

Supervision & Appraisal Policy

Statement and Purpose of the Policy

This policy summarises the arrangements at Serenta Homecare that ensures employees job performances are regularly assessed against expected work standards, and to identify opportunities to enable them to improve their professional skills and personal contributions to Serenta Homecare Aims and Objectives. In addition, the supervision and appraisal process will ensure staff members have job satisfaction and personal development is explored.

1. Appraisals

Each employee will undergo a formal review of job performance every twelve months.

The review will take place by the employee's supervisor who will assess job performance from the following standpoints:

- General ability to do the job, and appreciation of duties
- Overall reliability, trustworthiness, and ability to work alone
- Absence record
- Concern for Clients and their welfare
- Personal relationships, in particular with other employees
- General appearance, dress and demeanour
- Attitude and efforts applied to job duties
- Verbal communication skills
- Temperament, self-control, stability and ability to cope and make sound judgements under pressure, and general reaction to, and management of stress
- Leadership skills and guidance of others
- Willingness to learn and undertake training
- Personal development wishes

The results of the review will be recorded on an Employee Performance Appraisal Record Form, which will form the basis of assessment for future training requirements, job rewards or continuance of employment.

The results of all appraisals will be kept in the employee's personal files.

Completion of appraisals will be monitored using the Access People Planner system

2. Supervisions

Serenta Homecare understands supervision to be a formal arrangement, which enables each member of its staff to discuss their work regularly with another more experienced member of staff. The more experienced member of staff facilitates the discussion with the less experienced member of staff. Supervisions are conducted twelve weekly unless additional supervisions are required in between.

Completion of Supervisions will be monitored using the Access People Planner system.

Serenta Homecare understands the aim of supervision to be to:

- Praise good working practices or identify solutions to problems.
- Improve practice.
- Increase understanding of work-related issues.

All supervision should have three core functions. It should:

- Provide support to care staff in their work
- Promote personal and professional development
- Promote quality care
- Explore personal development wishes

At the end of the supervision the notes will either be hand written or typed, both supervisor and supervisee will sign the document. Further, the supervisee will sign the document to confirm that they have not received any criminal convictions since DBS completion and previous supervision. Supervision notes will be stored on staff member's file.

3. Models of Supervision

Several models of supervision exist, each having its own merits. Serenta Homecare recognises that staff work in a wide variety of settings and one model of supervision will not suit all staff. Therefore, individual staff should agree with their line manager the model of supervision, which best meets their needs.

However, the following guidelines must be followed:

- All Care Workers/Mental Health Support Worker should have at least one formal supervision every three months.
- Supervision time must be planned, protected and uninterrupted. Sessions should be held in private and should be entirely confidential.

- Supervision time should be taken while on duty, but at a time that is convenient to other staff on duty and to Clients.
- Where staff, want to make notes during supervision this should be agreed between Care Co-ordinator/senior staff member and Care Worker/Mental Health Support Worker beforehand.
- Any notes made should be strictly confidential and kept securely. For staff doing diplomas the notes can provide evidence for their competencies.
- Care Co-ordinator/senior staff member will have the expertise, where appropriate, excellent interpersonal skills and a facilitative attitude to others.

4. Basic Principles

Serenta Homecare is committed to ensuring that:

- Supervision is available for all staff employed at Serenta Homecare.
- Supervision or any information revealed during supervision will not be used to assess performance or competence.
- Care Co-ordinators/senior staff member will have training in the process of supervision.

In times of increased unavoidable operational demand with implemented emergency contingency plans, appraisals and supervisions may fall out of the desired timescales. However, these will be caught up as soon as is practicable.

Document Control

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