

# Support and Supervision for AHPs A 'Once for Scotland' approach

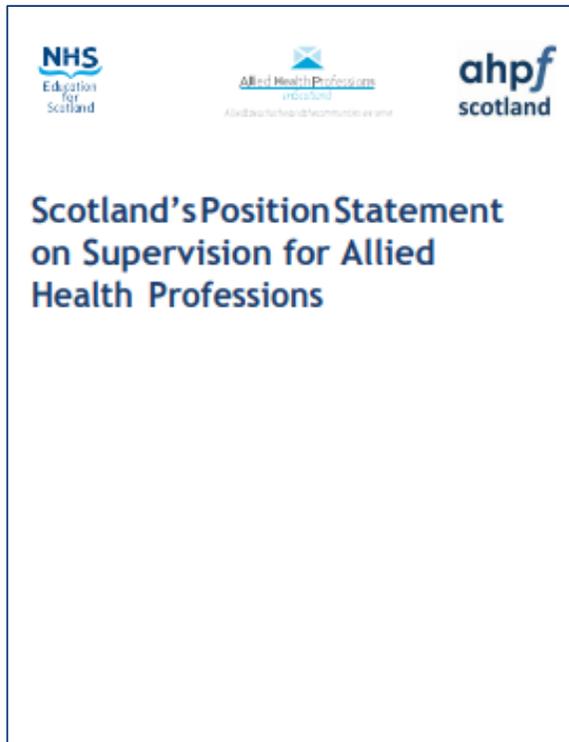
@nesnmahp  
#AHPs #nesnmahp  
#supportandsupervision



## Support and Supervision national working group summary

- Literature review
- Launched Scotland's Position Statement
- Local policies / guidance aligned to national statement
- National survey
- Local infrastructure
- Educational resources and learning opportunities
- Sharing practice

# Scotland's Position Statement



*“A working alliance between practitioners in which they aim to enhance **clinical practice**, fulfil the goals of the employing **organisation** and the profession and meet **ethical, professional and best practice standards**...while providing **personal support** and encouragement in relation to **professional practice**.”*

Kavanagh et al (cited in Dawson, 2013)

# HCPC – Triggers for disengagement

- Workload pressures
- Operating outside scope of practice
- **Poor or infrequent supervision**
- Under-utilising skills
- Professional isolation
- Lack of autonomy
- Lack of support for CPD
- Poor management
- Dysfunctional relationships
- Personal circumstances (bereavement, divorce, financial pressures)
- Blame culture
- Working patterns

## HCPC – consensus views on ways to prevent problems

- Being valued
- Good team dynamics
- **Good supervision**
- **Regular appraisal**
- Performance management
- Buddying schemes
- **Mentoring**
- Team building exercises
- Professional networks
- **Reflective practice**
- Self-awareness
- Keeping up to date
- No blame culture

# Purpose of statement

Offers principles and guidance to support the provision of supervision for all AHPs and AHP Health Care Support Workers working across health and social care in Scotland: in the NHS; Local Authority and Health & Social Care Partnerships



# Four components of support and supervision



## Supervision is...

- Supports development of knowledge, skills, values and practice within a role or area
- Benefits people who use the services, their families and carers
- Promotes staff wellbeing by provision of support
- Provides a safe place for professional development, growth and accountability using appropriate questioning, challenge, affirmation and structured reflection
- Leads the individual to identify their own solutions
- Supports challenging and complex situations
- Supports reflective practice and clinical reasoning

## Supervision is not...

- Psychotherapy, therapy or counselling (although it can be therapeutic)
- An opportunity to 'police' staff and check up on their actions
- Dictated by hierarchical relationships and positions
- An opportunity for performance management or assessment - although effective and supportive supervision may identify that a practitioner is having difficulties, enabling the supervisor to provide early support to prevent a small problem becoming a big problem
- Controlled by the supervisor and / or manager
- A place for blame, gossiping or moaning
- A place for judgement on practice

# Benefits

## For the individual and team:

- Increased morale
- Increased confidence
- Better communication
- Better team working
- Job satisfaction
- Improved scope of practice
- Improved relationships
- Better standardisation
- Improved staff sickness rates

## For the service user:

- More efficiency
- Increased confidence in clinician
- Increased quality of care
- Better patient experience
- Less complaints

