

Beyond Limits provides policies and procedures to promote safe and consistent practice across the Organisation. The framework laid down within our policies and procedures lets everyone know how we work and reflects our values and mission statement. Our policies and procedures are written to help us, employees of Beyond Limits, to make good, safe decisions.

Beyond Limits expects all employees to be familiar with the contents of all policies and procedures relevant to their role and to understand how to apply them within their daily work.

None of these documents stand alone, all fit within the larger framework of the way we work and any associated policies which are particularly relevant will be directly referenced.

## Support and Supervision Policy

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### Support and Supervision – what this means to Beyond Limits

Beyond Limits has a duty and commitment to ensure that all people offering support to individuals are in turn, well supported themselves. This includes a variety of meetings for support, supervision, planning and reviewing progress for the individual you support and the team you work with.

The kinds of meetings you will be expected to attend include:

- Individual support and supervision meetings (1:1)
- Wellbeing Check (during the first three months)
- Probationary Review Meetings (at 1<sup>st</sup>, 3<sup>rd</sup>, 5<sup>th</sup>, and 6<sup>th</sup> Month)
- Annual Reviews
- Team Meetings
- Working Policy Meetings
- De-brief Meetings
- Person Centred Planning Meetings

The range of supervision and support meetings include having the opportunity to discuss the roles tasks and challenges linked to the Organisation's mission statement and beliefs while providing support. We recognise people are our most valuable resource, contributing in a major way to the

lives of the people Beyond Limits support. As such we are committed to ensuring that we offer an individually considered system to provide support, supervision, appraisal, training opportunities and personal development.

## **Equality and Diversity**

Beyond Limits is committed to promoting equality and celebrating diversity amongst its staff. We will use person-centred approaches with the aim to identify and build on individual staff strengths and development needs to achieve the relevant competencies set out in their job roles and thereby improve the service we deliver to the people we support.

### ● **Individual Support and Supervision Meetings**

It is essential that staff receive regular individual support and supervision sessions with their line manager. The type of supervision required by each worker will vary according to, amongst other factors:

- Length of time in post
- Level of understanding and knowledge
- Previous experience
- Level of self-confidence
- Degree of self-awareness

Supervision can take several forms, including:

- Meeting with your line manager
- Peer supervision (meeting with a colleague)
- Observational supervision (your line manager watching you at work and giving constructive feedback)

In the early stage the supervision agenda will clearly focus in the persons understanding of the job, with the supervisor assisting the staff member to being to reflect on their own performance. It is important that supervision is a positive and supportive experience wherever possible and that criticism is presented constructively and balanced with positive feedback and clear goals setting for improvement.

The supervision session should also be the place to discuss training and development opportunities. There are essential areas for training, and these are determined by the service that the person works in. There are also opportunities to assist the person to consider development opportunities through training and higher learning. In the context of supervision, the goals set

must focus on the work practice or personal development of the person receiving supervision but will also relate closely to the needs and aspirations of the person we support.

### **Who should provide supervision?**

Your line manager provide support and supervision, there may be an exception to this if you are appointed a mentor or have a 'self-directed team' arrangement. A mentor is likely to be a very experienced colleague who has been appointed to offer you additional support to line management. If you are appointed a mentor, they may be asked to provide you with support and supervision.

### **What should support and supervision be about?**

Discussion should be used to provide a period of time out where the following can be discussed, assessed and planned for (this list is not exhaustive)

- Achievements and challenges
- Reflective logs
- What the person being supported needs, wants and wishes from their support and how this is being met
- How service designs, working policies and organisational policies influence day to day support in person-centred way
- Pick up on any areas identified for improvement or development since the last session
- Constructive feedback on observational sessions
- Exchange ideas regarding the person being supported
- Receive constructive and positive feedback on performance and progress
- Face issues and challenges, for example meeting the values of Beyond Limits and exploring team dynamics
- Develop strategies for working effectively
- Plan objectives and goals linked to support, team and organisational needs
- Discuss job description, roles and tasks
- Consider and discuss own training, learning and development needs
- Annual leave and other working arrangements

**Remember a 1:1 session is an excellent opportunity to give positive feedback to staff on an individual basis**

### How should support and supervision meetings be conducted?

The meeting can be done in a number of ways and we have taken an individual approach to developing these arrangements by establishing support and supervision meeting contracts. However, some underpinning principles should always be included in the contract.

- Supervision meetings should never take place in the home of the person being supported
- Support and Supervision meetings should be regular during the probationary period, possibly weekly and then establishing a pattern of **no less than every 8 weeks**
- Both supervisor and supervisee have responsibility for ensuring the above takes place and recording the meetings
- Time arranged should be respected by both individuals and changed only with negotiation and agreement
- The contract should be discussed and agreed by both parties and each should retain copied of the contract, plus one place in the personnel file
- Place of support and supervision meetings should be considered – this should be quiet and without interruption
- You should agree the level of confidentiality required with the acknowledgment that all supervision recordings are available to Service Leaders and to other approved people as required. For example, from time to time Service Leaders, Directors and other approved external agency representatives from Social Work and the Care Quality Commission etc. may request to see them and both parties should respect this agreement as part of the contract. This means if your Service Leader or Line Manager changes the new one can view your supervision records.
- Anything raised that has potential safeguarding issues to do with the people we support will have to be discussed with a service manager or the Director immediately. What action is to be taken will be discussed and recorded during the supervision session
- If support and supervision meetings are not giving the support that you require, or meeting the agreed contract, then you should discuss this openly with the person giving you support
- If you are not satisfied with the level of support and supervision and you cannot resolve this within your support and supervision meetings, this should be discussed with the person nominated through your contract.
- All staff will have the opportunity to read this policy as part of their probationary process

There should be consistent standard of contract with each team and its members including the format and the timescales between meetings.

