

*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*

Tuesday 26 January 2016 ICO Conference Centre London



Speakers include

Howard Catton

Head of Policy

Royal College of Nursing

Ellen Armistead

Deputy Chief Executive (Acute)

Care Quality Commission

Supporting Organisations



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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

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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

With the first nurses and midwives expected to go through the nursing revalidation process in April 2016, the conference will also update delegates on the ward managers role in appraisal and revalidation including sign off and the role of the confirmer. There will be a 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

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

10.10 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

10.40 Nursing appraisal and revalidation: Ward Manager update

Representative

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: national update and pilot site developments
- the Ward Managers role as a Nurse Revalidation Confirmer

11.10 Improving patient safety and managing patient safety incidents at ward level

Gail Byrne

Interim Director Of Nursing trust lead for safety
Southampton University Hospitals NHS Trust

With Ward Manager

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

11.35 Question and answers, followed by coffee and exhibition

12.00 Leadership development for Ward Managers

Dr Greta Westwood

Deputy Director of Research & Innovation/Clinical Academic Coordinator Portsmouth Hospitals NHS Trust/University of Southampton
Training Director CLAHRC Wessex &

With Ward Manager

- delivering transformational personal and ward based change through ward sister leadership development
- developing leadership qualities and behaviours against a framework
- meeting the CQC well led domain at ward level
- ensuring a wider understanding of the whole organisation/system in which ward managers work
- our programme and 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 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

14.30 EXTENDED SESSION: : Improving communication skills at ward level including frontline management of complaints, feedback and concerns

ROLE PLAY delivered by

Becky Simpson and David Schaal

Payout

Payout a dynamic drama based communications and presentations training company, will be performing pieces of theatre to promote discussion about how to encourage effective communication on the wards and how to sensitively challenge and manage staff who are under performing.

15.30 Question and answers, followed by tea

16.00 Safe Staffing: Getting it right on the ward

Susan Osbourne CBE

Chair
The Safe Staffing Alliance

- national developments and the evidence to link nurse staffing and quality of care
- what are the right metrics for your ward?
- measuring and monitoring acuity
- 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.

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Venue

ICO Conference Centre, 22 Berners Street, London, W1T 3DD. A map of the venue will be sent with confirmation of your booking.

Date

Tuesday 26 January 2016

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.

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