## For the organisation:

- Increased team morale
- Less staff sickness through a reduction in stress
- Decreased complaints
- Working more effectively to reduce costs, increase patient care and reducing mistakes
- Consistency across teams
- Improved learning

# National AHP survey

September  
– November  
2018

2655  
responses

Four  
sections

Results

Informed  
the national  
workstream

# What does the data tell us about GGC?

314  
responses

87%  
receiving  
supervision

33% No  
process  
26% No time  
16% No  
supervisor

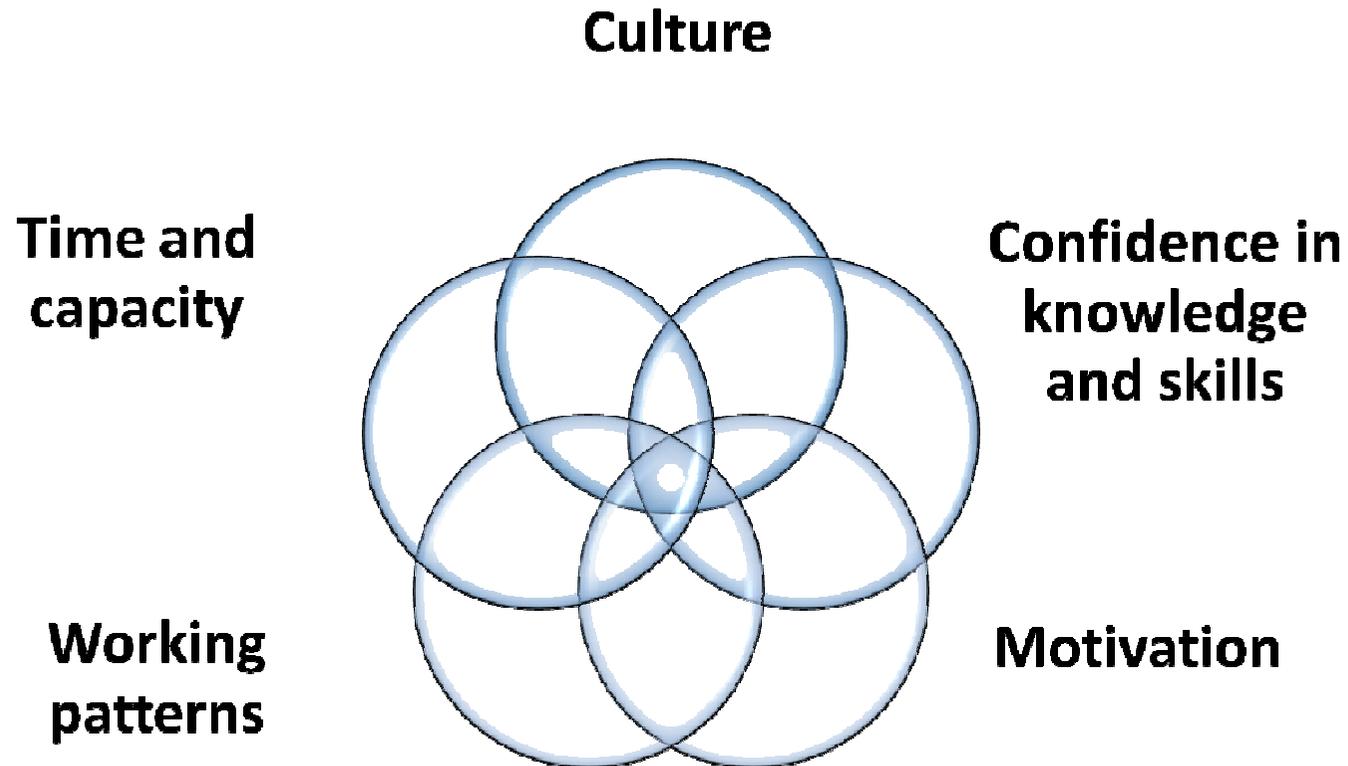
85% 'good'  
supervision  
provided

60%  
providing  
supervision

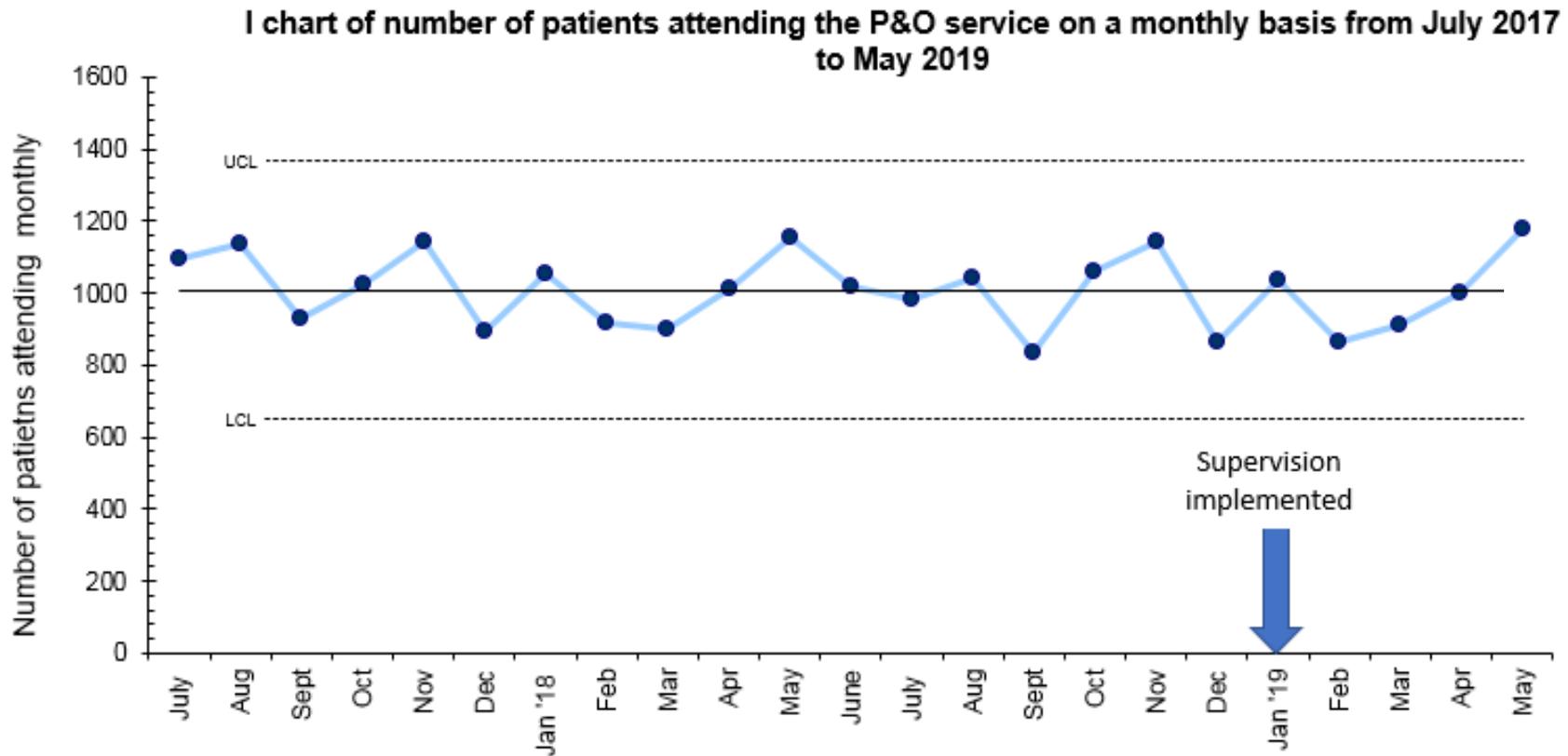
57% hadn't been  
asked  
22% Not required  
7% No time  
7% No  
confidence

