

## Care Skillsbase: Skills Check 28

### Supervision Notes

#### Interviewer's pack

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- Feedback form
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Summary	
<b>Suitable for</b>	Senior Care Worker
<b>Skill checked</b>	Writing
<b>Covers</b>	Language and concepts associated with supervision meeting records
<b>Learning for interviewer</b>	Can the member of staff write a useful record of a supervision meeting?
<b>Learning for member of staff</b>	Writing a useful record of a supervision meeting
<b>Approx time needed</b>	Total: 30 minutes (15 minutes for Skills Check and 15 minutes feedback)
<b>How it works</b>	Offers information about keeping written records of supervision meetings and asks the person to create a record based on a set of comments made during a meeting. Discuss the person's answers to check understanding.
<b>Notes</b>	See Guidance for possible answers. After the Skills Check, explain how supervision records are kept in your organisation.
<b>Before you start</b>	Read the <b>general guidance</b> in the <b>Skills Check</b> area of the Skillsbase website.

**We welcome suggestions to improve this Skills Check. Please use the contact form on our website at [www.scie-careskillsbase.org.uk](http://www.scie-careskillsbase.org.uk)**

## Supervision Notes

### Guidance

Use this Skills Check to find out if the person is able to write a useful record of a supervision meeting.

Possible points to note from the carer's comments are listed below. Emphasise the ones that are relevant to practices in your organisation.

Comments made at supervision meeting	Possible points to note
I'm really struggling with Mr P. I know it's just the Alzheimer's but all that racial stuff – it's hard to take. I'm glad that Jenny's on with me - she's really good and helps me out.	Carer 'struggling' with Mr P; understands Alzheimer issue but finds contact with Mr P abusive; only coping with help from colleague Would be good to offer support or reassign
John was going to do the hoist training for me but now I'm on a different shift I don't see him.	No access to hoist training due to shift pattern Need to make new arrangement
I'm a bit bothered by the new forms. They take hours and I'm never sure what to put.	Finds new forms time-consuming, confusing Possible training issue
Everything's okay at the moment at home. The only thing is Mum might have to go into hospital for tests at the end of the month so I might need to rearrange my shifts, if that's okay.	May need to rearrange shift pattern due to caring commitment at home Check towards end of month
I really enjoyed teaching the two new girls how to follow personal care plans. We had lots of fun and they're really good. Mrs K said Linda was the best 'hairbrusher' she's ever had – and you know what Mrs K's like. Linda was really pleased, bless her.	Enjoyed mentoring two new members of staff in personal care plans
Did you hear about the bingo yesterday...George won again. Everyone's saying it's rigged and he should be banned. It's so funny.	[Not relevant, no need to record]
I was talking to Sally – she went on this dementia course – she said it was really good. It helps her deal with the difficult ones. Can I go on it?	Wants to go on dementia training Offer training to help deal with Mr P?

## Understand the Job: Supervision Notes

Effective communication is vital in social care. Use this activity to learn more about the **communication skills** you will be using in your job.

First, write your name and today's date on the line below.

(First name)

(Last name)

(Date: Day-Month-Year)

.....

### 1. Did you know?

If you hold supervision meetings, it is a good idea to keep a written record of the key points raised during the meeting. Your records can provide useful information for you, the person being supervised and your employer. Your records should be concise, relevant, accurate and legible.

### 2. Supervision meeting

Read these comments made by a member of the care team at a supervision meeting.

- I'm really struggling with Mr P. I know it's just the Alzheimer's but all that racial stuff – it's hard to take. I'm glad that Jenny's on with me - she's really good and helps me out.
- John was going to do the hoist training for me but now I'm on a different shift I don't see him.
- I'm a bit bothered by the new forms. They take hours and I'm never sure what to put.
- Everything's okay at the moment at home. The only thing is Mum might have to go into hospital for tests at the end of the month so I might need to rearrange my shifts, if that's okay.
- I really enjoyed teaching the two new girls how to follow personal care plans. We had lots of fun and they're really good. Mrs K said Linda was the best 'hairbrusher' she's ever had – and you know what Mrs K's like. Linda was really pleased, bless her.
- Did you hear about the bingo yesterday...George won again. Everyone's saying it's rigged and he should be banned. It's so funny.
- I was talking to Sally – she went on this dementia course – she said it was really good. It helps her deal with the difficult ones. Can I go on it?

### 3. Supervision meeting record

The person who made these comments has raised a number of points.

What would you record?

Use the form on the next page to create a brief record of the meeting.



<b>Feedback form</b>	Date:			
Staff member's name				
Staff member's job title				
Interviewer's name				
Interviewer's job title				
<b>1. Interviewer's view</b>	The member of staff...	<b>No</b>	<b>Partly</b>	<b>Yes</b>
a. Used writing skills effectively.				
b. Understood what key words and ideas mean for their work.				
<b>2. Interviewer's reasons</b>	The member of staff's piece of writing...	<b>No</b>	<b>Partly</b>	<b>Yes</b>
a. Is clearly and legibly handwritten.				
b. Includes the right information.				
c. Presents information in a way that is logical and easy to follow.				
d. Uses accurate spelling.				
e. Uses accurate punctuation (e.g. commas, full stops, apostrophes).				
f. Uses the right words in the right ways (vocabulary).				
g. Uses standard English appropriately (grammar).				
h. Was completed within the time allocated (ability to write quickly).				
<b>3. Next steps to help develop skills and knowledge for the job</b>		<b>Yes</b>	<b>No</b>	
a. Interviewer will arrange monitoring, feedback and support from a supervisor.				
b. Interviewer and member of staff will plan personal development to improve member of staff's understanding of key social care words and ideas.				
c. Interviewer and member of staff will plan personal development to improve member of staff's writing skills.				
<b>4. Interviewer's signature</b>	<b>Staff member's signature</b>			

Use the other side of this sheet for notes

<b>Personal development form</b>	Date:	
Staff member's name		
Staff member's job title		
Interviewer's name		
Interviewer's job title		
<b>1. Learning aim: to work safely and meet quality standards, the member of staff should develop the following writing skills</b>	<b>Tick (✓) if "yes"</b>	
a. General writing skills.		
b. Care work writing skills.		
c. Care vocabulary: to understand key words and ideas and how they relate to the job.		
<b>2. How will the learning happen?</b>		
<b>3. What support and resources will be needed to make the learning successful?</b>		
<b>4. When will the learning happen?</b>		
<b>5. How will we know the learning has been successful?</b>		
<b>6. Progress review date</b>		
<b>7. Interviewer's signature</b>	<b>Staff member's signature</b>	