

# Modern, patient focused nursing and midwifery based on traditional values

Nursing and Midwifery Strategy 2016 – 2018





# Welcome...

I am delighted to introduce myself as the new Director of Nursing and Midwifery.

Our five year Nursing & Midwifery Strategy was developed and launched in December 2013 to deliver the national Nursing and Midwifery Strategy 'Compassion in Practice'. The Chief Nursing Officer (CNO) is reviewing and consulting on the next phase of 'Our Vision' to respond to the national Five Year Forward plan. Some of our nurses and midwives have already contributed to the draft strategy and we expect the national strategy to be launched in mid 2016.

It is important that we have a framework for nursing and midwifery and therefore we will continue with the current strategy and its focus on Care, Compassion, Competence, Communication, Courage and Commitment. Our patient focused actions mirror the emerging themes in the CNO's vision: Population health and prevention; the personalisation of care agenda and ensuring productivity, safety and effective staffing. There are two themes for us to consider in 2016 as part of the Wirral Vanguard developments: Service transformation, innovation and improvement and Building and sustaining the future workforce.

We will continue with our updated strategy during the first part of 2016 and will engage with nursing, midwifery and allied healthcare professional colleagues through the Listening into Action engagement approach once the national vision has been published. As part of our preparation for revalidation in 2016, I would once again like to highlight the last page of the strategy. I believe that signing the commitment is an important part of evidencing your personal contribution to nursing and midwifery practice.

I look forward to continuing to improve our nursing and midwifery care and I'm confident that we will be in an excellent position to respond to 'Our Vision' once this is published.

Gaynor Westray,  
Director of Nursing and Midwifery

Modern, patient focused nursing and midwifery based on traditional values. The six Cs and what they mean for you:



## Care

Caring is what I do – I am proud when I have cared for patients and their carers really well and I have made a difference.

## Compassion

I am kind, thoughtful, a good listener and anticipate my patients' needs – I will go the extra mile for my patients and their carers.

## Competence

I am knowledgeable and competent. I am responsible for finding out about my patients' care and I will always ask for help if I am unsure because my patients' safety matters to me.

## Communication

I will introduce myself to patients and visitors, establishing eye contact and smile. I will use the patients' preferred name. I will not talk over patients and will be polite, calm and approachable.

## Courage

I will speak out and be responsible for taking action if my patients' care is being compromised. I will adhere to my Code of Conduct at all times.

## Commitment

I will come to work and be focused on the patients in my care and the needs of my team members. I will be fit and well to care. I will inspire confidence through my professional appearance and I am proud to wear my uniform.

### Patient focused values and behaviours



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### Patient focused actions

#### Patient focused values and behaviours

- Embed Nursing and Midwifery values and behaviours
- Director of Nursing and Midwifery to be visible and accessible
- All job descriptions to reflect six Cs values and patient focused outcomes
- Monitor the appearance of nurses and midwives to inspire trust and confidence
- Introduce a distinctive new uniform for Staff Nurses and Nursing and Midwifery Assistants
- Provide name badges to avoid confusion and promote transparency
- Embed "hellomynameis" introduction
- Introduce value-based 'compassionate' recruitment
- Potential recruits to meet the Director of Nursing and Midwifery
- Develop a system of monitoring disciplinary issues and referrals to the Nurses & Midwifery Council (NMC)
- Create a culture of challenge
- Excellence in patient experience and Friends and Family Test.

#### Patient focused population health and wellbeing

- Work with partners to support people to remain independent and healthy
- Maximise the contribution of Occupational Health Nurses
- Promote immunisation and vaccination for patients and staff
- Deliver excellence in Infection Prevention and Control in the hospital setting
- Excellence in safeguarding for adults and children
- Excellence in dementia nursing
- Make 'every contact count' to promote health and wellbeing
- Prepare nurses to care for older people and promote healthy ageing
- Ensure nurses and midwives are fit and well to care
- Promote safe sleeping
- Support breast feeding
- Promote social models of midwifery care to increase normal birth and reduce interventions.