77%  
supported to  
provide  
'good'  
supervision

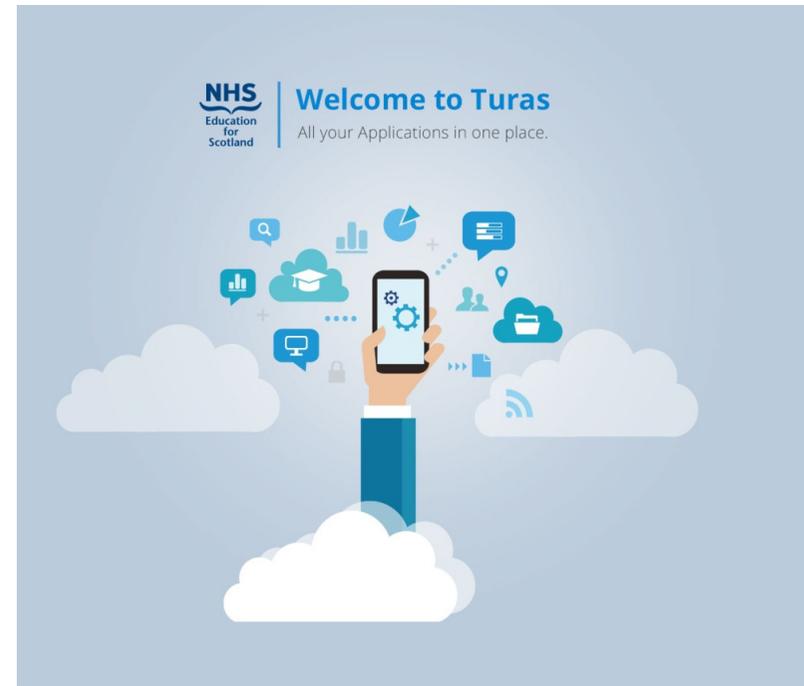
# Barriers



# Perceived or real barrier.....



# Making connections...



# Current resources to support your

The image shows a stack of four digital resource cards for Clinical Supervision. Each card features the NHS Education for Scotland logo and a title for a specific unit. The cards are:

- UNIT 1: FUNDAMENTALS OF CLINICAL SUPERVISION** Digital Resource
- UNIT 2: FUNDAMENTALS OF SUPERVISING OTHERS** Digital Resource
- UNIT 3: EFFECTIVE FACILITATION OF CLINICAL SUPERVISION** Digital Resource
- UNIT 4: LEADERSHIP AND CLINICAL SUPERVISION; PROMOTING PERSON-CENTRED, SAFE AND EFFECTIVE PRACTICE** Digital Resource

Below the cards is a graphic with a central heart labeled 'RESILIENCE' surrounded by the words 'RESPOND', 'REFLECT', and 'RESTORE'. To the right, there is an illustration of three people in blue scrubs looking at a document. At the bottom right, there is a logo for the Scottish Government with the text 'Scottish Government' and 'Rèignidhean na h-Alba' and 'gov.scot'.

The screenshot shows the 'Welcome to TURAS' page. The header includes the NHS Education for Scotland logo and the text: 'Welcome to TURAS. Turas is NHS Education for Scotland's (NES) new single unified digital platform for health and social care professionals. From here you can access all your NES applications with a single secure sign on. Our aim is to provide you with the information and resources you need to support you throughout your career in the public sector. For people working in health and social care.'

Below the header is a navigation menu with 'Applications' and '+ Add Applications'. The main content area is divided into two columns:

- Left Column:** A sidebar with 'Learn' and 'Appraisal' buttons.
- Right Column:** A 'Home' dashboard with several sections:
  - YOUR DETAILS:** A form showing user information for Gail Nash, including Name, Current Role (Practice education or development), Primary Email Address (gail.nash@nes.scot.nhs.uk), and Contact Phone Number. There is a 'Manage Details' button.
  - SHARE PACK:** A section for creating a new share pack, with a description: 'A share pack is used to organise and showcase your evidence.' and a 'Create' button.
  - CREATE NEW EVIDENCE FORM:** A section for creating a new evidence form, with dropdown menus for 'Type of evidence' (Learning) and 'Form' (AHP Support And Supervision), and a 'Create' button.
  - UPLOAD DOCUMENT:** A section for uploading images or documents, with instructions to use 'Tags', 'Title' and 'Description' for organization. It includes a 'Tags' list with checkboxes for Revalidation, Career Development, Appraisal, Evidence, Mentor/Practice Teacher, and Other. There are input fields for 'Title', 'Date' (dd/mm/yyyy), and a 'Description' text area.

