current workload with their supervisor. Future work is discussed, and actions agreed upon.

The supervisor acknowledges the work that staff member has carried out and offers praise when appropriate. Support and guidance is offered when necessary. This is also a time when the supervisor can challenge the supervisee and address any issues/concerns and anticipated follow up relating to these.

Training needs are identified here and notes of the meeting are made by the supervisor and copied to both parties. This serves as a record for the following meeting.

Supervision is a chance for staff member to 'offload' and discuss personal matters, unrelated to work, if they so wish.

### **Format**

Supervision/review of staff's work can take the following format:

- 121
- Appraisal
- Training
- Practical supervision in the field
- Spot checks
- Welfare meetings

### **3. Practicalities**

- **Frequency:** Every 6 to 12 weeks
- **Location:** Supervision should take place in a private and uninterrupted space in the working day. This can be done in a group session (maximum of 2 per year), on the telephone, Microsoft Teams, face to face and includes one annual appraisal.
- **Recording supervision sessions:** It is supervisor's responsibility to take notes and make sure that supervisee has access to a copy if required (Supervisions will be recorded electronically and held in the staff record Primecare system). Both parties must agree and sign the final copy. After 12 months, supervision notes are archived and held in staff personal files for 6 years. Records are made in a manner that works for each supervisor; It is important that any agreed actions are given to named person and that the supervisor ensures that actions are reviewed & agreements followed up in future sessions.
- **Access to supervision sessions:** should post holder providing supervision to staff members leave the next person in post will be given access to 12 months of supervision notes.
- **Access requirements:** will be resourced and met as needed.
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#### **4. Confidentiality**

The content of any meetings will be confidential to the two people concerned, except where either person needs to speak to the supervisor's line manager (in which case the other person will be advised of this); it is agreed that certain information will be shared with others (e.g. about training needs or matters which affect other people); the supervisor's line manager needs to check supervision records for monitoring purposes. If either person is unclear about the boundaries of confidentiality on a particular issue, this will be discussed at time the issue arises.

#### **5. Starting supervision/review:**

- Review previous notes and agreed actions
- Hold preparatory discussions if needed

#### **6. Working Guidelines for Good Practice:**

- Be aware this is a professional relationship so to have a private room booked well in advance is good practice; however if the space needs to be in public place then ensure that the supervisee has input into the final decision.
- Ensure that refreshments are available.
- No phones or mobile phones around or on.
- To ensure that supervision time is prioritised and not interrupted.
- Ensure that room layout and furniture creates a comfortable atmosphere for open communication.
- Put supervision times in the diary and inform other colleagues.
- Where possible, place sign on the door where supervisions are taking place to avoid interruptions.
- Make sure that sessions start and finish at agreed times.