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| Adult Social Care Quality Assurance e-newsletter 11 |

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| A diagram of quality assurance  Description automatically generated |

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| Hello allWelcome to the eleventh edition of our Quality Assurance newsletter, the aim of which is to provide support to everyone in Adult Social Care (ASC), from frontline practitioners to leads and managers – and offer an insight into the ongoing work aimed at developing our quality assurance approach.     We also aim to consider and reflect on the impact of this work on both ASC and those drawing on care and support.   Lastly, we want to foster discussions and create avenues for engagement, facilitating participation and collaboration.     Let’s working towards our collective new year’s resolution: "***Quality is not an act, it is a habit***"    Belinda Oates has recently completed some audits and mentoring sessions in relation to carers conversations and reviews across ASC. We look forward to sharing more details about the findings and next steps in future newsletters.   |

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| COMPLIMENTS MATTER |

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| Compliments received from residents, carers, colleagues, and partners tell us a lot about what we are doing well and the impact of our work. We have made calls for compliments in previous newsletters, and we are pleased to report that we have seen an increase in what you are sharing with us.

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| Well done |  | We want to continue to gather as many compliments directly from you, as well as residents, carers, and partners. Therefore, to make the process of sharing compliments as seamless as possible, we have created one central point for all compliments to be come through. Please do provide the below compliments email address to anyone who wants to share their positive feedback. ComplimentsASC@Camden.gov.uk  |

We will continue to share some highlights from compliments received via “Compliments Corner” and by making the email available to everyone we hope to gain even richer insights about the great work that we do. |

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| SUPERVISION SURVEY ANALYSIS |

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| We launched our supervision surveys for both supervisees and supervisors in ASC operations, to give you an opportunity to have your say about the supervision that you receive and/or provide. Thank you to everyone who was able to contribute to this important area of practice.  There are plans to role out supervision surveys to the rest of ASC including Provider Services, Commissioning and Financial Services in the future.  It is important that we take time to pause reflect on what has been shared and then to consider next steps towards implementing required changes. We recognise that with previous surveys we not always got this right, however we are committed now to taking a ***“You Said, We Did”*** approach.  We would like to share with you some of the highlights from  both the supervisor and supervisee supervision surveys.

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What is working well:  * Most supervisors are providing regular supervision
* Supervisors tell us supervision is a collaborative space, where they can have difficult conversations and facilitate discussions on anti-discriminatory practice
* Supervisors on the whole feel confident to use supervision to think more critically and reflectively about the work, however this is not the case for all
* Most supervision notes are shared and agreed after supervision
* An agenda is used in supervision which covers areas which are helpful/important for the supervisee in most instances
* Staff benefit from other forms of supervision such as informal discussions with supervisors, team meetings and peer discussions
* Most respondents told us that supervision supports their well-being, decision making and to work within professional standards
* Most respondents told us that supervision is a collaborative space where their supervisor recognises and actively appreciates my identity, unique perspective, skills & knowledge
* Most respondents told us that their learning and development needs are considered in supervision
* Most supervisees trust their supervisor to be responsive to their needs

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What could be improved:  * Quality supervision takes time, posing challenges for supervisors and supervisees.
* Some managers lack confidence in supervising staff from different professional backgrounds.
* Over half of supervisors have not accessed corporate management training, and nearly half feel their supervisory training needs are unmet.
* While aware of the ASC Supervision Policy, almost half of respondents are neutral about its support for their practice.
* Just over half find the ASC supervision policy aligns with their needs, but many lack signed supervision contracts.
* Some supervisors feel unequipped to manage staff performance and absences.
* Decisions in ASC case supervision aren't consistently recorded in Mosaic/Rio case notes.
* Some supervisors lack the tools and training for quality supervision.
* While some experience strength-based, reflective supervision, others do not.
* Career progression opportunities aren't universally integrated into supervision.
* Some supervisors fail to address issues raised in supervision, hindering investigation.
* Nearly half of respondents feel unable to raise concerns about supervision quality.

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Next Steps and Recommendations   The analysis from the Supervision Surveys were taken to QA Board this month and sign off was made around actions to be taken forward to strengthen our supervisory practice and support for supervisors. * **ASC Supervision policy** to be reviewed to ensure it sets out expectations, processes, and procedures in relation to supervision, which support supervisees to deliver high quality services. That it also supports holistic supervisory practice and ASC values including anti-discriminatory practice.
* Learning and Development feedback to be feed into the **ASC Learning and Development Plan**, to ensure the offer reflects what supervisors need to provide high quality supervision.
* Audit of opportunities and impact of spaces for supervisors to share and develop their practice outside of the formal training offer, as part of the **We Matter Plan.**
* Consideration in relation to supervision arrangements (ratios and professional supervision outside of line management) to brought through in the **Workforce Development Plan,** alongside career progression opportunities.
* **ASC Auditing Framework**, development to include methods for quality assuring supervision (audit/observations) to understand the quality of supervision being delivered in line with the refreshed ASC Supervision Policy.

In future QA newsletters we will share a more detailed action plan, with timescales and deliverables and keep you updated on our progress.   |

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| QUALITY ACTION GROUP PRIORITIES  |

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| The Quality Action group has narrowed down its priority areas to focus on in relation to quality in the next few months. These priorities are:1. **Supervision**
2. **Staff Well Being**
3. **Carers**
4. **Recording**
5. **Waiting Lists**
6. **Mental Health Social Work**

The supervision survey was the first part of the group taking forward supervisory practice development. As we work through the priority areas, we will be sharing with you the streams of work and activities taking place in the quality space.  |

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| I hope this e-newsletter continues to provide useful information about Quality Assurance in ASC. If you want to read our previous e-newsletters, please visit [here](https://ascpractice.camden.gov.uk/supporting-you-in-your-role/quality-assurance/qa-e-newsletters/#main).  If anyone has any questions or suggestions, please do reach out to me, Roisin Harper, our ASC Quality Assurance Lead, your head of service or your manager. With best wishes, Jamie Spencer Head of Insight, Quality and Financial Services  |

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