# Planned resources to support your practice

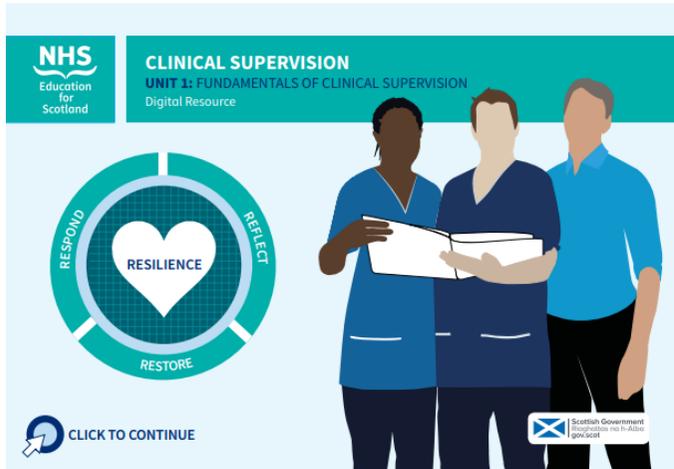




Chart 1

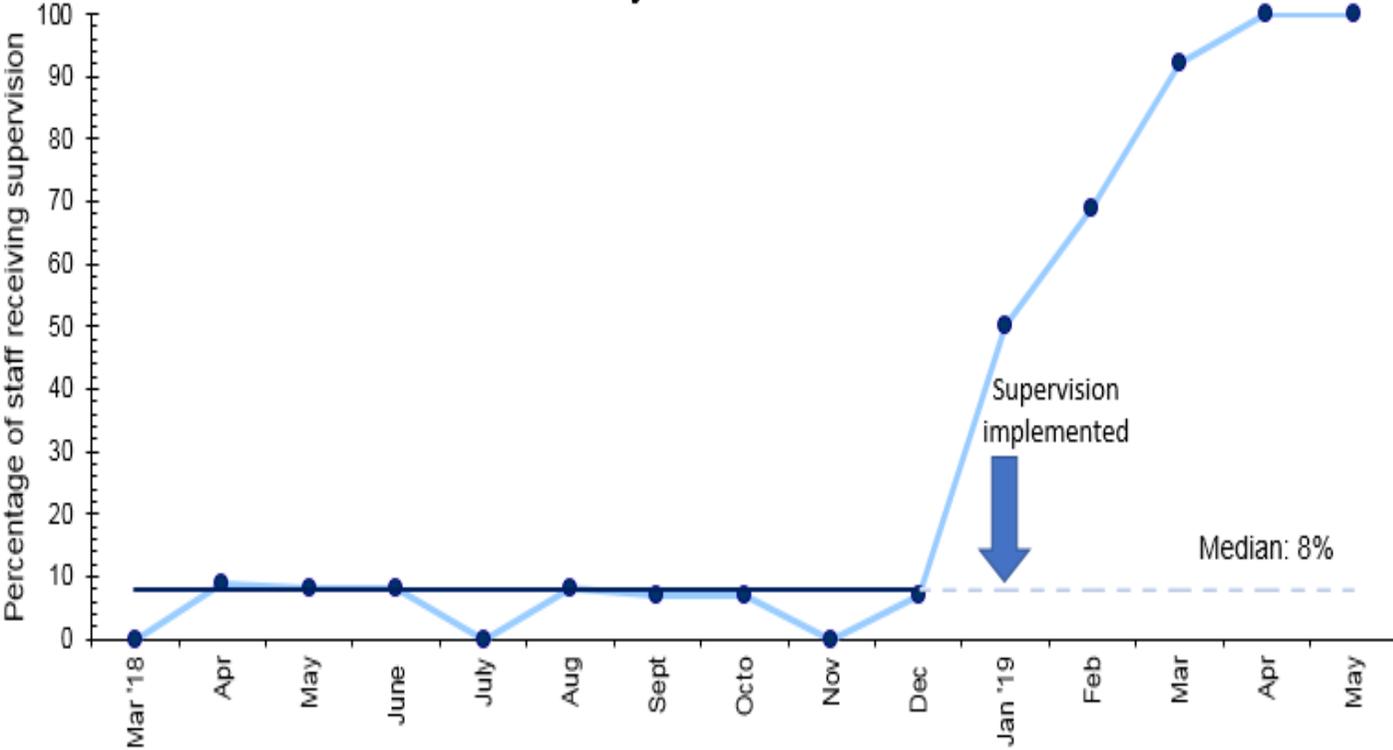
Implementing supervision in Prosthetic and Orthotic Department

