

# *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 14 September 2015 Hallam Conference Centre London



## Speakers include

**Katerina Kolyva**

*Director of Continued Practice  
Nursing and Midwifery Council*

**Paul Jebb**

*Experience of Care Professional Lead  
NHS England*

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

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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

10% Card payments discount\*  
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## 10.00 Chairman's introduction: My Experience as a Ward Manager

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

## 10.20 What does well-led mean at ward level?

**Ellen Armistead**  
*Deputy Chief Inspector (Acute)*  
Care Quality Commission

- what does well-led mean at ward level: learning from the CQC inspections to date and ward level findings
- outstanding and good wards: examples and what this looks like in practice
- what qualities to great wards have?
- what the inspections will look at on your ward: key lines of inquiry and an overview of the inspection process

## 10.45 Current issues for Ward Managers

**Howard Catton**  
*Head of Policy and International Affairs*  
RCN

- 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

## 11.35 Question and answers, followed by coffee and exhibition

## 12.00 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

## 12.30 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

## 13.00 Question and answers, followed by lunch and exhibition

## 14.00 The role of the supervisory Ward Sister in continuous quality improvement

**Lynne Currie**  
*Research & Innovation Analyst*  
SKIS, Nursing Department

- setting up a ward accreditation programme
- measuring and monitoring quality at ward level
- ward indicators, harm free care, SI, complaints, ESR data, and patient experience real time
- improving quality at ward level through benchmarking

## 14.30 Compassionate Healthcare: How to look after it

**Mike Clift**  
*Practice development Nurse and quality and safety co-lead*  
Whittington NHS Foundation Trust

- the Whittington Health compassion model: What compassion is and how you do it
- the obstacles to compassion
- what skills do you need?
- can you teach compassion?
- can you measure compassion?
- how do you look after it?

## 15.00 Improving patient safety and managing patient safety incidents at ward level

**Helen Young**  
*Director of Nursing and Midwifery with Ward Manager*  
Birmingham Women's NHS Foundation Trust

- improving patient safety at ward level
- managing patient safety incidents
- working with patients and families and ensuring adherence to the duty of candour

## 15.30 Question and answers, followed by tea

## 16.00 Assessing and managing nurse staffing and skill mix on the ward: Implementing the NICE recommendations

**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 skillmix
- tips for monitoring staffing, skill mix and managing staff sickness and agency staff

## 16.30 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

## 17.00 Question and answers, followed by close

# Effective Ward Manager

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The PDF will be sent out after the conference, please fill in the 'Your Details' section above for delivery, and the 'Payment' section.

For more information contact Healthcare Conferences UK on **01932 429933** or email [jayne@hc-uk.org.uk](mailto:jayne@hc-uk.org.uk)

### 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 14 September 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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