

## CONFIDENTIALITY

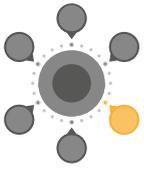
Confidentiality is pivotal to the success of supervision and should be maintained through a trustful relationship, an appropriate choice of environment, and dedicated time. Supervisors and supervisees should adhere to the responsibilities articulated within the reflective supervision framework as an acknowledgement of trust and expectations.

In setting up reflective supervision, it is important that the boundaries of the supervisory relationship are established, including the agreement of ground rules between the parties to support and protect confidentiality<sup>9</sup> at the start of reflective supervision sessions. This process of agreement enables identification of potentially conflicting roles and development of mutual understanding<sup>10</sup>.

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9 Bifarin, O. and Stonehouse, D. (2017). Clinical supervision: An important part of every nurse's practice. *British Journal of Nursing*, 26(6): pp 331 - 335.

10 Beddoe, L. & Davys, A. (2016). *Challenges in professional supervision: Current themes and models for practice*. London: Jessica Kingsley. P 91.



The agreement may be reviewed at any stage at the request of either supervisor or supervisee(s); however, frequent review should not normally be necessary.

### Ground Rules

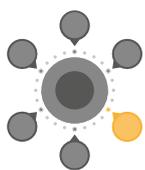
Where a one-to-one meeting is taking place between a supervisor and supervisee both parties should:

- ▶ Have an attitude of open learning.
- ▶ Deal appropriately with areas of disagreement positively approaching conflict in an attitude of mutual respect.
- ▶ Ensure that practice that could compromise patient safety, quality and experience if identified, is dealt with supportively via appropriate procedures.
- ▶ Where such an issue arises, ensure all parties are informed of the intention to disclose, before revealing confidential information.
- ▶ Ensure that all relevant records are kept securely in an appropriate place.

Where a group meeting is taking place between a supervisor and multiple supervisees all parties should:

- ▶ Agree to share within a group setting.
- ▶ Be sensitive to the needs of individuals and the overall dynamics within the group.
- ▶ Maintain confidentiality by not disclosing or discussing information provided by any other members of a group - they should not be discussed with anyone outside the group e.g. other team members, family or friends.
- ▶ Be supportive of other members of the group.
- ▶ Listen to other members of the group when they are speaking and allow them to finish before beginning to speak ourselves.
- ▶ Ensure that unsafe, unethical or illegal practice, if identified, is dealt with supportively via appropriate procedures.
- ▶ Where such an issue arises, ensure all parties are informed of the intention to disclose, before revealing confidential information.
- ▶ Ensure that all relevant records are kept securely in an appropriate place.

It is important to recognise that the professional supervisor is not usually the line manager of the registrant; on occasion however, it may be appropriate for this to be the case. Supervisors are appropriately prepared to take on the role, and have a practical understanding of the principles of confidentiality and parameters for escalation should a relevant issue arise.



Section 5 of the NMC Code states clearly that registrants must respect people's right to privacy and confidentiality. This includes sharing necessary *'information with other health and care professionals and agencies only when the interests of patient safety and public protection override the need for confidentiality'*<sup>11</sup>.

Supervisees will equally be prepared for engaging in supervision, having an understanding of the general standards and processes underpinning the framework.

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<sup>11</sup> Nursing and Midwifery Council. (2018). *The Code: Professional Standards of Behaviour for Nurses, Midwives and Nursing Associates*. London: NMC, p 8.