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In The News

A wheelchair-bound resident of a group home spent two hours in a parked van after being left alone by staff.

A four-year-old girl reported to her mother that a boy from pre-school touched her private parts while the class was watching a DVD. Teachers acknowledged that 20 children were together in a darkened room for an hour but said that teachers were present the entire time.

A staff member in a residential treatment center was discovered meeting a resident outside of the center on weekends. A review of surveillance tapes revealed that the same staff had been breaking policy for weeks by allowing the resident to sit up late at night talking with him.

These examples show that client safety usually depends on direct care staff. These staff are most available to prevent abuse. But they can't do it alone. They need supervision. Good staff supervision can supplement an organization's screening and selection efforts; standardize procedures for the care of clients; and provide support to staff.



Spotlight on Staff Supervision | Issue 1.1

Supplement Screening



Even the best screening efforts may not catch a “bad apple.” Knowing this, vigilant supervision is essential to determining a person’s suitability for the job. Direct supervision of staff involves several activities:

- Observing staff on the job
- Watching staff interactions with clients and co-workers
- Looking for policy violations

Direct supervision can be complemented by other methods:

- Reading progress notes
- Reviewing incident reports
- Formally and informally surveying co-workers about a staff’s performance
- Formally and informally checking in with clients to learn about a staff’s behavior

These methods of supervision provide a multi-dimensional view of direct care workers.

SAFETY BULLETIN

Standardize Care

Direct supervision standardizes care by:

- Raising awareness about policy and protocol,
- Ensuring that all staff provide care using the same procedures,
- Ensuring that staff know how to supervise clients for optimal safety.



Attentive supervision is the best way to minimize drift from standards. When all staff follow specific protocols for client care, co-workers and supervisors are better able to notice suspicious behavior and policy violations. And clients can then be aware when someone treats them differently and are more likely to report when that happens.

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About Praesidium

Praesidium is the national leader in abuse risk management offering a full range of products and services to help you protect those in your care from abuse and to preserve trust in your organization. info@PraesidiumInc.com.

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Provide Support

Another function of supervision is supporting staff development. In this role, supervisors can:

- provide constructive, corrective feedback,
- praise good work,
- teach staff the skills they need to improve their performance,
- advocate for more resources or extra training to help staff do their jobs more effectively.

These actions result in increased staff competence, higher staff morale, lower staff turnover, and improved service to clients. In short: greater safety and stability in the organization.

Good supervision of staff sustains safe and effective client care.

For a sample Activity Monitoring Plan to guide your staff in planning off-site activities, call **817.801.7773** or email to info@PraesidiumInc.com.

Training Workshops

Praesidium offers training workshops on Supervising for Safety and Reading for Risk which teach supervisors various techniques and standards for supervising staff.

Call 817.801.7773 to schedule a training!