

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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15% group bookings discount**

Thursday 27th March 2025

Virtual Conference



Chair & Speakers Include:

Wendy Preston

Head of Nursing Practice

The Royal College of Nursing

Ali Richards

Senior Lecturer

University of Cumbria

Liam Button

Charge Nurse/Ward Manager

Royal Cornwall Hospitals

NHS Foundation Trust

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Developing your skills as an Effective Ward Manager

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Virtual Conference

This conference will bring together current and aspiring Ward Managers to understand current issues and the national context, and to develop your skills as an effective Ward Manager. The conference will open with reflections on the characteristics and qualities required for the role, and understanding your role within quality and specifically meeting the CQC Quality Ratings at Ward level. The conference will support you to develop your skills in ward leadership as new or experienced Ward Managers.

“Nursing, midwifery and care staff leadership provides a strong vehicle to ensure that staff can create and deliver the changes that are needed on the ground.”
NHS England

“The role of the Ward Leader (Sister / Charge Nurse) is paramount in ensuring safe and effective, quality care to patients on their wards and departments. An effective ward leader is a clinical expert, a team manager and leader, and an educator of many. The role is recognised to be one of the most challenging yet rewarding positions to hold in the nursing profession. The strength and effectiveness of Clinical Leadership directly influences the quality of care that patients receive and the experience of staff in these environments.”
New Ward Leaders Handbook, Newcastle upon Tyne Hospitals NHS Foundation Trust November 2023

“Several interviewees described the role as “very complex”, and were keen to note that they would be “ultimately responsible” for “pulling the ward together” in order to “provide the highest quality of effective patient care”. One respondent compared the role to that of a ship’s captain, who may only be visible to everyone at particular times but who is always working away in the background to manage the crew and bring the team together effectively..Our findings demonstrate that many ward managers struggle with the level of work they deal with, despite almost 60% of survey respondents always or usually enjoying their role.”
Findings on the role and value of ward managers, RCN Wales, 2022

The conference will focus on critical areas for effective ward management and developing your skills as a Ward Manager including an extended interactive session focusing on leading and driving improvement and meeting the new CQC Assessment Framework, developing ward accreditation for quality and exemplar wards, supporting Nurses in Difficulty and managing performance concerns, developing your skills in ward leadership, understanding ward finances, supporting vulnerable patients on your ward and reflecting on the day to day life of a Ward Manager including tips for aspiring Ward Managers.

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
- Examine the Ward Managers role
- Learn from a lived experience of a Ward Manager
- Improve your leadership skills and empower others to lead and drive improvement on your Ward
- Understand the national context including the CQC requirements and driving improvement on your ward
- 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 methods
- Understand the role of the Ward Manager in supporting Nurses in difficulty or experiencing performance concerns
- Learn from established practice in monitoring quality including development of exemplar wards and ward accreditation
- Improve your understanding of ward budgets and finance
- Improving quality and delivering compassionate leadership and culture on your ward
- Self assess and reflect on your own practice
- Supports CPD professional development and acts as revalidation evidence. This course provides 5 Hrs training for CPD subject to peer group approval for revalidation purposes

100% of delegates attending the last conference believe it will have a positive impact on patient experience
“Motivational and inspiring”

“Informative, excellent speakers who are living what they are teaching.”

“Well presented and a great choice of speakers”

“Really interesting and emotive speakers”

“Very interesting conference. Important tools to be an effective leader”

“More motivated & confident to support the whole team and improve patient outcomes.”

“I feel more confident in my role and have taken away a few tips that can be applied to my day to day role as a ward leader.”

10.00 Chair's Welcome & Introduction: Developing Your Skills as an Effective Ward Manager

Wendy Preston

Head of Nursing Practice
The Royal College of Nursing

- characteristics of an effective Ward Manager
- the Ward Manager role
- Ward Leadership and the RCN Professional Framework
- the RCN Nursing Workforce Standards & Principles - implications for Ward Managers
- what support do Ward Managers need?

10.40 Becoming a Ward Manager: A Lived Experience - My Experience as a Ward Manager

Liam Button

Charge Nurse/Ward Manager
Royal Cornwall Hospitals NHS Foundation Trust

- experiences as a Ward Manager
- tips and advice for aspiring and current Ward Managers
- the highs and the lows of the role
- leading by example

11.10 Small Breakout Group Discussion Led by Chair

11.40 *Comfort Break & Virtual Networking*

12.00 EXTENDED SESSION: Developing Your Ward Leadership Skills

Ali Richards

Senior Lecturer
University of Cumbria

- understanding and developing your leadership skills
 - developing leadership qualities and behaviours against a framework
 - the role of coaching and mentoring
 - ensuring a wider understanding of how to optimise your teams engagement as a ward manager
- This session includes interactive discussion in small breakout groups

12.40 Supporting nurses in difficulty and managing performance concerns

Speaker to be confirmed

- dealing with complaints about nurses and midwives
- developing a support package for nurses
- advice for nurses experiencing concerns
- understanding contributory factors
- ensuring nurses are supported and tips for self care
- the role of the NMC in helping employers to deal with complaints

13.05 *Lunch Break & Virtual Networking*

13.40 Supporting new ward managers

Speaker to be confirmed

- developing supporting new Ward Managers
- supporting Ward Leaders to lead
- practical advice for Ward Managers new to the role

14.10 EXTENDED SESSION: Ward Accreditation and meeting the CQC Assessment Framework

Reema D'Souza

Associate Chief Nurse for Governance
Buckinghamshire Hospitals NHS Trust

- aligning ward accreditation with CQC requirements
- workforce and skill mix planning – ensuring safe staffing
- supporting Ward Leaders to lead improvement and ward accreditation
- ward accreditation: the new Ward Accreditation Guide
- encouraging ownership of continuous quality improvement at ward level
- engaging and empowering staff to improve the basic standards and quality of care at ward level and reduce variation in standards between wards
- sharing best practice across wards
- does having a ward accreditation programme improve the quality of care for patients?
- increasing staff pride within their ward areas

14.50 Small Breakout Group Discussion

15.00 *Comfort Break & Virtual Networking*

15.20 Developing quality improvement capability & capacity: building improvement champions in wards

Ernesto N. Quider CQP FCQI

Chartered Fellow in Quality Management
Associate Director of Quality
Quality Academy (Clinical Audit, Evidence Service, RD& Innovation,
Quality Improvement)
Warrington and Halton Teaching Hospitals NHS Foundation Trust

- developing QI capability of ward managers and staff
- ensuring Ward Leaders are equipped to lead and manage QI projects
- understanding importance of QI in developing learning and improvement culture

16.00 Managing your own ward budgets, finances and resources

David Bailey

Finance Development Consultant and Author

- 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

16.30 *Questions & Answers, Close*

Effective Ward Manager

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Virtual Conference

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Venue

This virtual conference is run using a live stream on Zoom, interactive breakout rooms, and resources on a secure landing page available for three months after the event.

Date

Thursday 27th March 2025

Conference Fee

- £295 + VAT (£354.00) for NHS, Social care, private healthcare organisations and universities.
- £250 + VAT (£300.00) for voluntary sector / charities.
- £495 + VAT (£594.00) for commercial organisations.

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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 days after submitting your booking. The access code for the virtual portal will be sent one week before the conference.

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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