

AHP Support and Supervision

Health Care Support Worker Conference

2 March 2022



#HCSWLearningWeek2022



@jjulieAHPed
@JaneDudgeon6

Presenters

Jane Dudgeon – NHS Greater Glasgow/Golden Jubilee

Julie Gillespie – NHS Grampian

AHP Practice Education Leads

Support staff -Louise, Angela & Lesley

Top Tips for Attendees

- Take breaks when needed
- Questions in chat
- Turn off other applications that use the internet
- PC wired to a network/ethernet cable

Poll





**WORKSHOP
AIM**

To update Health Care Support Workers about the new Support and Supervision resources available to all AHPs in Scotland

Learning Outcomes:

By the end of the session, I will be able to:

- Explain the purpose of AHP support and supervision
- Reflect on my practice and identify any areas for improvement
- Identify a range of tools and resources to help me participate in supervision
- **Describe the benefits of participating in supervision**

Activity 1:

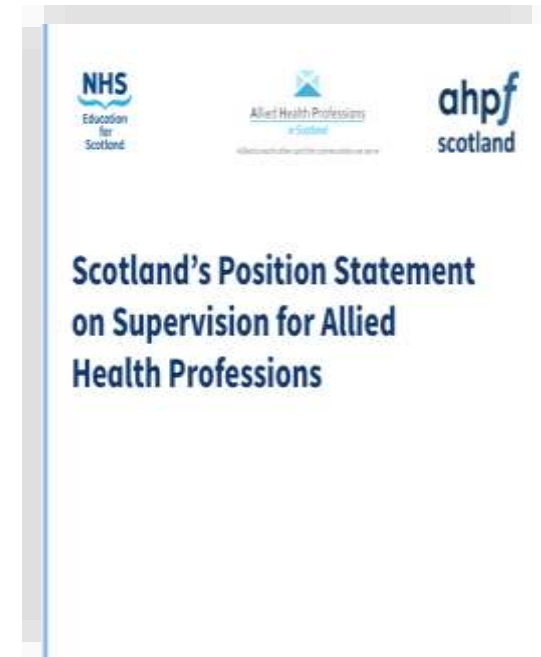
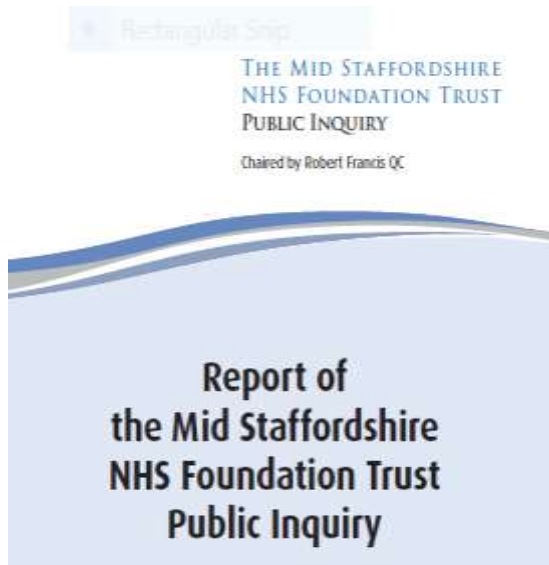
‘One Word - Vision of Supervision’

- Take a minute to think about your experience of supervision to date
- Write a word to describe this in chat

The page features five decorative clusters of yellow stars, each containing three stars of varying sizes, arranged in a circular pattern around the central text. The stars are positioned at approximately the top-left, top, top-right, bottom-right, and bottom-center of the page.

Sparkling Moment

Why bother?



