



Note: If printed, this document is for immediate reference only. Do not file it, as it will go out-of-date over time and be replaced by newer versions on-line.

Supervision

Social workers and managers are responsible for maintaining up to date account of their work on each case file in accordance with the minimum standards of the organisation.

Managers are responsible for monitoring the standards of recording and compliance within the Recording Policy and Standards. Managers are responsible for showing management oversight on cases and decisions taken through discussion and supervision.

First-line manager: Read a sample of the supervisee's case notes regularly to ensure adherence to the Recording Policy, The Professional Capabilities Framework (PCF7) and Care Act 2014 compliance and the quality of work undertaken. From this select a number of cases to review in supervision. A brief and succinct case audit note should be added to any cases reviewed during supervision particularly where they make recommendations/decisions regarding the future actions and case plan.

Senior manager: You are responsible for assuring the quality of supervision and the performance of its staff. Regularly audit small random samples of case and supervision records to ensure adherence to policy and the provision of high-quality supervision.

Quality Assurance Audits

Regular case audits will be carried out, covering the following areas:

- Recording to be adequate, relevant and non excessive
- Avoidance of jargon
- Records to be grammatically correct, with accurate spelling and literacy
- Demonstration of the person's strengths and abilities
- Evidence of accurate recording of fact/opinion, analysis of the situation and professional judgement
- Recording in a non-discriminatory manner
- Evidence of the completion of training on information security and data protection within one month of starting work in the Borough
- Evidence that the case file is up to date

- Evidence of the completed risk assessment section within the core assessment
- Evidence of safeguarding considerations
- Evidence of mental capacity considerations
- Evidence that any relevant email or relevant correspondence is uploaded as a PDF file and indexed on LAS
- Recording has been completed within the specified timescales
- Evidence that the assessment/care and support plan/review has been given to the person

Caseload limits

The upper caseload for qualified social workers in the community teams is set at 25, with an absolute limit of 28. This is in place to enable Social Workers and other practitioners to provide a high standard of practice to their clients. Some teams may operate to a lower number – for example to facilitate fast turnover targets.

It has been recognised that ASYE Social Workers initially should have approximately 1/3 of the average caseload in their first 3 months, the 2/3 at 6 months moving to 9/10 at 9 months.

Where there may be deviations from the average caseload, there should be evidence that this has been discussed with the Director.

Quality assurance audits are the responsibility of both the first-line manager and senior management. Additional quality assurance may be provided by the Professional Standards team. The Audit Tool should be used to support audits.

An Audit Case Note should be added to the record by the auditing manager in order to ensure that viewers of the record can visibly see that the case has been audited.

The key is regular audit of small samples – maybe six or eight such records.