

Ward Manager Summit

10% card payments discount*
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Developing your skills as an Effective Ward Manager
**For current and aspiring Ward Managers/
Ward Sisters/Charge Nurses and Senior Nurses**

Monday 15th October 2018 De Vere West One Conference Centre, London



Chair & Speakers Include:

Joan Pons Laplana

Transformation Nurse

James Paget University Hospital NHS
Foundation Trust

Terri Salt

Inspection Manager

Care Quality Commission

Supporting Organisations



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"While the overall leadership culture of the trust is important, often it is the local ward leadership, medical as well as nursing, that is critical to achieving high-quality care."

State of Care in Acute Hospitals, Care Quality Commission

This Summit aims to bring together current and aspiring Ward Managers to understand current issues and the national context, and to debate and discuss key issues and areas they are facing in practice. The Summit will open with National Update sessions looking at the developing your role as an effective Ward Manager, and understanding your role within the context of national developments. The conference will then focus on critical areas for effective Ward Management including developing an extended interactive session focusing on leading and driving improvement on your ward, ward manager development, improving communication skills at ward level including frontline management of complaints, feedback and concerns, developing ward accreditation for quality and exemplar wards, changing the way we think about patient experience updating you on national developments in bringing the Last1000days and Red2Green to life through #EndPjparalysis, and managing your own ward budgets, finances and resources.

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. Through national updates and practical case studies the conference will update Ward Managers on essential issues to enable you to improve practice and leadership at a local level.

This conference is suitable for current and aspiring Ward Managers/Ward Sisters/Charge Nurses and Senior Nurses

This conference will enable you to:

- Network with Ward Managers, Aspiring Ward Managers and those who support them
- Understand the national context including the CQC role in Ward Inspection and National Nursing developments
- Develop your skills as an Effective Ward Manager
- Improve your leadership skills and empower others
- Understand the role of the Ward Manager in supporting Advanced Nursing Practice including the new RCN credentialing system
- Learn from established practice in managing and monitoring quality including the development of exemplar wards and ward accreditation
- Improving communication skills at ward level including frontline management of complaints, feedback and concerns
- Learn from experienced Ward Managers about how they handle difficult issues, manage workload and work life balance and improve the way they work
- Develop your local strategy to improve and change the way you think about patient experience
- Improve your skills in management of ward budgets, finances and resources
- Self assess and reflect on your own practice

Gain CPD accreditation points contributing to professional development and revalidation evidence

10.00 Chair's Welcome & Introduction

Joan Pons Laplana *Transformation Nurse* James Paget University Hospital NHS Foundation Trust

10.10 What does an outstanding ward look like from a CQC perspective?

Terri Salt
Inspection Manager
Care Quality Commission

- elements of an effective ward
- the importance of effective ward leadership: the well-led ward
- lessons from inspections
- moving forward

10.40 Developing your skills as an effective Ward Manager

Leah Callighan
Ward Manager
Bradford Teaching Hospitals NHS Foundation Trust

- characteristics of an effective Ward Manager
- the Ward Manager role
- managing workload and work life balance
- what support do Ward Managers need?

11.05 Driving improvement in Ward Quality: Developing Ward Quality Metrics & Accreditation Programme

John Boulton
Ward Accreditation Matron
with Karen Bailey
Quality Matron
United Lincolnshire Hospitals NHS Trust

- devising and delivering a quality assurance accreditation scheme - our experience
- the 13 quality standards which the wards are measured against
- ward scoring and using the findings to drive improvement
- keys themes - reducing variation across wards and sharing learning & good practice

11.35 *Question and answers, followed by tea & coffee at 11.45*

12.00 EXTENDED SESSION: Leading and driving improvement on your Ward

Joan Pons Laplana
Transformation Nurse
James Paget University Hospital NHS Foundation Trust

- understanding and developing your leadership skills
- what does well-led mean at ward level? 10 commandments for successful leadership
- developing leadership qualities and behaviours against a framework
- improving team working and dealing with difficult people
- ensuring a wider understanding of the whole organisation/system in which ward managers work

12.55 *Question and answers, followed by a chance to network with your fellow delegates*

13.15 *Ward Manager Networking Lunch and Exhibition*

13.55 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.

14.35 Supporting Advanced Nursing Practice: Update for Ward Managers

Ian Setchfield
Acute Care Nurse Consultant & Advanced Practice Lead
East Kent University Hospital NHS Foundation Trust

- credentialing explained: assessing the background and legitimacy of nurses to practice at an advanced level through assessing their qualifications, experience and competence
- bringing credibility to the role and reducing variation
- pathways to achieving the RCN Advanced Level Nursing Practice Credential
- developing a job plan that demonstrates current advanced level practice verified by a senior nurse/ employer
- resources for Ward Managers: the credentialing handbook and the role of the credentialing specialist

15.00 Changing the way we think about patient experience

Bringing the Last1000days and Red2Green to life through #EndPjparalysis

Deirdre Fowler *Director of Nursing, Midwifery and Quality*
with Ruth Smith *Ward Manager*
The Shrewsbury & Telford Hospital NHS Trust

- enabling patients to get into their own clothes to build system capacity by improving patient flow, enabling more timely discharges, reducing length of stay, and more timely admissions for other patients
- last 1000 days and Red2Green explained
- the impact on patient experience and deconditioning in Shrewsbury and Telford

15.25 *Question and answers, followed by tea & coffee at 15.30*

15.40 Supporting vulnerable patients on the ward

John Howles *Matron*
and Priscilla Manuel *Ward Manager*
East Lancashire NHS Foundation Trust

- improving the quality and experience of one-to-one care for vulnerable patients
- developing the partnership in care approach
- the benefit to vulnerable patients on the ward

16.05 Leading a Ward in practice: Challenges and difficult issues

Speaker to be announced

- what are the difficult issues for Ward Managers
- leading change in practice
- performance management at ward level
- managing staff conflict and nurses in difficulty

16.30 Managing 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*

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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..

For more information contact Healthcare Conferences UK on **01932 429933** or email jayne@hc-uk.org.uk

Venue

De Vere West One, 9-10 Portland Place, London, W1B 1PR.
A map of the venue will be sent with confirmation of your booking.

Date Monday 15th October 2018

Conference Fee

- ☐ £265 + VAT (£318.00) for NHS, Social care, private healthcare organisations and universities.
☐ £200 + VAT (£240.00) 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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Confirmation of Booking

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

Exhibition

If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 01932 429933, or email carolyn@hc-uk.org.uk

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