



Supervision and Appraisal Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

1. Purpose

To support staff at CARERS' HANDS H C A LTD through structured supervision and appraisal processes that promote development, well-being, accountability, and quality care.

2. Scope

This policy applies to all employed and contracted staff providing care and support services.

3. Policy Statement

We believe regular supervision and appraisal are key to maintaining high standards of practice and staff satisfaction. All staff are entitled to support, feedback, and opportunities for growth.

4. Legal and Regulatory Framework

- CQC Regulation 18: Staffing
- Health and Social Care Act 2008
- Skills for Care guidance
- Employment Law and best practice HR standards

5. Supervision Objectives

- Discuss work performance, concerns, and caseload
- Provide feedback and set development goals
- Ensure compliance with company policies and procedures
- Support mental health, resilience, and reflective practice



6. Supervision Frequency and Format

- Minimum of every 12 weeks (more frequent for new staff or support needs)
- Can be one-to-one, peer-based, or virtual depending on circumstances
- Records of supervision are maintained and signed by both parties

7. Appraisal Objectives and Process

- Formal annual appraisal with mid-year review
- Review of performance against objectives and values
- Agree personal development plan and training needs
- Input from peers or service users may be included

8. Roles and Responsibilities

- Line managers deliver and record supervisions
- Staff are expected to attend and engage actively
- Registered Manager oversees quality and consistency

9. Confidentiality and Support

- Supervision is confidential unless safeguarding or misconduct is disclosed
- Safe space for open, respectful dialogue
- Issues may be escalated when necessary

10. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or best practice occur. Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:

☎ **Call the Office:** 07535 8524917

✉ **Email:** carershandsagency@gmail.com

Signature and Declaration



Signed:

Chanyuka Dhlakama

Designation: Registered Manager

Date: 01/06/2025

Next Review Due: 01/06/2026