



Yowsun Care Staff Supervision and Appraisal Policy and Procedure Policy Statement

Policy Statement

Yowsun Care recognises that Supervision and Appraisal is an essential element of the professional management of a Social Care organisation, and it is an important tool for ensuring that a quality service is provided to our service users, risks are minimised and supports ongoing professional development.

Yowsun Care ensures that all paid staff receive effective supervision and Appraisal in line with the company's Safeguarding Policy, Staff Development Policy and Stress-Free Executives Ltd guidelines.

Supervision

The Management leading Yowsun Care has a duty of care to their staff. The provision of effective supervision ensures that staff workload, motivation and progress can be supported and monitored. Principle functions of supervision are summarised as:

- Performance Accountability
- Practice Reflection
- Personal Development
- Professional Support
- Priorities for the next 12 weeks
- Practical arrangements (leave, toil, expenses etc.)

Practical Arrangements

- The senior worker receives supervision from a nominated senior management representative who has the expertise to undertake this role
- The management staff supervising the senior will report regularly to the Board, where applicable, to confirm that supervision has taken place
- Additional, external case management supervision (i.e. access to more detailed discussion and challenge about family support issues) may be accessed for the senior where necessary, with the approval of the management board in line with Stress Free Executives Ltd guidance
- The Management staff remain responsible for the supervision and accountability of the senior worker, and managerial supervision is not provided externally.
- Supervision of all other Yowsun Care staff is carried out by their designated line manager
- Supervision with all employees working directly with service users is held every 12 weeks as a minimum.
- At the end of the probationary period for new members of staff, a discussion about the ongoing frequency of supervision for the staff is held and recorded but will be no less than every 12 weeks.
- Arrangements for supervision are made well in advance and given time priority
- One to two hours is allowed for a supervision session.
- A quiet space/room is arranged in advance, away from telephones and other disturbances

The Supervision Process

- An agreed agenda between the two parties is used to structure the supervision session.
- Both the line manager and employee consider the different agenda areas prior to the meeting to prepare for the supervision session.
- Any other issues are added to the agenda at the start of the session.
- The line manager takes notes throughout the meeting and sends them for validation and signing by the employee.
- The agreed notes are then signed, and copies kept by both the line manager and employee as an official record.
- In the event of an employee refusing to sign supervision notes, the line manager will note date of refusal to sign along with any comment from the supervisee as to the reason they are refusing to sign on the end of the supervision notes.
- The manager's manager may access supervision records as appropriate. Whilst the contents of supervision records remain confidential, supervision records may be accessed under limited circumstances e.g. for QA sampling and for procedural or legal purposes.

Annual Appraisal

The annual appraisal system provides the opportunity for each member of staff, with his or her line manager, to review progress over the past year and set goals and targets for the year ahead. It is not part of a performance-related grading review. It is designed to make a positive contribution to the personal development of staff and as an aid to effectiveness and job satisfaction.

Principle functions of the Annual Appraisal are summarised as:

- To promote understanding between employees and managers
- To give the manager and employee an opportunity to take a long-term view of their work
- To review performance over the past year
- To analyse any factors which may have positively or adversely affected performance
- To identify development and training needs or other support which may be required
- To discuss the programme of work for the coming year, including identifying work and personal objectives and targets

Practical Arrangements

- All new employees will have an appraisal within twelve months of their appointment.
- Appraisals to be carried out by line managers. The manager's manager may also be involved.
- Arrangements for the appraisal meeting to be made, where possible, at least two weeks in advance to enable the employee and the appraiser to prepare adequately.
- At least two hours should be allowed for the meeting.
- A quiet space/room should be arranged in advance, away from telephones and other disturbances.

- Preparation for the interview by both parties should include reference to the employee’s job description, the organisational strategic plan and any other relevant documentation
- A copy of the previous year’s appraisal and supervision notes will also be pertinent.
- A review form will be sent to the appraisee at least one month prior to an agreed review date.
- Both the appraisee and appraiser will consider the different areas outlined in the document, making notes, for fuller discussion at the review meeting, on the form.
- The review meeting will follow the same guidelines as given for conducting supervision sessions but will use the review form as the agenda for the meeting.
- The appraiser will take notes throughout the meeting, type up the form after the meeting and then send the completed review for validation and signing by the appraisee.
- The agreed completed review will then be sent to the manager’s manager for further written comments and signature.
- 3 copies will then be distributed as follows:
 - To the appraisee for their work planning
 - Copy in personnel file – for records and for ongoing supervision.

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