

A Practical Guide to Developing your Skills as an

Effective Ward Manager

10% online payments discount*
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For current and aspiring Ward Managers/Ward Sisters/Charge Nurses and Senior Nurses

Thursday 16 October 2014 Hallam Conference Centre, London



Topics include:

- ✓ Liberating Ward Managers to lead
- ✓ Strengthening the Ward Manager role
- ✓ Nurse Appraisal and Revalidation
- ✓ Developing your competence as a Ward Manager
- ✓ Developing your leadership skills
- ✓ Implementing the 6Cs at Ward Level
- ✓ The day to day practicalities: your role
- ✓ Running an effective, efficient and compassionate ward
- ✓ Assessing and managing nurse staffing and skillmix
- ✓ Managing ward budgets finance and resources
- ✓ Managing nurse staffing and skill mix
- ✓ Care and compassion: changing the culture

Chair & Speakers include

Jon Billings

Director of Strategy

Nursing and Midwifery Council

Bronagh Scott

Deputy Chief Nurse

NHS England

Recognised by



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Whether you are currently a Ward Manager, or aspiring to be one, this event provides a unique opportunity to learn from the experiences of other Ward Managers and Nurse Directors to develop your skills as an effective Ward Manager.

The conference will update delegates on key issues facing Ward Managers in practice including changes to the Ward Manager role itself. The Francis Inquiry into Mid Staffordshire NHS Foundation Trust recommended that:

“Ward nurse managers should operate in a supervisory capacity, and not be office-bound or expected to double up, except in emergencies as part of the nursing provision on the ward. They should know about the care plans relating to every patient on his or her ward. They should make themselves visible to patients and staff alike, and be available to discuss concerns with all, including relatives. Critically, they should work alongside staff as a role model and mentor, developing clinical competencies and leadership skills within the team. As a corollary, they would monitor performance and deliver training and /or feedback as appropriate, including a robust annual appraisal.”

This recommendation was accepted in principle by the Government:

“The Department of Health gave strong support to supervisory roles for ward managers (including sister, charge nurse and team leader) in delivering oversight to all aspects of care on a ward and in a community, from cleanliness to allocation of staff. Nurse leadership and visibility at ward level provided by a ward manager is also important to the delivery of safe, high-quality care to patients.” The Government Response to the Francis Inquiry November 2013

The conference will focus on strengthening and supporting the ward manager, developing competence and career progression and the practicalities of running an effective ward.

Follow the conference on Twitter #WardManager

100% of attendees at our previous Ward Manager Conference would recommend the event to a colleague.

10.10 Chairman's Introduction

Jon Billings *Director of Strategy* The Nursing and Midwifery Council

10.10 Liberating Ward Managers to lead

Cepta Hamm *Head of Nursing, Adult Community Services*
with **Karen Bonner**
Deputy Head of Nursing, Abdominal Medicine & Surgery
Guy's and St Thomas' NHS Foundation Trust

- enabling the vision for 75% clinical leadership time for Ward Sisters: reducing administrative and office based tasks through a concierge service
- changing culture and attitudes: what "its my ward!" means in practice
- our experience and measuring success

10.40 Nursing appraisal and revalidation: Ward Manager Update

Jon Billings
Director of Strategy
Nursing and Midwifery Council

- the appraisal process for nurses and how this will feed into revalidation
- developing competence and insight through appraisal
- looking forward to nursing revalidation: the new code, national update and pilot site developments

11.10 Question and answers, followed by coffee and exhibition

11.45 Developing your competence and leadership skills as a Ward Manager

Helen Young
Director of Nursing and Midwifery
Birmingham Women's NHS Foundation Trust

- strengthening the leadership of the Ward Managers to improve the quality of care
- using coaching and partnership working to boost the performance of Ward Managers
- increasing staff confidence in their leadership skills
- developing your leadership skills: tips for success

12.10 Implementing the 6Cs effectively at Ward Level

Paul Rafferty
Ward Manager
South Tees Hospitals NHS Foundation Trust

- leading the 6Cs in action on the wards
- delivering a positive culture on the ward: proud to care
- monitoring and demonstrating progress against the 6Cs from a Ward Managers perspective
- tips for current and aspiring Ward Managers based on my experience

12.35 The day to day practicalities of my role as a Ward Manager

Jonathan Willis
Ward Manager
Royal United Hospital Bath NHS Trust
& *Leadership Fellow*
The Health Foundation

- things every ward manager should know
- what keeps me up at nights and what makes my job rewarding
- critical success factors for Ward Managers from my experience

13.00 Question and answers, followed by lunch and exhibition

14.00 Developing the role of the Ward Manager

Bronagh Scott
Deputy Chief Nurse
NHS England

- NHS England update for current and aspiring Ward Managers
- developing the role of the Ward Manager
- ensuring Ward Managers have the time they need and assuring the Ward Manager supernumerary and supervisory status

14.30 Raising concerns and developing a culture of openness

Paul Jebb
Assistant Director of Nursing (Patient Experience)
Blackpool Teaching Hospitals NHS Foundation Trust

- taking action on concerns about the safety or wellbeing of people in your care
- ensuring staff understand their professional responsibility with regard to raising concerns
- why the terminology has changed from whistle blowing: raising concerns without fear of reprisal
- the impact of the duty of candour

15.00 Assessing and managing nurse staffing and skill mix on the ward Implementing the NICE recommendations on safer staffing

Ann Casey
Senior Nurse
University College London Hospital
& *Member* Specialist Committee on Safe Nurse Staffing of
Adult Wards in Acute Hospitals NICE

- reviewing and assessing nursing staffing and skill mix
- monitoring acuity of patients relative to nurse staffing and skill mix
- tips for monitoring staffing, skill mix and managing staff sickness and agency staff

15.30 Question and answers, followed by tea and exhibition

16.00 Care and Compassion on the ward

Mike Clift
Co-Researcher
Whittington NHS Trust

- how do you measure the culture on your ward?
- how to you embed a culture of care and compassion?
- developing a compassionate care framework
- developing a model of compassion from nurses' views which explains the concept of compassion, the behaviours that best express compassion and the skills needed to nurture compassionate behaviour
- engaging staff in imaginative activities using drama, films, and theatre to creatively develop the skills of compassionate care, as well as developing their self-awareness and emotional resilience by using evidence-based mindfulness and therapeutic strategies
- if nurses repeatedly refuse to adopt a culture of caring and compassion what you should do

16.30 Managing your own ward budgets, finances and resources

Ali Richards
Director
GTR Coaching Ltd

- understanding your rights as a budget holder
- ensuring you use finance as a resource by building on your relationship with your accountant
- finding out the financial rules which govern your management of budgets
- taking time to review how your ward is running from a business and financial perspective
- tips and advice for Ward Managers managing budgets

17.00 Question and answers, followed by close

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Conference Documentation

☐ I cannot attend the conference but would like to receive a PDF containing the conference handbook material, which includes speaker slides, at £49 each.

The PDF will be emailed out after the conference, please fill in the 'Your Details' section above, ensuring your email address is clear and the 'Payment' section..

Venue

Hallam Conference Centre, 44 Hallam Street
London, W1W 6JJ. A map of the venue will be sent with confirmation of your booking.

Date

Tuesday 29 April 2014

Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
- ☐ £300 + VAT (£360.00) for voluntary sector / charities.
- ☐ £495 + VAT (£594.00) for commercial organisations.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

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