

**ESSEX PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST****SUPERVISION GUIDANCE NOTES FOR BANK WORKERS****1.0 PURPOSE OF GUIDANCE NOTES**

- 1.1 The purpose of these guidance notes is to improve or sustain performance and practice and ensure Bank workers are clear about the standards expected of them; are given feedback on their performance and practice; and actions are agreed and implemented to facilitate improvement in performance and practice in the areas identified.
- 1.2 The purpose of supervision is to ensure Bank Workers are supported to improve performance and practice. This will be achieved through:
- 1.2.1 Discussion of performance and practice, identifying strengths and areas for development.
- 1.2.2 Clarification of the responsibilities and standards expected of the individual (e.g. clinical practice, professional standards, clinical safety, professional codes of conduct, the NHS Constitution, and the NHS Code of Conduct for Managers, health and safety responsibilities, Duty of Candour, and in line with Regulation 18 and 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 that all employees are fit and proper (namely of good character, have the requisite qualifications, be able by reason of their health (after reasonable adjustments) to carry out tasks intrinsic to their work).
- 1.3 These guidance notes apply to all Trust Bank workers.
- 1.4 Bank workers who are also permanent employees of the Trust should refer to the Trust Supervision and Appraisal policy and procedure. Unless they are undertaking working in a different setting to their substantive post when they should refer to section 4 to understand the supervision process for that Directorate.

**2.0 PRINCIPLES OF SUPERVISION**

- 2.1 The supervision process will be led by both the person(s) being supervised (supervisee) and the supervisor. This means that the supervisee will accept his/her responsibility for providing information proactively and will participate actively in the process. Both parties have a responsibility to prepare for supervision meetings.
- 2.2 The issues discussed in supervision meetings/sessions and the actions agreed, including the individual responsible and timescales, must be recorded.

- 2.3 The Duty of Candour sets out that all healthcare organisations have a duty to support workers to report adverse incidents, and to be open and honest with patients if something goes wrong with their care. Supervision sessions are an opportunity for such matters to be discussed openly.
- 2.4 Bank workers who have concerns which remain outstanding post supervision or which they feel cannot be discussed in this setting should consult the Trust's **Whistleblowing Policy and Procedure** in order to raise their concern.
- 2.5 The supervisor will be a designated lead or manager within the Directorate the Bank Worker is currently engaged in. The Trust expects that management and clinical supervision are integrated for most clinical workers. In instances where a worker works across both Mental Health and Secure Services they will be required to have supervision across both services to ensure requirements and adequate support is provided.
- 2.6 Performance and practice will be measured by reference to:
- Customer feedback e.g. service users, carers
  - Trust Values and Service Standards
  - Professional standards (where applicable)
  - Maintenance of professional registration (where applicable)
  - Core clinical competencies
  - Local service standards
  - Achievement of objectives and targets
  - Compliance with mandatory and core training requirements
- 2.7 The main aim of supervision is to provide support and ensure workers have the necessary skills and competencies to undertake their roles. This should prevent performance becoming a conduct and/or capability issue.
- 2.8 Supervision is mandatory for each bank worker. Workers will be afforded time for supervision and will be paid for the session accordingly. If an individual unreasonably refuses to participate in these processes they will be made inactive on the Trust bank until they comply. Where noncompliance continues for over 6 months workers will be removed from the register.

<b>3.0 CLINICAL BANK WORKERS</b>
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**3.1 Mental Health Services**

- 3.1.1 Group supervision for all clinical Bank workers will take place a minimum of eight-weekly. Sessions will be held in 7 localities a month, advertised on the Trust intranet site on the Bank Office page.
- 3.1.2 A list of standing agenda items can be found in Appendix 3. The manager running the session will also return a list of other subjects discussed during the supervision not listed on the agenda to the Bank Office using Appendix 4.
- 3.1.3 The manager running the session will ask the Bank workers to sign in using the form on Appendix 2 at the commencement of the session. This form will then be sent to the Bank Office to record attendance and process payment with payroll.

**3.2 Secure Services**

- 3.2.1 Group supervision for all clinical Bank workers will take place a minimum of eight-weekly.
- 3.2.2 Group supervision sessions will take place the last Thursday of every month for Bank workers at Brockfield House.
- 3.2.3 A list of standing agenda items can be found in Appendix 3. The manager running the session will also return a list of other subjects discussed during the supervision not listed on the agenda to the Bank Office using Appendix 3.
- 3.2.4 Bank workers should book onto a session for Brockfield House direct with the Bank Office.
- 3.2.5 The Bank Office will then send a list of attendees to the designated Lead. The attendance form under Appendix 2 should be completed at the commencement of the session and returned to the Bank Office to record attendance and process payment with payroll.

**3.3 Community Services**

- 3.3.1 Supervision for Bank workers undertaking an assignment of work lasting in excess of 4 weeks will take place with the line management in that service as part of the Bank workers meeting/session.
- 3.3.2 Managers undertaking the supervision should complete the form located under Appendix 4 and return it to the Bank Office electronically to record compliance.

- 3.4 Where workers can't attend supervisions as per the above alternative arrangements can be sought through operational managers.

<b>4.0 NON CLINICAL BANK WORKERS</b>
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- 4.1 Supervision for Bank workers undertaking an assignment of work lasting in excess of four weeks will take place with the line management in that service as part of the Bank workers meeting/session.
- 4.2 A list of standing agenda items can be found in Appendix 3. The manager running the meeting/session will also return a list of other subjects discussed during the supervision not listed on the agenda.
- 4.3 Where services choose to run a group session the manager running the session should ask the Bank workers to sign in using the form on Appendix 2. This form will then be sent to the Bank Office to record attendance and process the payment with payroll.

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