

#TEXTJanPeach

Service Manger08.01.02

#CODENC

April 2000 - Come from Elderly Medicine at Q&A and been there 13 yrs, Service Manager at Q&A.

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#CODEB3

Continually care 'Care in the community' Agenda. Helps identify gaps in training. Initial role was Nurse lead & Service Manager. Service Manager St Christophers Colde East?? Development of service to creating good networks for patient care.

#ENDCODE

#CODEB1

Supervision route? Fiona - Jan - Tony - Rosemary Packston, Support Service Manager - Beverly Carler/Jill Hindson, Out patients Manager

No clinical involvement - Core management. Support appraisal.

#ENDCODE

#CODEB1

Personal appraisal - constant contact. Informally - meet monthly - Development problems. Fiona IPR 6 months & annually.

#ENDCODE

#CODEB1

Int care developments. Ward - D Initially anxious then excited. Daedulus developed skills for slowstream & continuing care. Big leap - to rehab.

Meet regularly with clinical team & with therapist about managing beds. Conclusion - need to increase level E grade staff, 4 staff, 4 support. E & D night staff - ward clerk time - Tony, nurse leadership.

Took a year to recruit the staff for the post - due to extra cash that had been released across the trust opening more opportunity for staff.

#ENDCODE

#CODED1

Skills need for Int Care. Community Hosp Clinical Group, studied at training and development needs. Asked nurses to id gaps. - ECG monitoring/analyst, ear syringing, male cauterisation, lobotomy, AD, Canalisation. Reviewed - fractured neck and femur, stroke.

Training progress and workshops.

#ENDCODE

#CODEF1

Drugs skills - nurses felt competent, reviewed annually, no progress generally.

Diamorphine - prescription?, develop management of pain policy, develop prescribing chart. In practice - trailed last few months - results - chart was not large enough to record sig & time, nurses are a lot happier, still being fine toned.

#ENDCODE

#CODEF2

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#ENDCODE

#CODEF4

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#ENDCODE

#CODEF2

Indicators that policy is being implemented? Talking to staff ie. Fine tuning. Monitoring complaints about discomfort. Tony roles on ward. People who put prescribing chart cam to action meeting and meet clinicians. Policy will be audited but not sure what date.

Setting up a medical audit.

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#CODEE4

Nutrition audit? Nurse were following standards. What would happen if guideline were not followed? Jan hear from Tony - Tony spoken to individual, spoken to clinical man, review and remedial work. ?? updates

#ENDCODE

#CODEA3

Examples of impact of shared good practice b/w two community hospitals. At year awayday. Asked nurse - topics - rehab, nutrition.

#ENDCODE

#CODEB3

Examples of impact of shared good practice b/w two community hospitals. At year awayday. Asked nurse - topics - rehab, nutrition.

#ENDCODE

#CODEE4

Nutrition - availability of short order of snacks was more available here than at St Christopher.

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#CODEE5

At St Christ had audited themselves and found Doc were less to be desired so monitoring findings & will translate to GWMH.

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Movement of nurses

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#CODEB1

Clinical Manager of Sultan was away so clinical manager of Shannon ward at St Christophers came to cover.

St Christophers - 9 beds stroke. Shannon - 26 beds rehab. 18 continuing care.

Nurse consultant Jane Williams - stroke management. To improve & develop nurse skills.

#ENDCODE

#CODENC

Culture - GWMH very diff to acute wards, 'family culture', very proud of hospital, 'expanding culture' and invite new things, appreciating their place in the healthcare system.

#ENDCODE