

Supervisions lead to better support and understanding

Lucy Knight is the Registered Manager of Valerie Manor, an Outstanding rated care home in Steyning, West Sussex. Here she explains the importance of providing supervision and support to her staff team.

Knowing staff preferences

Being a registered manager, you know that staff are key to running an outstanding home. Through close contact and regular supervisions, I know how things are with our staff team and how things are going with them and the home.

of learning and development. The supervision also provides a great opportunity to better understand some of the quieter staff, providing them with an opportunity to tell you about their work and how they contribute to the running of the home.

We do discuss policy and procedure changes in supervisions, but this is often to check understanding. The sessions also can provide opportunities to refresh knowledge on important issues, such as changes to Infections, Prevention and Control. However, the most important thing to remember is that the supervision is an opportunity for our staff to have their say.

Recording supervisions

We document key points from the supervision and scan this into our staff files on the computer system, but we also give a copy to our staff member too. The record is really useful for both the supervisor and the staff member in helping prepare for the next supervision. We can run through things together, check that we have actioned what was discussed etc. plan together.

Supervisions are not appraisals and I think some providers mistake the process for something else