A Practical Guide to Developing your Skills as an

Effective
Ward Manager

Implementing the Francis Recommendations
For current and aspiring Ward Managers/Ward Sisters/Charge Nurses and Senior Nurses

Tuesday 25 June 2013   ICO Conference Centre, London

Topics include:
✓ Strengthening the Ward Manager Role
✓ Implementing the Francis Recommendations
✓ Developing your competence as a Ward Manager
✓ Developing your leadership skills
✓ Improving and monitoring ward safety and quality

✓ Developing the Ward Manager role in appraisal
✓ Running an effective, efficient and compassionate ward
✓ Assessing and managing nurse staffing and skillmix
✓ Managing ward budgets finance and resources
✓ Ensuring regular ward rounds and care rounding

Chair and Speakers Include

Mel Pickup
Chief Executive
Warrington and Halton
NHS Foundation Trust

Jacqueline McKenna MBE
Deputy Director of Nursing
NHS Trust Development Authority

Helen Young
Director of Nursing
Birmingham Women’s NHS Foundation Trust

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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 the changing role of the Ward Manager as a result of the recommendations from the Francis Inquiry into Mid Staffordshire NHS Foundation Trust.

Recommendation 195 “Ward sisters and nurse managers should operate in a supervisory capacity and should not be office bound. The ward manager should know about the care plans relating to every patient on their ward and should be visible and accessible to patients and staff alike. Ward managers should work alongside staff as a role model and mentor, developing clinical competencies and leadership skills within the team and ensuring that the caring culture expected of professional staff is being consistently maintained and upheld.” The Francis Inquiry into Mid Staffordshire NHS Trust, February 2013

The conference, chaired by Mel Pickup, Chief Executive (& Nurse) Warrington and Halton Hospitals NHS Foundation Trust will focus on strengthening and supporting the ward manager, developing competence and career progression and the practicalities of running an effective ward.

Visit our website www.healthcareconferencesuk.co.uk or tel 01932 429933 fax 01932 880402

100% of attendees at our previous Ward Manager Conference would recommend the event to a colleague.
10.10 Chairman’s Introduction
Mel Pickup Chief Executive (and Nurse) Warrington and Halton Hospitals NHS Foundation Trust

10.10 Strengthening the role of the Ward Manager: The Francis Recommendations

Recommendation 195: 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.

- reflecting on the Francis Recommendations for Nursing
- strengthening the role of the ward manager: the Francis Recommendations
- ensuring visibility on the wards
- ensuring ward managers work in a supervisory capacity

10.40 Support for the Ward Manager role in practice
Jacqueline McKenna MBE
Deputy Director of Nursing
NHS Trust Development Authority
with Lindsay Robinson
Senior Sister
Medway NHS Foundation Trust

- developing your skills as an effective Ward Manager
- feeling empowered: having the authority, energy and skills to make a difference on the ward
- assuming high visibility as the nurse leader of the ward
- supporting and empowering ward managers

11.10 Question and answers, followed by coffee and exhibition at 11.20

11.45 Developing your competence as a Ward Manager and ward leader
Linda Pascall
Assistant Director of Nursing
Sandwell and West Birmingham Hospitals NHS Trust

- developing an eleven point competency framework for ward managers
- our Ward Manager Development Programme

12.10 Developing your leadership skills as a Ward Manager
Sarah James Associate Director of Education and Development
With Cavette Castillo Ward Manager
Kings College Hospital 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

12.35 Developing the Ward Managers role in nursing appraisal
Karen Dawber Director of Nursing
Warrington and Halton Hospitals NHS Foundation Trust

- the appraisal process for nurses
- developing competence and insight through appraisal
- a step by step guide to delivering an effective appraisal: tips for success
- looking forward to nursing revalidation

13.00 Question and answers, followed by lunch and exhibition at 13.10

Focus: Running a safe, effective, efficient and compassionate ward

14.00 Ensuring a culture of care and compassion on the ward
Professor Mark Radford
Chief Nursing Officer
University Hospitals Coventry and Warwickshire NHS Trust

- how do you measure the culture on your ward?
- how to you embed a culture of care and compassion?
- if nurses repeatedly refuse to adopt a culture of caring and compassion what you should do

14.30 Assessing and managing nurse staffing and skillmix on the ward
Nicky Hayes
Consultant Nurse
Kings College Hospital NHS Foundation Trust

- reviewing and assessing nursing staffing and skillmix
- what are safe and effective nursing levels?
- how we have set a minimum staffing level to ensure safety at Kings College

15.00 The Ward Manager role in ensuring safe and effective care
Helen Young
Director of Nursing and Midwifery
Birmingham Women’s NHS Foundation Trust

- defining Ward Manager accountability for safe and effective care at ward level
- developing a ward dashboard
- the role of the Ward Manager in addressing complaints, concerns and patient feedback on the ward
- developing your skills as a clinical leader in ensuring safe, effective care that meets the needs of patients

15.30 Question and answers, followed by tea and exhibition at 15.40

16.00 Ensuring regular ward rounds and care rounding
“Ward nursing managers and named nurses should be an intrinsic part of medical ward rounds and other contacts between doctors and patients”

- introducing hourly nursing rounds on wards: the impact
- using care rounding to proactively improve patient care on the wards
- ward manager training and the Ward Manager perspective

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
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