

Policy Statement

At TruComfort Homecare we see supervision as a structured and supportive process where each team member has the opportunity to meet regularly with a more experienced colleague, known as their supervisor. The goal of these sessions is to:

- Find solutions to challenges in the role
- Enhance work practices and standards
- Build a deeper understanding of the responsibilities involved
- Clarify accountability
- Encourage safe working methods
- Identify reasonable adjustments, where needed

Supervision plays a key role in supporting staff fostering professional growth & ensuring the delivery of high quality care.

Our Commitment

We are committed to:

- Providing regular supervision for all staff
- Ensuring all discussions during supervision remain confidential, except where actions or disclosures breach our Code of Conduct
- Never using supervision sessions to formally assess performance or capability
- Appointing trained supervisors, selected by senior management

Procedure

1. Each staff member is assigned a dedicated supervisor, recorded in their personal development record.
2. Formal supervision sessions must take place at least once per agreed period, typically lasting one hour. These may include direct observation, one on one discussions, or group sessions.
3. Sessions must be scheduled in advance, held in private & uninterrupted.
4. Supervision should be conducted during working hours and coordinated to ensure minimal disruption to service delivery.
5. A mutual supervision agreement should be established at the outset, outlining how the sessions will be conducted.
6. All session notes must be securely stored and treated as confidential.

7. Any training or development needs identified will be linked to the staff member's development plan.

Review and Evaluation

At the end of the agreed supervision period, the arrangement should be reviewed and, if needed, adjusted. The frequency or format may be changed based on the staff member's development or service needs.

Training

Supervisors will receive formal training to ensure they understand how to support team members effectively, delivered through accredited programs suited for supervisory roles.

TruComfort Homecare