AHP Supervision in Scotland

‘Scotland’s Position Statement on Supervision for Allied Health Professionals takes the position that all AHP practitioners, irrespective of their level of practice or experience, should have access to, and be prepared to make constructive **use of supervision.**’
(April 2018, Page 1)



Purpose of supervision



promote wellbeing



develop knowledge, skills, and values



support personal and professional development



promote competent practice, safe and effective person centred practice

HCSW perspectives on supervision



- [HCSW supervision](#)

Four components of AHP supervision

Should be provided by someone from **own profession** or clinical background



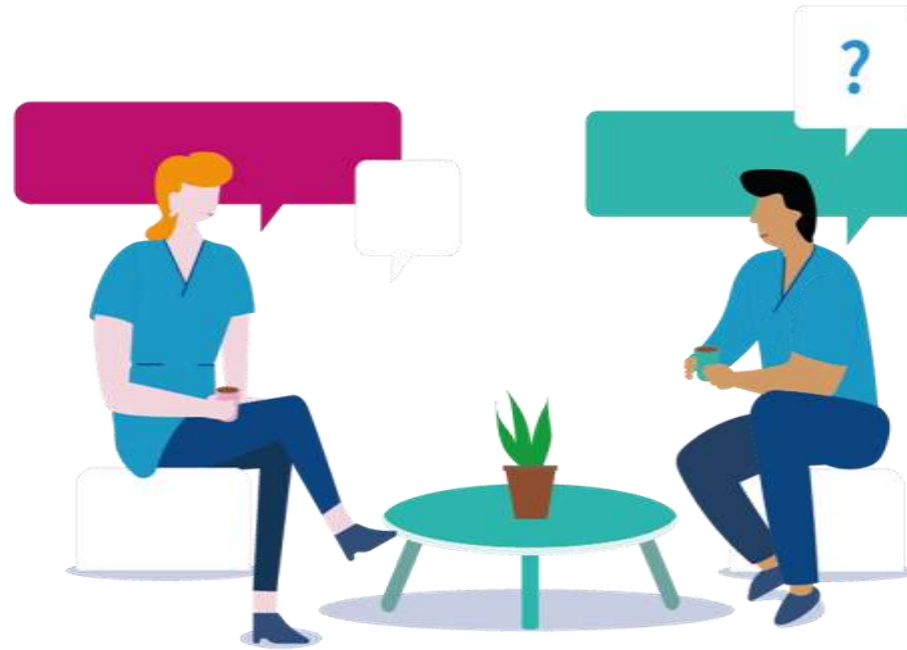
Could be provided by someone from a **different profession** or clinical background

Supervision: What it is and what is not?

What Supervision is.....	What Supervision is not....
Provides a safe place for professional development, growth and accountability using appropriate questioning, challenge, affirmation and structured reflection	An opportunity for performance management – although effective and supportive conversations may identify that a practitioner is having difficulties and enable early intervention
Promotes staff wellbeing by provision of support	Controlled by the supervisor
Benefits people who use our services, their families and carers	An opportunity to ‘police’ staff or check up on their actions

(Dawson et al, 2012, cited in HCPC, 2019)

Questions & Answers



The supervision cycle

PREPARING FOR SUPERVISION

Consider learning and development needs
Agreement in place
Clarify component of supervision being addressed

Review can occur at any time

BEFORE

Prepare for the session
Create safe environment
Ensure adequate time and no interruptions
Review of previous actions
Check in

Structure of supervision

DURING

Focus on topics raised
Facilitate active reflection
Support/challenge
Start identifying actions

AFTER

Record reflection
Record supervision session
Evaluate/review session
Arrange next session
Undertake action

Key considerations...

- Choice
- Space / environment
- Type / component of supervision
- Frequency
- Length of session
- Prioritising / cancelling sessions
- Confidentiality

= Supervisory agreement

(Pollock et al, 2017, Holmes et al, 2010, Dawson, 2013, Lambley and Marrable, 2012. Cited in Scotland; position statement, 2018)

Preparing for each session

What topics could a supervisee bring to supervision?

Service user focussed:

- Your patient / client – what and how they present
- Formulation of care plan
- Discuss intervention / rehabilitation
- Patient / Client – therapist relationship

Practitioner focussed:

- Your response to a work situation
- Relationship with a colleague
- Evidence based practice / new evidence
- Health & well being

Remember to discuss things that are going well!

The supervisory relationship

Support and challenge



Confidentiality

In general, sessions are confidential exchanges. However, there are certain circumstances where information could be shared:

When it is agreed that there is a specific issue or learning point that would be beneficial to share

Disclosure relates to harm or risk to self or others

Contravention of law, professional code or conduct or local policy comes to light.

