

A Practical Guide to Developing your Skills as an Effective Ward Manager

For current and aspiring Ward Managers/Ward Sisters/Charge Nurses and Senior Nurses

Monday 16 March 2015 Hallam Conference Centre London

10% Card payments discount**
15% Group booking discount**



Chairman and Speakers include:

Paul Rafferty

Ward Manager

South Tees Hospital

NHS Foundation Trust

Paul Jebb

Experience of Care Professional Lead

NHS England

Supporting Organisations



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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.

The conference will open with a session from the Care Quality Commission looking at the new inspection process at Ward Level and what 'Well-Led' looks like in terms of the Ward Manager role. Using case studies from trusts that have been through the inspection process the session will demonstrate what a good ward looks like from the CQC perspective. The CQC stated in October 2014 that *"We examine the leadership of individual services, and the leadership on the wards"*, they also highlighted the importance of inspecting at ward level to identify variation within an organisation stating that *"This was particularly noticeable where one or two of the medical wards (especially in care of the elderly wards and on 'escalation' wards) were poor – what we call 'worry wards' – while others were good."* State of Care Report, CQC October 2014

The conference will look at improving, and accrediting the quality of care on your ward and also developing your leadership skills as a ward manager to support you in preparing for ward level CQC inspection. Sessions will focus on improving the patient experience on your ward including implementing 'Always Events', improving safety on the ward, delivering ward accreditation, care and compassion and effective staffing and skillmix.

The conference will update delegates on the ward managers role in appraisal and revalidation, and focus on strengthening and supporting the ward manager, ensuring supervisory status, developing competence and career progression and the practicalities of running an effective ward. There will be a skills development session on ward budgets, finances and resources.

Follow the conference on Twitter #WardManager

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10.00 Chairman's introduction & Introduction

Paul Rafferty *Ward Manager* South Tees Hospital NHS Foundation Trust

10.20 What does well-led mean at ward level?

Kate Sanders

Practice Development Facilitator
Foundation of Nursing Studies

- what does well-led mean at ward level?
- what qualities to great wards have?
- monitoring and developing leadership on the ward

10.45 Current issues for Ward Managers

Howard Catton

Head of Policy and International Affairs
Royal College of Nursing

- staffing, Willis and future education
- what issues are the political parties looking at that will impact on your role
- current issues for ward managers: developing your strategic influence
- raising concerns

11.10 Nursing appraisal and revalidation: Ward Manager update

Katerina Kolyva

Director of Continued Practice
The 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

11.30 Question and answers, followed by coffee and exhibition

11.55 Developing the role of the Ward Manager

Liz Westcott

Department Head, Clinical Health Care
Oxford Brookes University

- the role of coaching in developing the role of the ward manager
- how to develop an effective coaching relationship
- ward manager perspectives

12.20 Improving your ward: Delivering Safe Wards

Louise Orchard

Safe Wards Lead

with Michelle Hopkins

Head of Patient Safety and Risk, With Ward Manager
Dorset Healthcare NHS Foundation Trust

- setting up an improvement project
- improving safety on the ward: our safe wards project in mental health
- how do we ensure the patients and carers get to know the staff as human beings?

12.50 Question and answers, followed by lunch and exhibition

14.00 Delivering Ward accreditation for quality

Dr Shelley Dolan

Chief Nurse, With Ward Manager
Royal Marsden NHS Foundation Trust

- setting up a ward accreditation programme
- measuring and monitoring quality at ward level
- changing culture and practice at ward level
- improving quality at ward level through benchmarking

14.30 Compassion in care staff: Their definition; the obstacles and the solutions

Mike Clift

Co-Researcher

Whitington NHS Foundation Trust

- what care staff think it is and how you do it
- what gets in the way of compassion?
- how do you measure it?
- how do you get better at it?

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

Peter Murphy

Deputy Director of Nursing Governance and Quality
Salford Royal NHS Foundation Trust

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

15.30 Question and answers, followed by tea

16.00 Managing your own ward budgets, finances and resources

David Bailey

Independent Healthcare Finance Consultant and Author
'The NHS Budget Holder's Survival Guide'

- 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

16.30 Improving patient experience on your ward including 'Always Events'

Paul Jebb

Experience of Care Professional Lead
NHS England

- improving patient experience on your ward: practical steps
- Always Events: setting out the events that should happen on your ward for every patient
- developing a responsive ward culture
- an update from NHS England

17.00 Question and answers, followed by close

Effective Ward Manager

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☐ 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 sent out after the conference, please fill in the 'Your Details' section above for delivery, 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

Monday 16 March 2015

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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