22% of staff were participating in supervision

Average from national survey was 84%

Chart 1: Staff participating in supervision (PM)

Run Chart showing percentage of staff receiving supervision from Mar '18 to May '19



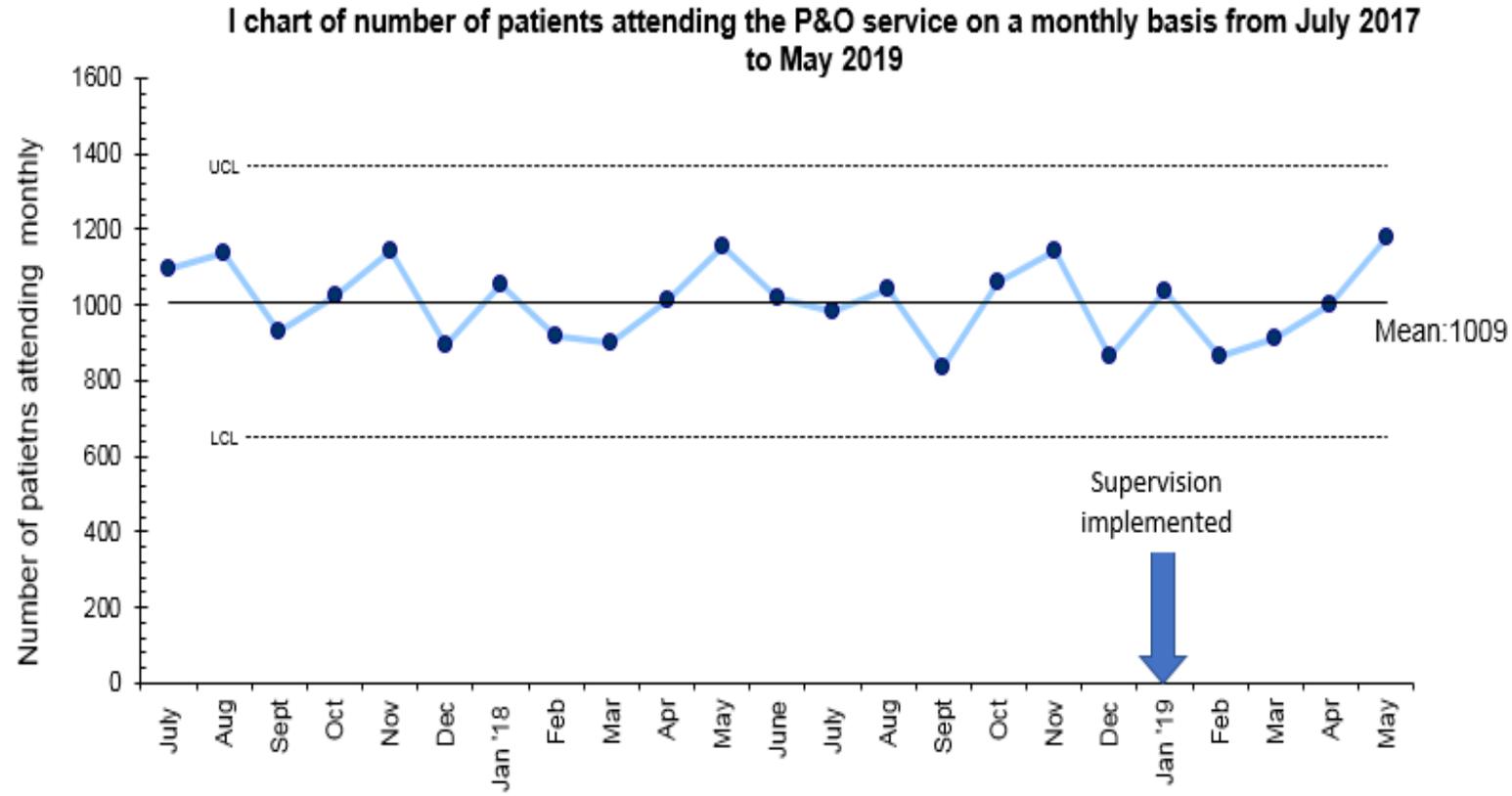
## Chart 2

Implementing  
supervision in  
Prosthetic and  
Orthotic  
Department

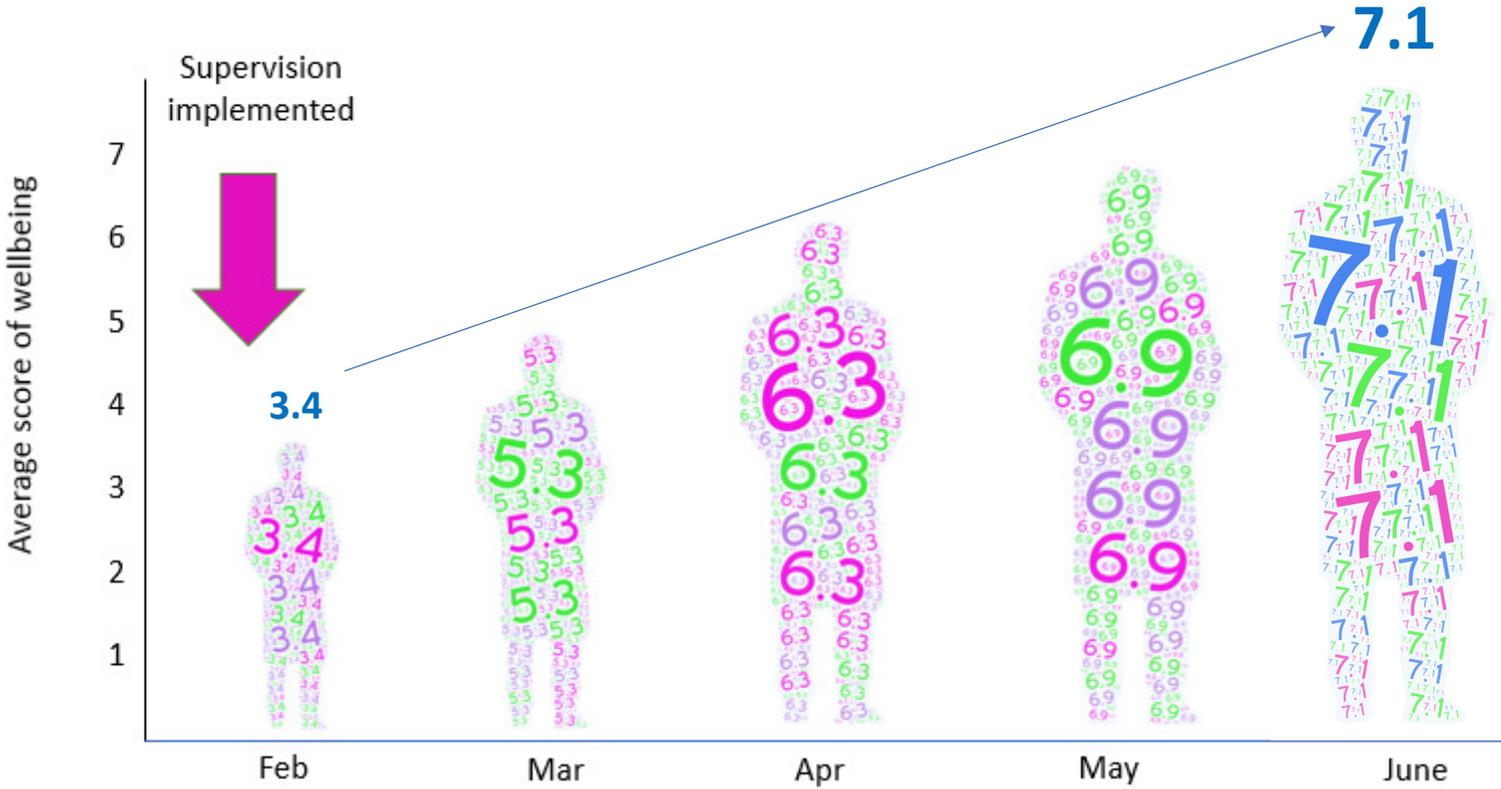
Staff reported  
time was major  
barrier to  
implementation

Staff concerned  
that their  
patient activity  
would decrease  
as a result of  
implementation

Chart 2:  
Patient  
activity (BM)



# Self reported monthly average wellbeing score from February to June 2019



Prosthetic and Orthotic Staff asked to chose one word to describe how they found supervision that month



January 2019

May 2019

