


Document Name	Supervision of Staff.			
Document Number				
Issue Date	Revision	Review Date	Policy Owner	Signature
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Staff Supervision Policy

Silvergrove Home Care is committed to ensuring that all Home Support Workers receive appropriate supervision, support and oversight to maintain high standards of safe, effective, person-centred care. This policy outlines supervision arrangements, professional conduct requirements and contingency planning in line with HSE requirements, statutory regulations and relevant employment legislation.

1. Purpose

The purpose of this policy is to ensure all Home Support Workers are appropriately supervised, supported and assessed in order to maintain safe practice and deliver high quality Home Support services.

2. Scope

This policy applies to all Home Support Workers, Supervisors, Coordinators and Management staff employed or engaged by Silvergrove HomeCare, including those assigned to HSE funded Home Support services.

3. Policy Statement

Silvergrove Home Care will ensure that supervision is planned, documented and delivered by appropriately trained and experienced Supervisors. Supervision frequency will reflect staff experience, Service User needs, risk profile and training requirements.

4. Initial Supervision of New Staff (Shadowing)

All new Home Support staff must be supervised on a one-to-one basis for the first 8 hours of their HSE assignments. Ideally this supervision will cover more than one Service User. Shadowing must be documented and signed off by both the Supervisor and the Home Support Worker. Evidence must be available to the HSE upon request.

5. Ongoing Supervision Arrangements

Home Support Workers must receive regular supervision from a designated Supervisor who is employed as, or recognised as, a supervisor. Supervisors must have relevant experience and/or qualifications appropriate to the role.

The frequency of supervision will depend on the staff member's experience, training record, competency assessments, and the complexity of the Service User profile.

Supervision may include:

- Scheduled one-to-one supervision meetings;
- Care plan reviews and updates;
- Spot checks / field supervision visits;
- Direct observation of care delivery;
- Review of documentation and records;
- Performance review and professional development planning.

6. Out-of-Hours Support

Home Support Workers must have access to line managers during out-of-hours. Silvergrove HomeCare will maintain an on-call system to ensure staff can escalate urgent operational issues, safeguarding concerns, incidents or changes in a Service User's condition.

7. Professional Conduct While on Duty

All staff must comply with the following standards while on duty:

- Staff are not permitted to have visitors or bring anyone else into a Service User's home while on duty, except authorised mentoring, supervisory or management staff from Silvergrove HomeCare.
- Staff are prohibited from smoking or vaping in Service Users' homes.
- Staff must not consume alcohol while on duty.
- Staff must not attend work under the influence of alcohol or any state-altering substances.
- Silvergrove HomeCare will not permit any employee with diminished capacity to work on behalf of the HSE.

8. Compliance with Legislation and Regulation

Silvergrove Home Care will ensure all supervision practices and staff management procedures comply with statutory regulations, relevant employment legislation and HSE Authorisation Scheme requirements.

9. Contingency Planning (Failure to Attend)

Silvergrove Home Care must have contingency plans in place in the event that a Home Support Worker does not attend a scheduled visit in a Service User's home.

Contingency arrangements must be agreed and documented in each Service User's Home Support Care Plan and must include:

- Service User priority rating;
- Emergency contact details for Silvergrove HomeCare;
- Alternative staff allocation procedures;
- Escalation procedures where immediate risk is identified.

All contingency actions must be recorded and reviewed to ensure continuity of care and Service User safety.

10. Documentation and Record Keeping

All supervision and shadowing activities must be documented and signed off by the Supervisor and the Home Support Worker. Records must be retained on file and made available for inspection by the HSE or relevant authorities where required.

11. Review and Monitoring

This policy will be reviewed at least every two years, or sooner where legislative changes, HSE requirements or operational needs require amendment.