All parties must be informed of the intent to disclose

Reflection

- Provide new understanding and meaning to situations
- Enable deeper learning
- Support and challenge people to respond differently

Recording your reflections

It is important to record your reflections to enable learning from the experiences you have had

Remember you can ***choose*** to share your personal reflections as evidence for your appraisal

Benefits of supervision

For the individual:

- Increased morale
- Increased knowledge and skills
- Increased job satisfaction

For the team:

- Better communication
- Consistency across teams and departments
- Prevent 'escalation of small issues'

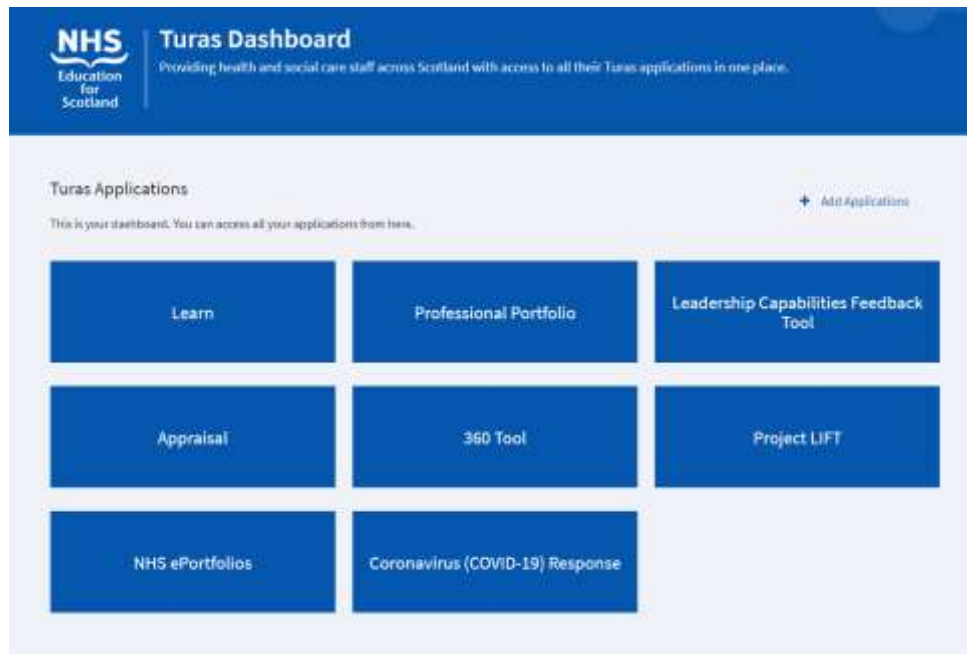
For the organisation:

- Improved staff absence rates
- Decreased complaints
- Increased retention rates

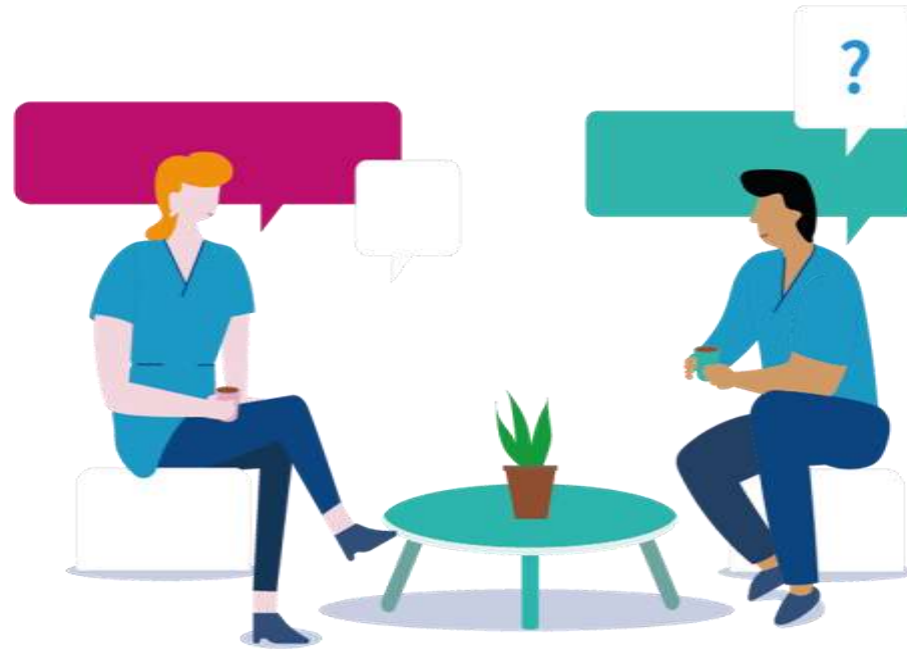
For service users:

