Supervision & Reflective Practice Policy

PRN-168: Supervision & Reflective Practice Policy
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Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
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Version Number: V01 20260815
Date of Review: (August 2026)

1. Introduction

Supervision and reflective practice are core components of CAREHOPES's commitment to safe, ethical, and high-quality companionship services. This policy establishes TC's structured approach to supervision, reflective practice, professional development, and continuous learning. It ensures companions receive regular support, guidance, and opportunities to reflect on their work with clients.

2. Purpose

This policy aims to:

- promote safe, person-centred companionship
- ensure companions receive regular professional support
- embed reflective practice into everyday work
- strengthen safeguarding awareness
- enhance professional boundaries and decision-making
- identify training needs and development opportunities
- maintain consistent quality across all TC services

3. Scope

This policy applies to:

- companions
- volunteers
- supervisors

- governance and safeguarding personnel
- any staff involved in client-facing duties

4. Definitions

4.1. Supervision

A structured, confidential, professional meeting between a companion and a supervisor to review practice, discuss concerns, and support development.

4.2. Reflective Practice

A process of thinking critically about experiences, decisions, and interactions to improve future practice.

4.3. Supervisor

A trained individual responsible for overseeing companion performance, providing guidance, and ensuring compliance with TC policies.

4.4. Professional Development

Activities that enhance skills, knowledge, and competence, including training, coaching, and reflective exercises.

5. Principles

TC's approach is guided by:

- **Safety First:** Supervision reinforces safeguarding responsibilities and risk awareness.
- **Professional Boundaries:** Reflection strengthens ethical boundaries.
- **Consistency:** All companions receive structured, regular supervision.
- **Confidentiality:** Supervision discussions remain private unless safeguarding concerns arise.
- **Learning Culture:** TC promotes continuous improvement and reflective thinking.
- **Supportive Environment:** Supervision is non-punitive and developmental.

6. Supervision Structure

6.1. Mandatory Frequency

Supervision is **mandatory** for all companions and forms part of TC's professional work etiquette. Required frequency:

- **Monthly supervision** for all companions (mandatory)
- **Bi-weekly supervision** for new companions during their first 3 months

- **Immediate supervision** following any safeguarding incident
- **Additional supervision** as required by supervisors or Governance Team

6.2. Booking Requirements

All companions **must book their monthly supervision** with their assigned supervisor.

Bookings must be made:

- **no later than the 10th day of each month**, and
- recorded in the TC Supervision Calendar.

Failure to book supervision is treated as a **policy breach**.

6.3. Duration & Pay

- Monthly supervision sessions may last **up to 1 hour**.
- If a companion or supervisor is **not on duty**, they will be **paid for the time spent in supervision**.
- Supervision time is treated as **regular working hours**, not overtime.
- Supervision is part of **mandatory professional conduct**, not an optional activity.

6.4. Mandatory Nature

Supervision is a **non-negotiable requirement** for all staff. Non-attendance without valid reason may result in:

- formal warnings
- additional supervision
- performance improvement plans

6.5. Supervisor Responsibilities

Supervisors must:

- create a safe, supportive environment
- encourage reflective thinking
- identify risks and safeguarding issues
- provide constructive feedback
- ensure policy compliance
- escalate concerns to Governance Team
- maintain accurate supervision records

6.6. Companion Responsibilities

Companions must:

- attend all scheduled supervision
- participate openly and honestly
- reflect on their practice
- raise concerns promptly
- complete agreed actions
- maintain professional boundaries
- follow all TC policies

7. Reflective Practice Framework

7.1. Purpose

Reflective practice helps companions:

- understand emotional responses
- improve decision-making
- strengthen boundaries
- identify learning needs
- enhance client relationships
- prevent burnout

7.2. Reflective Tools

TC encourages use of:

- Gibbs' Reflective Cycle
- Kolb's Learning Cycle
- TC Reflective Practice Template
- journaling
- supervision discussions
- peer reflection (approved by supervisors)

7.3. Reflective Practice Expectations

Companions must:

- complete reflective entries after significant sessions
- reflect on boundary challenges
- consider safeguarding implications
- discuss reflections during supervision
- use reflection to improve future practice

7.4. Mandatory Quarterly Reflective Practice Sessions

TC delivers **mandatory quarterly reflective practice sessions** for all companions. These sessions are:

- facilitated by the Governance, Safeguarding & Development Team
- designed to strengthen reflective thinking, boundaries, and emotional resilience
- aligned with TC's safeguarding and quality improvement priorities

7.5. Attendance Requirements

All companions must:

- attend **one reflective practice session every quarter**
- participate actively in group reflection exercises
- complete any reflective assignments
- integrate learning into monthly supervision

Non-attendance without valid reason is a **policy breach**.

7.6. Pay & Time Allocation

- Quarterly reflective practice sessions are **paid**.
- They count as **regular working hours**, not overtime.
- If companions are not on duty, they will still be paid for attendance.

8. Safeguarding & Boundary Reinforcement

Supervision and reflective practice support safeguarding by:

- reviewing boundary concerns
- assessing risk indicators
- reinforcing safe practice
- ensuring companions understand prohibited behaviours

- escalating concerns immediately

Reflective practice must never include:

- sharing client-identifiable information outside supervision
- discussing clients with friends or family
- using reflection to justify unsafe behaviour

9. Documentation Requirements

9.1. Supervision Records

Supervisors must complete:

- supervision notes
- action plans
- follow-up tasks
- risk assessments (if applicable)

Records must be stored securely in line with:

- Data Protection Act 2018
- UK GDPR
- TC Confidentiality Policy

9.2. Reflective Practice Records

Companions must:

- complete reflective entries using TC templates
- submit reflections when requested
- store reflections securely

9.3. Quarterly Reflective Practice Records

TC will maintain:

- attendance logs
- session summaries
- reflective themes
- action points

These will be reviewed during monthly supervision.

10. Addressing Concerns Through Supervision

10.1. Performance Concerns

Supervision may identify:

- documentation issues
- boundary concerns
- inconsistent practice
- lack of engagement
- training gaps

Supervisors will create an improvement plan.

10.2. Safeguarding Concerns

Any safeguarding concern must be:

- documented
- escalated immediately
- reviewed by Governance Team
- followed by additional supervision

10.3. Emotional Wellbeing

Supervision supports companion wellbeing by:

- discussing emotional impact
- identifying stress or burnout
- offering coping strategies
- recommending breaks or adjustments

11. Training & Professional Development

TC provides:

- induction training
- safeguarding training
- boundary training
- reflective practice workshops
- refresher modules

- advanced development sessions

Quarterly reflective practice forms part of TC's mandatory training cycle.

12. Confidentiality

Supervision is confidential except when:

- safeguarding concerns arise
- illegal activity is disclosed
- a client or companion is at risk
- policy breaches require escalation

Supervisors must inform companions when confidentiality must be broken.

13. Policy Review

This policy will be reviewed:

- annually
- after major incidents
- after legal changes
- after safeguarding updates
- after organisational changes

14. Legal & Regulatory Alignment

This policy aligns with:

- Care Act 2014
- Data Protection Act 2018
- UK GDPR
- TC Safeguarding Policy
- TC Confidentiality Policy
- TC Professional Boundaries Policy

15. Amendments

TC may update this policy to reflect:

- legal changes
- safeguarding updates

- operational improvements
- governance decisions

Updates will be communicated through official TC channels.