The minimum standard for formal support and supervision meetings with each member of staff must be **8-weekly**. This is a minimum standard and each supervisor may decide to make this more frequent if necessary, especially during the probation period.

Each time there is a new member of staff or a change in line manager, a new contract between those parties needs to be drawn up. This should detail the following information as stated in contract above i.e. the frequency, the venue, areas of confidentiality, and the mediator.

The correct template for supervision must be completed at all supervision sessions and retained by the supervisor.

It is important to be aware of the kinds of meetings you may be expected to attend and to understand the importance of communication as part of your role in supporting people.

Attendance at meetings and planning days is not an option it is essential and part of your role and job description. If you are asked to attend a meeting you must prioritise this and if there are difficulties, then rotation of staff to meetings must be organised by the Team Leader/ Service Leader.

There are a range of person centred tools that can be used in 1:1 and team meetings (you will get training on working person centred ways of working). These include:

- Good day/Bad Day
- One-page Profiles
- Working/Not Working
- Important to Vs Important for
- Doughnut

## **Annual Reviews**

Annual reviews will be held with each individual by their line manager. This is a formal review of the overall set of their objectives and learning development goals to plan for the year ahead. It involves reflecting on all the supervision sessions, training and support that the individual has had and asking colleagues and others for 360-degree feedback. The aim is to check the individual's performance in line with the person being supported by:

- Reviewing work and performance against role competencies
- Evaluate achievements and any areas of concern
- Give and receive constructive feedback

- Identify training and learning needs
- Review training and development file
- Recognise the individual's strengths and contributions

An action plan for the following year will be agreed using the **SMART** objectives:

- **Specific** – to what needs to be achieved
- **Measurable** – able to measure if met or not
- **Achievable** – attainable
- **Realistic** - within the resources available
- **Timebound** – realistic

While individual support sessions are essential in ensuring that each staff member gets the opportunity to be supported and develop within the role they are in, it is also essential to communicate and work consistently as a team. Communication is essential in supported living as each team works differently, following working policies which apply only to the person they serve. The success of the working policy and therefore the support to the individual depends greatly on the level of consistent working and good communication.

Each team should meet regularly no less than **8-weekly** to ensure that communication is maintained. A note from the meeting must be taken and kept securely so that teams are able to refer back to previous meetings and to set goals for the team to achieve.

### **Working Policy Meetings**

Working Policy meetings look at the positive and the possible for the person we support but Beyond Limits has a responsibility not only to the people we support, but also to our employees to ensure that we manage risks as well as we can. It will be essential that staff teams assist in this positive risk management process by attending working policy meetings. These meetings are where the service leader will bring the team together to work through the details of how we support the person that you work with. This may include risks such as aggressive behaviour and how staff should keep themselves safe but also health issues, training requirements, personal care needs, and many other areas will be discussed and included in the working policy.

The working policy will be updated if there are changes. If the person you support presents a challenge and you learn from the incident during debriefing, then this will be recorded in the working policy. There will be a working policy review held once a year with the team to look at changes to update the working policy. The working policy meeting may also highlight any changes required in service design in order to support the person safely and effectively.

### De-Brief Meetings

Sometimes when we do not listen to or have not fully understood what a person, we are supporting is trying to tell us, either verbally or through their behaviours, we get things wrong for that person and they tell us this through behaviours that challenge us. Beyond Limits has a non-blame culture (as long as guidelines, policies and procedures available have been followed) and we want staff to learn from these situations and not become demoralised. Service leaders or team leaders will hold a de-brief meeting as soon as possible after any incidents of significance where the team can discuss what happened, work through what needs to be learned and re-write if necessary, any parts of the working policy that need updating.

### Person Centred Planning Meetings

These meetings are held specifically to assist the person we support to plan for the future as well as to lead lives that make sense to them. These meetings occur at least once a year and follow up meetings are often held to check on progress of the goals set during planning. Planning days are very individual to the person that you support although there are a number of fundamental principles that apply to person centred planning.

- The person we support must be at the centre of the planning (the focus person)
- Everyone attending the planning day must come willing to fully participate
- The person we support will pick who they want to attend their planning day
- The person we support will help in designing a planning session that makes sense for them
- It should be a positive planning experience
- Person centred planning tools can be used or a combination of planning tools to achieve the objective
- The planning day will be graphically facilitated and this will be available to the person for them to keep
- Planning can highlight changes in service design required to meet the person's dreams and therefore influence how day to day support is provided
- Planning should be facilitated to ensure that objectives set are possible

Joining in the planning process and assisting the person you support to express their dreams and wishes, concerns etc. for the future should be enjoyable and fun for those attending.