- Improved patient satisfaction
- Increased quality of care
- Improved outcomes

Additional benefits



Questions & Answers



Supervision perspectives – Lothian



- [Benefits of supervision](#)

Resources to support your practice

NHS Education for Scotland | **GOING HOME CHECKLIST**

During the current COVID-19 crisis, it is more important than ever that health and care staff are able to switch off and leave work at work.

By setting good routines when you leave work you will be more able to focus on what you need to be resilient and allow yourself to relax.

The current situation will continue for some time, it is a marathon not a sprint, therefore your wellbeing matters more than ever.

For further ways to support yourself and others at work, see [Questions to Support Each Other](#).

Is there anything you need?

Are you OK?

- 1 Take a moment to think about today.
- 2 Acknowledge one thing that was difficult during your working day—let it go.
- 3 Consider three things that went well.
- 4 Check on your colleagues before you leave—are they OK?
- 5 Are you OK? Notice any telltale signs that you may be stressed or tired. Talk to your team and let them help you.
- 6 Now switch your attention to home—rest and recharge.

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NHS Education for Scotland | **QUESTIONS TO SUPPORT EACH OTHER**
to get through the day.

These questions are designed to be used to support people in their place of work. They can be used for personal self-reflection or used by teams and with colleagues by incorporating them into everyday practice.

The 'Check in' and 'Check out' questions can be used at the start and end of the shift. The 'Check through' questions can be used, when required, during the shift.

These are just examples and staff may also have their own questions they would want to use.

These questions can be particularly helpful to reflect 'in action' and could be used in situations where people may be looking for someone to listen to them, or provide support and/or guidance.

CHECK IN	CHECK THROUGH	CHECK OUT
1 What would be useful for me/us to know?	1 What's on your mind just now?	1 What do you want to share about today?
2 What would make today better?	2 Can you put your finger on why?	2 What do you need to leave behind?
	3 What can we do about it just now?	

NHS Education for Scotland | **SUPPORT AND SUPERVISION FOR ALLIED HEALTH PROFESSIONALS**
A practical resource for AHPs

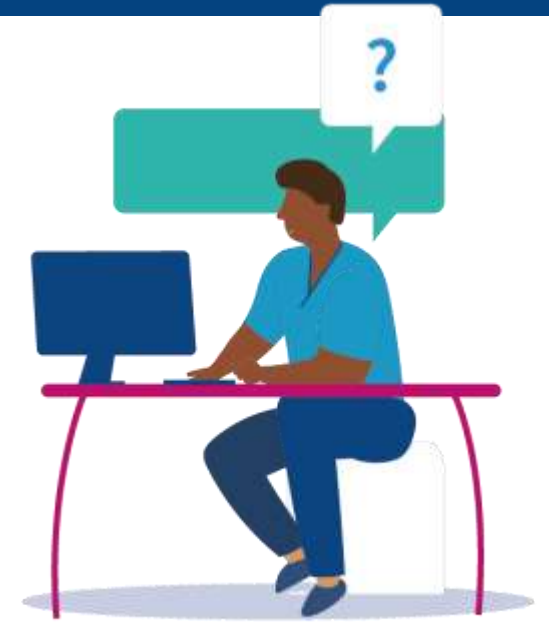
What's next?

