Creating ‘great’ wards: the role of the ward manager

Kate Sanders
Practice Development Facilitator
Foundation of Nursing Studies
Overview of presentation

• About FoNS
• Share my values about ward managers
• Define a ‘great’ ward
• Identify six characteristics of a ‘great ward’
• Consider the role of the ward manager in creating a ‘great ward’
About FoNS

• An independent, not for profit organisation that works directly with nurses and nurse-led teams to improve care for patients, their families and carers

• We work with nurses, helping them to use innovative, knowledge based approaches to improve the practice of caring and ultimately provide the standard of person-centred nursing that ensures patients feel respected and safe

• Over the last 5 years we have supported more than 80 nurse-led teams working across all healthcare settings UK-wide
In ‘great’ wards:

• Patients and families experience care that is safe, effective and person-centred

• Staff feel valued and supported
If you ‘want staff to treat patients with respect, care and compassion, all leaders and staff must treat their colleagues with respect, care and compassion’ (King’s Fund, 2013)
Staff agree shared purpose and goals
Being compassionate means:

• Engaging with patient as a person
  – Giving/spending time with/getting to know patient
  – Recognising patients as people
  – Putting patients at the heart of care
  – Being available for others

• Being empathetic with patients and relatives
  – Being empathetic - putting yourself in the shoes of the patient
  – Treating patients how you would like to be treated – ‘as a member of your family’

• Being kind – having a good heart

Etc.
What people say is what people do
Actions are identified through shared decision making
Staff learn in and from practice

I saw you really listening to that patient.

How can we help you to do that more often?
Successes are celebrated
Ward managers can begin to create ‘great wards’ by:

• Understanding the staff experience – what is it like to work here?
• Helping staff to act on ideas for making improvements
• Supporting staff development through well-structured appraisals, mentorship, clinical supervision and creating ongoing learning opportunities in practice
• Developing well-defined teams that:
  – Have shared goals
  – Are clear about their roles and responsibilities
• Creating space for staff to:
  – Get to know each other as people
  – Reflect on goals, effectiveness, team working, patient care issues and innovations
Ward managers need:

• To be enthusiastic, persistent and willing to listen
• To be courageous and creative
• To be supported by peers and line managers
• To know where to gain support from within and outside of their organisation e.g. practice development teams, learning and development teams, FoNS etc.
For further information about the work of FoNS and how we can support you, please visit: www.fons.org

Thank you