



# Florence

## Supervision Policy and Procedure (Northern Ireland)

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<b>Contents</b>	<b>Section Number</b>
Introduction	1
Policy Statement	2
Scope	3
Definitions, Roles and Responsibilities	4
Procedures	5
Monitoring	6
Policy Changes/Version History	7
Appendix - Policy Summary	8



## **1. Introduction**

The process of supervision within Florence involves a professional relationship between the supervisor and supervisee, the care professional. It is a two-way process that facilitates the monitoring of provision of service and aids in the development of professionals. Supervision improves the quality of the service provided by the nurses and carers who represent Florence.

## **2. Policy Statement**

It is Florence's policy that there should be a minimum of one supervision per year. These can be conducted on either an individual or a group basis, either face to face or via telephone or video call. Supervision will be utilised to promote high standards of care and service with Florence's clients.

Florence meets its legal requirements of the regulated activities that Florence is registered to provide in Northern Ireland:

- Data Protection Act 2018
- The Nursing Agencies Regulations (Northern Ireland (2005))

## **3. Scope**

This policy applies to all care professionals who use the Florence platform in Northern Ireland.

This policy does not form part of any employee's contract of employment and it may be amended at any time.

## **4. Definitions, Roles and Responsibilities**

**Supervision** – supervision is intended to provide Florence with a regular channel of communicating standards of performance which we require of each care professional, and to facilitate a formal discussion about their actual performance against those standards. It is also a time for reflection and discussion around attitudes and behaviours and professional understanding at work.



**Supervisor/Appraiser** - means a person within Florence who can support the 'supervisee'/'appraisee' to develop within their role. The supervisor/appraiser must encompass the values and attitudes of Florence to be effective, and a nurse from the Florence Central team. They must know relevant legislation, policy and guidance.

They are responsible for:

- Preparing for supervision sessions in advance and sending the appropriate documentation to supervisees in advance of the session (as appropriate);
- Documenting the content of the supervision, including all actions and objectives agreed during the session;
- Acting in a professional and confidential manner during the session
- Providing honest feedback

**Supervisee/Appraisee** - means a person in receipt of supervision and being supported by Florence to understand, develop and succeed in their role. The supervisee is a health care professional on Florence Platform. They are responsible for:

- Attending the required number of supervision sessions on an annual basis
- Preparing for supervision sessions in advance and bringing the appropriate documentation to the session;
- Undertaking and completing all actions and objectives agreed during the session;
- Acting in a professional and confidential manner during the session
- Providing honest feedback

**Care Professionals** - Anyone on the Florence platform that carries out work on behalf of Florence in other organisations, for example registered nurses and care assistants.

**CEO (Chief Executive Officer)** The CEO is ultimately responsible for the overall management and direction of the company. The CEO has the ultimate responsibility for setting the tone and culture for the organisation, ensuring that all employees understand the policy's importance, and overseeing its implementation.

**Central Team** - All direct employees of Florence that are not care professionals working through the Florence platform



**Employees** - everyone employed by Florence directly and indirectly, including care professionals using the platform and the central team.

**Head of Nursing and Governance** - responsible for the oversight of this policy; ensuring that supervisors are appropriately trained to deliver a supportive and reflective supervision session; ensuring the opportunity for supervisions is made available; monitoring the frequency of supervisions and ensuring that regular supervisions with all Registered Nurses within the Florence Central Team are provided, including the Registered Manager for Northern Ireland.

**Regulation and Quality Improvement Authority (RQIA)** - is the independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland, and encouraging improvements in the quality of those services.

**Registered Manager for Northern Ireland** is responsible for:

- Ensuring that this policy meets the needs of regulators in Northern Ireland;
- Developing and making available a suite of supervision sessions for care professionals;
- Ensuring that dates and times of supervision sessions are made widely known to users of the platform.
- carrying out and documenting supervisions with care professionals on the Florence Platform, ensuring compliance with the Regulatory standards.
- participating in supervision with peers within the Governance Team and with their line manager, Head of Nursing and Governance.
- Acting as a point of contact for queries relating to this policy

## **5. Procedures**

For the purpose of this policy, the definition of 'supervision; provided at Florence covers the following identified type:

**Professional Development Supervision** - Florence offers this type of supervision as it helps to identify that the supervisee is performing their duties as expected.

Its content may include:

- A subject that the supervisee requests to discuss;



- Discussions around the care of a resident / patient and consideration of amendments or reviews;
- Resident / patient outcomes, maintaining GDPR and confidentiality;
- Adult support and protection/ safeguarding issues;
- Training needs if gaps are identified in regards to skills / knowledge

Florence will offer different models or ways of delivering supervision which will include one of the following:

- Individual supervision;
- Group supervision;
- Competency supervision, or
- A combination of the above

For all supervisions on offer for supervisees, there must be a core element discussed at each. These core subject areas may include topics such as adult support and protection / safeguarding, whistleblowing, health and safety or 'dip testing' a knowledge area according to policy and procedures.

