



Falkirk Council

SOCIAL WORK SERVICES

Social Work Services

Care and Support at Home Services

Practice Observation Procedure

May 2014

***CASAH May 2014
Review May 2015***

social work...putting people first





Falkirk Council

Homecare Services

Practice Observation

Operational Guidance

Background

As part of our Quality Assurance process, it is crucial that we evidence our support to both service users and staff to ensure that services are provided by skilled and well supported staff. The attached 'Practice Observation' system is aimed at enabling Homecare Managers to quickly identify development areas for staff and to re-assure service users that the quality of their support is appropriately monitored.

The system can be utilised as a regular way of monitoring our delivery of support – this will enable managers to record direct observations of staff practice and to use this information as a positive way of providing feedback and of identifying development and training needs.

The Process

1. Ensure that all Homecare staff are aware of the system and of the reasons for it.
2. All homecare staff must have at least **one** practice observation each year.
3. Advise all service users/families that this system will be implemented as a positive addition to our management process.
4. In the main, visits should not be announced –
5. On arrival at the service the Homecare Manager must advise the service user of the reason for the visit – that it is a new element of our quality monitoring process.
6. On meeting the homecare worker, the manager should provide re-assurance that this is a new but positive part of our management.





7. The manager should observe and appropriately complete the sections of the observation tool which are relevant. (EG medication may not be relevant therefore insert 'NA' in the score box.)
8. The manager is accountable for the completed assessment information and must ensure it is accurate.
9. Managers may decide to simply observe and to do the actual scoring once he/she has left the service – in this case the score sheet must be completed immediately after leaving to avoid inaccuracy.
10. The section on the final page is where any comments should be made – exceptionally good practice may be commented upon here and referred to the Senior Worker / Team Manager who may decide to write a letter of compliment.
11. If any concerns are identified that require immediate attention this should be raised with the worker at the earliest opportunity and recorded.
12. The Practice Observation form should be returned to the Senior Worker before filing in the staff supervision file, after the Senior Worker is satisfied that any issues raised are being addressed.
13. The Information will provide information for a future supervision agenda.
14. The process provides evidence for the inspection.

