

Developing your skills as an Effective Ward Manager

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

Monday 4 March 2019 De Vere West One Conference Centre, London

10% card payments discount*
15% group booking discount**



Chair & Speakers Include:

Joan Pons Laplana

Transformation Nurse

James Paget University

Hospital NHS Foundation Trust

Paul Rafferty

Head of Nursing

North Tees and Hartlepool

NHS Foundation Trust

Supporting Organisations



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"The ward leader's role is recognised as pivotal in managing clinical services, improving patient outcomes and effective teamworking." NHS Improvement October 2018

"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

"Ward leaders are central to achieving the highest of standards in the NHS and are the role models for nurses, midwives and care staff. They are the face of leadership for patients and need the managerial skills to run a busy and demanding ward as well as the clinical expertise to inform the right supervisory decisions. It's hard to think of another clinical role that requires such a singular combination of skills and attributes, and where the impact of a person's leadership can be so keenly felt by ward staff and patients alike. We recognise that this is a uniquely demanding role, yet it is one that can be rewarding beyond measure. We have written this handbook to support your commitment to this vital role by helping you – whether you are already a ward leader or are aspiring to become one – identify the key attributes, skills and practical knowledge necessary to be effective." The Ward Leaders Handbook, NHS Improvement October 2018

This conference aims to bring together current and aspiring Ward Managers to understand current issues and the national context, and to develop your skills as a current or aspiring Ward Manager. The conference will open with reflections on the characteristics and qualities of an effective Ward Manager, and understanding your role within quality and specifically meeting the CQC Quality Ratings at Ward level. 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, developing ward accreditation for quality and exemplar wards, supporting Nurses in Difficulty and managing performance concerns – updating you on the new NMC fitness to practise procedures, understanding how ward rounds can be used to improve both staff wellbeing and patient care, supporting vulnerable patients on your ward and reflecting on the day to day life of a Ward Manager including tips for aspiring Ward Managers.

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, Nurse Directors & National Experts to develop your skills as an effective Ward Manager.

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
- Learn from experienced Ward Managers about how they handle difficult issues, manage workload and work life balance and improve the way they work
- Understand the role of the Ward Manager in supporting Nurses in difficulty or experiencing performance concerns in line with the new NMC Fitness to Practise procedures
- Improve your leadership skills and empower others to lead and drive improvement on your Ward
- Learn from established practice in managing and monitoring quality including the development of exemplar wards and ward accreditation
- Improve the effectiveness of your ward round and understand how Schwartz rounds can support staff wellbeing and improve patient care
- Develop your local strategy to improve support for vulnerable patients on the ward
- Self assess and reflect on your own practice
- Gain CPD accreditation points contributing to professional development and revalidation evidence

Follow this conference on twitter #wardmanager

10.00 Chair's Welcome & Introduction

Paul Rafferty *Head of Nursing, Out of Hospital Care* North Tees and Hartlepool NHS Foundation Trust

10.10 Developing your skills as an effective Ward Manager

Paul Rafferty
Head of Nursing, Out of Hospital Care
North Tees and Hartlepool NHS Foundation Trust

- characteristics of an effective Ward Manager
- the Ward Manager role
- what support do Ward Managers need?
- the 2018 NHS Improvement Ward Leaders Handbook

10.40 Tips and advice for current and aspiring Ward Managers

Leah Callaghan
Ward Manager
Bradford Teaching Hospitals NHS Foundation Trust

- what I wished I'd known
- tips and advice for aspiring Ward Managers
- the highs and the lows of the role

11.10 *Question and answers, followed by tea & coffee at 11.20*

11.45 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

12.30 *Question and answers, followed by*

Chair to Lead: A chance to network with your fellow delegates: facilitated interactive discussion and sharing ideas

12.50 *Ward Manager Networking Lunch and Exhibition*

13.50 Creating Joy in Work

Rachel Pilling
Consultant Ophthalmologist
Bradford Teaching Hospitals NHS Foundation Trust

- 15seconds 30minutes is a social movement to reduce frustration and increase joy.
- Find out how you could become a 15s30m Hero!
- Discover how your ward could be involved in launching a quick 15s30mMission to improve patient care
- 15s30m is a way of involving all staff in Quality Improvement – with no training or resources needed.

14.30 EXTENDED SESSION: Supporting Nurses in Difficulty and Managing Performance Concerns Fitness to Practise NMC Update

Anthony Robinson
Assistant Director of Casework Presentation and Preparation
Nursing and Midwifery Council

- dealing with complaints about nurses and midwives: a new approach to fitness to practice
- helping employers to deal with complaints
- supporting local resolution
- giving nurses and midwives the opportunity to remediate
- the results of the consultation
- referring to the NMC: when to refer and factors to consider

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

15.45 Schwartz Center Rounds: supporting staff wellbeing to ensure high quality

Dr Cath Taylor
Reader in Healthcare Workforce, Organisation and Wellbeing
University of Surrey

- the inextricable link between staff wellbeing and high quality patient care
- what are Schwartz Rounds and how do they work to support staff

16.15 EXTENDED SESSION: Creating a Caring Culture on the Ward

Jo Odell
Practice Development Facilitator, Inspire Improvement Fellowship
Programme Foundation of Nursing Studies
with Amanda Barker
Inspire Improvement Fellow Bradford District Care NHS Foundation Trust
and Ryan Rukas
Inspire Improvement Fellow Midlands Partnership NHS Trust

- Facilitative Leadership and creating caring cultures with your team
- Experiences of creating caring cultures for staff and patients at team level
- Methods and approaches to help leaders develop caring cultures
- Facilitated discussion to share ideas and challenges

17.00 *Question and answers, followed by close*

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Effective Ward Manager Conference

Monday 4th March 2019

De Vere West One Conference Centre, London

Download

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 Book online via credit card and receive a 10% discount*
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> Your Details (please complete a new form for each delegate. Photocopies are acceptable)

Dr Mr Mrs Ms (Please Circle)

First Name

Surname

Job Title

Department

Organisation

Address

Postcode

Telephone

Fax

Email

Please write your address clearly as confirmation will be sent by email, if you prefer confirmation by post please tick this box, Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

This form must be signed by the delegate or an authorised person before we can accept the booking

(By signing this form you are accepting the terms and conditions below)

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Date

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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 4th March 2019

- 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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Accommodation
On confirmation of your booking you will receive information for booking accommodation should you require it.

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.

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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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