

SUPERVISION POLICY



Effective from: 6th May 2019

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Statement of Intent

The staff of Butterfly Bloom believe that service should provide a caring, positive, safe and stimulating environment, which promotes the social, physical and moral development of all service users. During service, staff are responsible for exercising a standard of care that would be expected by a caring and prudent parent. It is our policy to ensure that a balance exists between the meticulous supervision of service users every moment that they are present and the desirable object of encouraging independence.

Aims

Butterfly Bloom is committed to ensuring service users are safe and appropriately supervised at all times. Butterfly Bloom is committed to ensuring that:

- Service user supervision and security always forms part of the risk assessment for any activity or visit.
- Supervision of service users takes into account the age, maturity, needs and numbers of service users, as well as the location and type of activities in which they are engaged.

This policy is applicable to all service users. Butterfly Bloom seeks to implement this policy through adherence to the procedures set out in the rest of this document. This document is available on our website and on request from the Butterfly Bloom office.

Supervision Before Service

The front gate leading directly onto Jewel Road is opened by the building manager before service starts. The front door to the centre is closed, and service users are required to press the door bell. A member of Butterfly Bloom support staff will be at the door to greet service users and supervise to the correct room for that day. The front door will be secured upon service user entry.

Electronic registration is completed by 11.00am.

Supervision during the day

When supervising service users in their care, staff:

- Follow the Health & Safety Policy and the medical (First Aid) Policy and procedures
- Have a high awareness of service user well-being
- Ensure the environment and any equipment being used is safe
- Are vigilant and active and ensure equal access, opportunity and inclusion for all service users
- Intervene when necessary to avoid incidents
- Have high expectations for behaviour with regard to the relevant policies on behaviour and anti-bullying
- Ensure service users follow the Butterfly Bloom values
- Ensure service users are where they should be at all times
- Report any concerns or incidents to the service manager as appropriate.

Service Time

Service users should be under supervision at all times during service. Support workers should not leave a session unsupervised at any time unless there is an extreme emergency. If for any reason a support worker needs to leave the room for any length of time, another appropriate adult must be summoned to supervise the service users first.

Service users are able to move around the building unescorted by staff during the day. Service users are allowed to exercise some personal responsibility. Nonetheless, support workers have a responsibility to ensure the safety and good conduct of all service users under their care at any particular time and should always be aware of the whereabouts of each service user.

Unwell service users

When a service user is taken ill they should be monitored to see if their condition improves and the service manager should be informed, who will decide on the course of action to be taken (See Health and First Aid Policy.) Should it be necessary, the service manager will telephone the carer/home/family and will instruct the support worker and Butterfly Bloom staff that the service user is being taken home. This information will be marked accordingly in the register and the service user will be signed out.

Supervising service users' Mealtimes

service users are served lunch between 12noon – 1.30pm

Serving

All service users are offered a hot lunch daily. Lunch is served by the kitchen staff. Lunch is always supervised by support staff. After lunch, support workers clear away any plates, cups and cutlery.

End of Butterfly Bloom Service

At the end of the Butterfly Bloom day service users are dismissed by support staff who escort them to the building entrance. Independent travelers will be allowed to leave at their will. Service users that are to be collected by carer/home/family member are instructed to wait until that person, who is known to them, arrives. If any changes to the person collecting a particular service user are made, the service manager will notify the support staff. Service users requiring a taxi escort will wait with support staff until their taxi arrives. Support staff will supervise the service users during taxi journeys.

If any service users left uncollected, the service manager should be notified, who will then telephone home to make arrangements for their collection. Service users will wait in the building foyer until they can be collected. Staff are responsible for service users until they have left the building.

Going Home Independently

Permission for a service user to leave the Butterfly Bloom site to travel home unaccompanied must be obtained in writing from the service user's support worker. This should be stated in the initial referral form when joining. With this on file, it is confirmed that this is a decision made by the individual's support and not Butterfly Bloom's responsibility in the event of an accident.

Visitor Supervision

All visitors to Butterfly Bloom are expected to sign in and out at the entrance foyer. Visitors are required to wear a visitor's badge. All staff should check in the event of any strangers entering or found on the premises and report to the service manager if there is a concern. Admittance to the building during the day is via the front door. Visitors on the premises are signed in and wear a Visitors' Badge on a lanyard at all times. Once they have signed in, visitors are requested to sit and wait until the member of staff responsible for escorting them around the building arrives.

Visitors' badges are available at request from Butterfly Bloom staff.

Missing service users

If any service user is discovered missing from where they should/are expected to be, then staff supervising must follow the Missing Person Policy.

Absence

The responsibility to ensure that a service user attends Butterfly Bloom regularly is that of the carers/homes/families. Carers/Homes/Families to contact the Butterfly Bloom office to register a service user's absence.

Leaving the Butterfly Bloom Site

Service users should not be allowed off site during Butterfly Bloom hours unless there is clear evidence of a request, either in writing (or email) from the carers/homes/families. Verbal requests are also acceptable. Parents/carers taking service users from Butterfly Bloom must collect them usually from the building entrance.

Illness

When service users are taken ill during the day, the service manager will contact the carers/homes/families. Information about contacts is kept electronically in the Butterfly Bloom online portal.