

# Adult Social Care

Right Help, Right Time to Promote Independence

## Supervision Guidance

**Author:** Adult Social Care Leadership Team  
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# Supervision Guidance Governance

Title	Supervision Guidance
<b>Purpose/scope</b>	To provide guidance to staff and managers in Early Help and support who provide direct support to adults with care and Support needs with regard to effective supervision and expectations around it
<b>Subject key words</b>	<p>Professional Support and Case work supervision for all front line staff</p> <p>To support staff who provide services to Adults with care and support needs and have direct contact with members of the public.</p> <p>Supervision is the principle means by which managers ensure that the local authority's accountability for those receiving a service is properly exercised in accordance with its legal and statutory duties</p>
<b>Council Priority</b>	<p>Protect and support our vulnerable children and adults</p> <p>Improve the health and wellbeing of our communities and address health inequalities</p>
<b>Lead author &amp; contact details</b>	Service Delivery Manager: Mental Capacity and Safeguarding/ Principal Social Worker
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## **1. Introduction**

Telford & Wrekin is committed to providing high quality professional support and casework supervision for all frontline staff. This guidance is to support staff and their supervisors who provide services to adults with care and support needs and have direct contact with members of the public. This can include professionally qualified staff such as social workers and occupational therapists and staff in other roles such as reviewing officers, support planners, occupational therapy assistants and community support advisors. It should be used and applied alongside the corporate 1:1 framework which can be accessed [here](#) and the Adult Social Care Quality Assurance Framework which can be accessed [here](#).

Effective supervision is a key process in delivery of high quality services to individuals, their families and carers. Reflective and challenging supervision which encourages staff to think differently and creatively is essential. It should also pay attention to the impact of the case and the work on the practitioner. This is essential in high risk situations and safeguarding and should operate at all levels.

Supervision is the principal means by which managers ensure that the local authority's accountability for those receiving a service is properly exercised in accordance with its legal and statutory duties. It is a formal and recorded process through which the professional actions of staff are rigorously examined and regularly reviewed. It provides a recorded system of decision making that is regularly audited to improve practice and to improve outcomes for those with whom we are working.

Supervision also acts as a means for ensuring that members of staff have access to the support, and continuing professional development, learning opportunities and process and systems they require for professional growth and development. Supervision enables supervisors and supervisees to fully examine and reflect on the quality of practice to inform and develop good social care practice. Supervision is a mechanism that supports and enables services to be provided that are equitable, fair and consistent.

## **2. Case Supervision**

One role of supervision is to ensure that social services statutory duties, policy, procedure and standards are understood and being correctly applied. Regular case supervision is the primary tool for ensuring the delivery of sound case management and effective safeguarding by social care staff. It ensures high standards of service delivery to those with whom we work including affording them appropriate manual and technical measures to secure personal, sensitive and confidential information.

The decision about which individual case allocated is to be discussed is a joint one and the professional judgement of the supervisor and supervisee should be used to have an in depth supervisory discussion or a summary discussion at every session. In making this decision the following might be considered:

1. High risk cases, where there may be high risk, increased activity, multi agency concerns
2. Cases that are at a significant point such as legal action or high risk safeguarding concerns
3. Cases that appear dormant and have not been discussed for ages
4. Cases where the worker feels that work is progressing well; so that understanding can be questioned and if found to be accurate for the source of success to be understood and transferred to other situations

Supervision in such contexts as support planning will be a mixture of group supervision and individual supervision. However group supervision must not be a replacement for individual supervision where it is required.

### **3. Reflective Supervision**

Reflective supervision is the regular collaborative reflection between social services, supervisor and supervisee that builds on the supervisee's use of her thoughts, feelings, and values within a service encounter. This is a relationship based on and developing models of effective professional social work relationships. Reflective supervision supports and promotes empathy, self-evaluation, intellectual enquiry; it considers the worker's feelings and builds on professional competence.

Supervision also has a support function, recognising that from time to time, supervisees may require support to carry out their role; this may be because of particular situations, specific incidents or personal issues that may temporarily impact on their work performance. By offering support within the supervision context, supervisees should be given the opportunity to reflect on the impact of the work upon them and prevent issues adversely affecting them and their work.

Reflective group supervision will assist team leaders and senior social workers to share experiences and develop practice across teams and will facilitate the attainment of team and service-wide performance targets. This will include facilitating the best use of resources including application of skills, knowledge and experience of individual team members.

### **4. Observation of Practice**

Observation of practice is an integral part of continuous learning and development. Within supervision, observation of practice adds a further dimension, giving depth to the individuals' lived experience, and contributing to the professional development of the practitioner.

Observation of practice is a built in function of the case File Audit Tool process and feeds into the Quality Assurance Framework for working with adults.

## **5. Supervision Agreement**

A supervision agreement should be agreed and signed by the manager and supervisee within four weeks of a new member of staff joining the Authority.

The contract should be signed and stored into the supervision file (see Appendix A). For newly qualified social workers please apply ASYE guidance

It should:

- Ensure that the supervisee is equally aware of their role and responsibilities
- Clarifies issues of authority and accountability
- Develops a forum for review and feedback
- Sets a benchmark for standard setting for supervision
- Ensures rights of supervisee and supervisor and their entitlement to give and receive supervision

## **6 Contact between formal Supervision Sessions – Informal Supervision**

The supervisor should be clear about who the worker can go to for supervision/advice etc in his/her absence or in between supervision sessions e.g. senior social workers, other team leaders. All decisions and formal recommendations related to casework made through informal decision must be recorded on CareFirst or alternative electronic case file record.