Online modules: In development

- Unit 1 - Fundamentals of supervision for all staff
- Unit 2 - Fundamentals of supervision for supervisors
- Unit 3 - Tools and techniques to support supervision practice
- Unit 4 - Different ways supervision can be delivered

Webinars – Sessions 1 & 2

Session 3 – Skills and attributes for effective supervision and how to apply in practice



What we have learned today?

Learning Outcomes:

By the end of the session I will be able to:

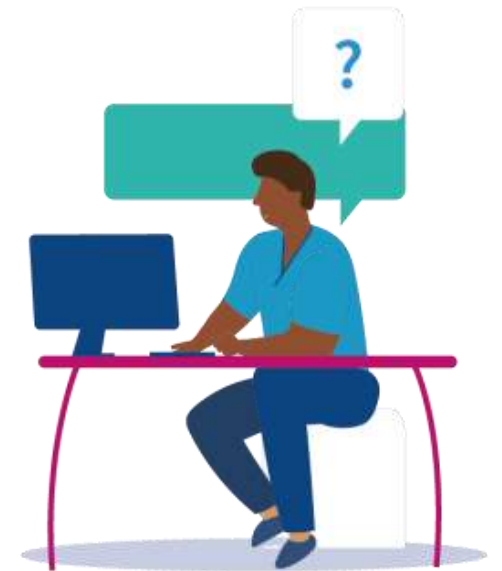
- Explain the purpose of AHP support and supervision
- **Reflect on my practice and identify any areas for improvement**
- Identify a range of tools and resources to help me to participate in supervision
- **Describe the benefits of participating in supervision**

Action planning and applying learning

What will you do tomorrow?

What will you do in the next month?

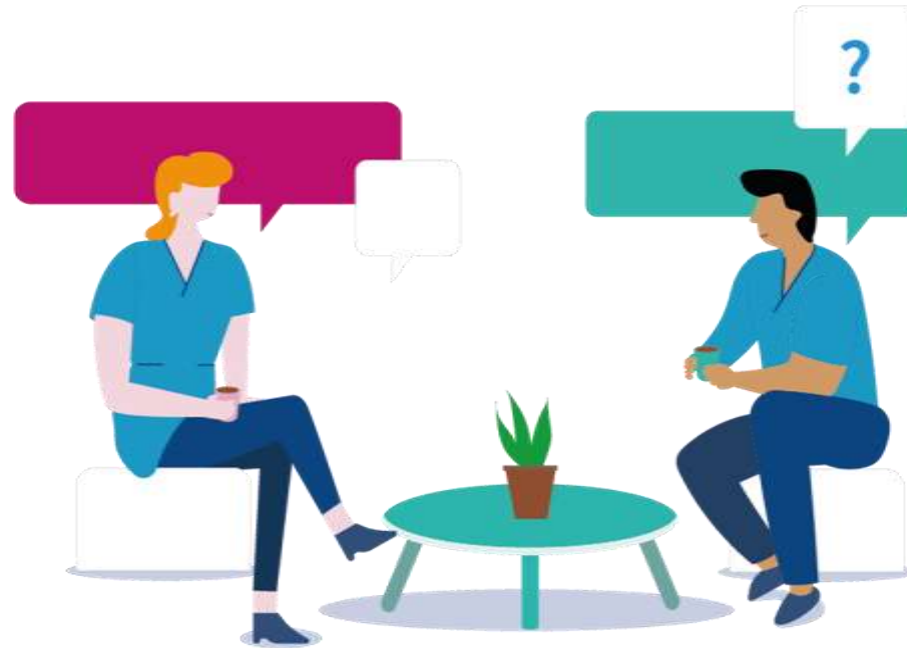
What will you do in the next 3-6 months?



Poll



Questions & Answers



Remember to:



- Capture learning and reflection; and record for appraisal purposes- consider using the TURAS
- [HCSW professional-portfolio](#)
- Visit the AHP learning site to access the resources we have discussed [AHP Supervision](#)
- Contact your local AHP Practice Education Lead for further information

This resource may be made available, in full or summary form, in alternative formats and community languages. Please contact us on **0131 656 3200** or email **altformats@nes.scot.nhs.uk** to discuss how we can best meet your requirements.



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