The purpose of supervision provided at Florence is to promote safe, consistent and best practice by:

- Ensuring that care professionals are clear about their roles, responsibilities and professional boundaries within Health and Social Care, both at a national and local level;
- Ensuring that care professionals understand and accept accountability for their work;
- Reinforcing formal training regarding expectations of individuals working with residents / patients;
- Identifying ways to support individual personal development;
- Being a source of support for care professionals by encouraging them to reflect on the achievements and challenges of the job;



- Encouraging individuals to share any issues or concerns they may have; and
- Providing regular and constructive feedback to care professionals on their performance with Florence

In essence, supervision is essential for guiding, supporting, and overseeing individuals or teams, ensuring that work is carried out safely, efficiently, and in alignment with set goals and standards.

The Head of Governance will ensure that supervisors have the competence to deliver in the following areas related to supervision:

- The principles of effective supervision;
- The scope and practice of supervision in adult health and social care; and
- The planning, revision and review of objectives for supervision.

Supervision, in whatever capacity it is delivered, will be conducted in line with the values and attitudes promoted at Florence.

All care professionals will be provided with equal opportunities to engage in supervision to ensure that the appropriate level of support is in place.

The amount, nature and quality of supervision will be appropriate to the individual and the role that they are in and must be balanced with the requirements of care professionals to deliver their objectives and perform well in their role.

Agreed supervision arrangements must be documented and signed off where appropriate; by all those involved and all supervision sessions must document key discussions and agreement.

Due to its benefits, supervision is compulsory, and persistent non-attendance may result in access to the platform being suspended.

Where a nurse has undertaken a recent appraisal / supervision with another organisation this may be taken into consideration and used as one of the requisite supervisions above.



## **Resource Management and Structure**

The supervisor will take the following into consideration when planning the supervision process at Florence:

- Type of supervision;
- Room / technology availability and location;
- Roles and responsibilities of both the supervisor and the supervisee;
- Location and storage of supervision records

Supervision is a two-way process and care professionals have a responsibility to ensure that they participate in regular supervision. Those responsible for conducting/scheduling supervision will ensure that they respond to requests for supervision in line with this policy.

Care professionals will receive appropriate, ongoing or periodic supervision in their role to make sure that competence is maintained.

Formal supervision sessions must take place somewhere:

- Quiet and comfortable;
- Away from the frontline working environment;
- In an environment that offers privacy for the duration of the session.

## **Frequency**

The Registered Manager will ensure all care professionals will be offered supervision upon commencing their first shift work on the Florence Platform.

It is important that care professionals feel supported to develop and maintain knowledge. The Registered Manager and Head of Nursing and Governance will take into account that both the frequency and the quality of supervisions are important in relation to the better outcomes they wish to bring to the service.





Group supervision sessions will be offered on a regular basis. The care professional will be required to attend at least one planned supervision annually. The care professional will be informed of the date and booked into the session around their availability and preference. Upon completion of their first shift, they will be alerted to who is due to attend for a Supervision session. A reminder message on their app will appear to those due to attend, with the link to "Calendly". Our system prevents any nurse that does not have the requisite supervision scheduled or in place from working.

Session times depend very much on the type of supervision on offer and it is important that both parties do not feel rushed. Supervisors must allow reasonable flexibility to manage these sessions during the working day. Our system prevents any nurse that does not have the requisite superscheduled or in place from working.

## **Confidentiality**

The code of conduct relating to confidentiality applies to supervision and individuals are expected to operate within their code of practice at all times.

Due to the nature of supervision, it is imperative that confidentiality is observed by all. However, any discussion that results in disclosure of malpractice, misconduct or negligence or risks the wellbeing or safety of others will need to be acted upon in line with the policies of Florence.

Where group activity takes place, themed learning and outcomes will be anonymised, collated and cascaded as part of continuous improvement. Supervisees must be aware that for the purpose of audit, inspection and evaluation, records may be reviewed.

## **Record Keeping**

Supervision records will be kept confidential between the supervisor and the supervisee.



Supervision sessions will be recorded through discussion and accurate record keeping. The record will include the date, name of the supervisor and their designation. Main recommendations or actions suggested as well as any risks noted must be entered.

Supervision records will be stored in a manner which preserves their confidentiality. If a care professional leaves Florence, an electronic copy of their supervision records should be stored on their platform profile.

## **Evaluation**

Themes and trends will be captured from completed supervision sessions and used to analyse areas that may require necessary changes in practice.

Feedback may be gathered from the supervisors and supervisees in relation to their experiences of the supervision format and to identify if it remains fit for purpose and is proven to be an effective means of learning and development.

If a supervisee becomes concerned about the quality of supervision, discussions must be held locally to find a way to address the issues.

## **Training**

Local considerations will be made to ensure that individuals who deliver and are responsible for the supervision of others are suitably trained, skilled and experienced to deliver this with competence.

The concept of supervision must be introduced to all care professionals new to the Florence Platform; and guidance will be given on how to get the most from supervision sessions.

As supervision is coaching focused, individuals must hold the skills and personal characteristics required to draw out the development of others rather than teach in the first instance.

## **Monitoring and Compliance**



The policy will be reviewed every three years, or sooner if there is any change in legislation or Florence policies or processes.

<b>Date</b>	<b>Reviewed changes</b>