## **7 Appraisal**

Professional capability and development will be managed and supported through the supervision process. This will include supporting individuals with the development of a personal plan for continuing professional development in relation to their job role. OLLIE holds learning plans for each practitioner made in one to one sessions with their supervisor. The learning plans will be built on as part of the induction process and be the tool to identify continuing professional development needs throughout the workers ongoing professional development.

## **8 Supervision of Social Work Students**

Telford & Wrekin are committed to providing student placements and to ensure that supervision arrangements for students are safe and appropriate.

Supervision will be a minimum of 1.5 hours each week, made up of individual, group and teaching supervision.

The responsibility for ensuring that the student's learning needs are met lies with the Practice Educator and the student. It is expected that the Practice Educator will provide suitable learning opportunities for the student and effective line management.

## **9 Assessed and Supported Year in Employment ( ASYE)**

Supervisors must be qualified social workers and familiar with Telford & Wrekin's ASYE guidance handbook and portfolio. Supervisors should be working towards Stage 1 and 2 outcomes in line with the Practice Educator Professional Standards.

All ASYE's will receive regular supervision in line with ASYE programme and Assessment Panel Policy and Procedure.

## 10 Cross Reference Information

### Systems Implications

- To ensure that the electronic client records are kept up-to-date and accurate when entering client information onto CareFirst and CarePath
- To support good practice, relevant training tools can be accessed from the OLLIE system
- The Workforce Development Plan also details training tools to support good social work practice

### Other Relevant Documents

- Adult Social Services Quality Assurance Framework
- Corporate 1:1 Framework
- File Audit & Observations Guidance, Process and Checklist
- Adult Social Services Workforce Development Plan

### Linked Policies

- Corporate 1:1 Framework

## Appendix A: Supervision Agreement

Between: Supervisor: .....

And Supervisee: .....

### Council expectations:

The LA expects workers to be supervised at monthly intervals as a minimum, for periods which will usually be a maximum of 2 hours. (See ASYE guidance for newly qualified social workers)

The purpose of supervision is:

1. To ensure that all staff working in social care provide a safe and effective service, which meets customer need, LA and best practice requirements.
2. To ensure that the worker is clear about his/her roles and ensure accountability and responsibility for the work undertaken by the worker.
3. To ensure that all staff receive regular and constructive support, guidance and feedback in relation to their case work.
4. To ensure the worker fully understands their responsibilities in respect to the safe and secure handling, processing and communicating of personal, sensitive and confidential information.
5. To ensure all staff are given the opportunity to develop professionally in line with their continuing professional development and learning needs highlighted as part of their personal development discussion and to address any issues raised as part of their regular supervision.
6. To provide opportunity for reflective practice and to fully examine and reflect on the quality of practice to inform and develop good social care practice.
7. To provide regular and constructive feedback to the worker on their performance and ensure that the local authority's accountability for those receiving a service is properly exercised in accordance with its legal and statutory duties.
8. To be a primary source of support for the worker and offer advice, guidance and signposting to other sources of support
9. To review the supervision contract annually and provide a recorded system of decision making that is regularly audited to improve practice and to improve outcomes for those with whom we are working.
10. To monitor workload including case load and case management activity, mobile working and appropriate use of flexitime.
11. To support and ensure that decisions made are in the best interests of service users and meet national and local expectations, policies and procedures

### Arrangements agreed for supervision

Frequency of the supervision sessions will be: (*Insert frequency i.e. monthly*)

The session will usually last for a minimum of one hour and a maximum of 2 hrs. Where supervision takes place less frequently the reasons for this will be recorded

It is the responsibility of the supervisor to arrange for a suitable room to be available.

The supervision meeting should be given high priority. If the meeting has to be cancelled another meeting must be arranged at the earliest opportunity by the party cancelling.

Both the supervisor and the supervisee agree to appropriately prepare for the supervision session.

The supervision session will be recorded by. *Insert name*.....



Supervision records will be stored securely and confidentially by the supervisor. A copy of the supervision notes will be shared with the supervisee following the supervision session. Where access to electronic record keeping is not available paper records will need to be kept.

The supervisory record may be used for the following purposes.....

The agenda for sessions will be mutually agreed.....

How we will ensure we are not interrupted and in what circumstances interruptions can occur

The supervision record will be retained for 12 months or 5 years in Safeguarding by the supervisor if the supervisee leaves the Local Authority. If the supervisee moves to another role in the department the supervision notes will be transferred to the new supervisor

Content and focus of supervision will be based on:

- Agreeing the agenda
- Reviewing and reflecting on your work via discussion, reports, observation
- Agreeing and monitoring action plans
- Development of your skills, knowledge and value base by reflecting on your performance
- Identifying your developmental needs, interests, goals and actions plans
- Providing space for you to reflect more generally on your experience of, and feelings about the work
- Reviewing this supervision agreement, including your feedback about the progress of supervision

**Making supervision work, what each agree to contribute**

1	What I want from you as my supervisor?	
2	What I want to contribute as the supervisee to make this work?	
3	What I want for you as a supervisee?	
4	What I will contribute as the supervisor to make this work?	

**Permissions that we have agreed:**

*(e.g.: The supervisor does not always have an answer, Ok for me as the worker to say I am stuck).*

.....  
 What we will do if there are difficulties working together:

**Signatures & Date**

Supervisee & Date	Supervisor & Date
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