#### Patient focused safe and effective nursing and midwifery care

- Develop the Wirral Millennium function to support excellent nursing and midwifery care and reduce bureaucracy
- Set performance outcomes for Ward Sisters and charge nurses
- Introduce an individual annual meeting with the Director of Nursing and Midwifery with all Ward Sisters
- Build on safety performance for pressure ulcer prevention; prevention of falls with harm; prevention of deterioration: MEWS; VTE assessment and plan; avoidance of infection
- Registered nurse on every ward round
- Embed 'nurse in charge' armband
- Patient focused ward rounds
- Deliver the patient-focused fundamentals – every patient, every time
- Monitor patient focused rounding
- Review and refresh the nursing and midwifery audit reporting system and develop strategies for improvement
- Midwives will receive proactive supervision
- Develop clinical supervision of Registered Nurses
- Ensure all staff have the required clinical competencies and academic requirements to deliver safe compassionate care.

#### Patient focused nursing and midwifery staffing

- Maximise the benefits of E Roster
- Review shift patterns to meet patient need
- Review the approach to 'specialling'
- Work towards national nurse and midwifery staffing levels
- Display nursing and midwifery staffing levels
- Supernumerary and supervisory Ward Sisters and charge nurses
- Develop new approaches to skill mix and care providing roles
- Introduce the role of Ward Assistant
- Complete six monthly acuity and dependency audits
- Monthly report on safe staffing levels to the Board of Directors
- Develop a framework for commissioning nurses and midwives to meet population need
- Modernise the nurse specialist service and introduce team job planning
- Modernise outpatient nursing
- Undertake Birthrate Plus™ for midwifery and respond to findings
- Introduce new role of Nursing Associate.

#### Patient focused nursing and midwifery management and leadership

- Develop a Research and Development Strategy for Nursing and Midwifery
- Progress academic relationships with local universities at pre- and post-registration level
- Increase the visibility of senior nurses in clinical areas and at night and weekends
- Reassert the role of the Matron with daily matron rounds
- Accredited leadership and management training for Ward Sisters, Charge Nurses and Staff Nurses
- Develop a succession plan for Ward Sisters and Charge Nurses
- Develop the ward routine: involve former nurses
- Clarity about who is 'in-charge' of the ward
- Display 'who to contact' details in case of concerns
- Celebrate success through an annual celebration of Nurses' Day
- Promote nursing and midwifery through presentations, publications and awards
- Arrange regular lectures from national and international speakers
- Select and prepare the next generation of nursing and midwifery leaders
- Develop and support 'Link' Nurses in specific specialist areas
- Support the re-validation of Nurses and Midwives.

# Nursing and Midwifery care standards



## Privacy and dignity

- Basic human rights to dignity, privacy and informed choice will be respected and take into account advance decisions and decisions to resuscitate.
- We will take care of patients' personal belongings, paying particular attention to the care of dentures, hearing aids and glasses.
- Patients will have clean appropriate night wear and bed linen at all times. Where appropriate, patients will be encouraged to wear their own clothes.
- Patients' spiritual and cultural needs are acknowledged, respected and met.
- End of life care will reflect the Wirral End of Life Care Charter. All our nurses will be enabled to deliver the standard set out in the charter, with every patient.



## Clinical care

- Patients must be helped to look after their skin and every effort made to prevent them developing pressure ulcers.
- Patients must be supported to maintain healthy comfortable mouths and pain free teeth and gums, enabling them to eat and communicate.
- Anti-embolism stockings will be removed daily and when necessary a clean pair re-applied following the patient's skin being cleaned and checked.
- Patients will have their bowel and bladder patterns assessed and will be supported to maintain their normal routine.
- Complications of bed rest will be prevented.
- Patients' needs on discharge will be anticipated and planned for from admission.
- Vital signs will be recorded in accordance with the MEWS protocol.



## Nutrition

- Patients' nutritional needs and physical ability to eat and drink are regularly assessed.
- Patients are encouraged to eat nutritious varied balanced meals without unnecessary disturbances.
- Hot and cold drinks including fresh drinking water are available at all times.



## Hygiene

- Patients will be helped to have a bath, shower or assisted wash at least daily – when we offer an assisted wash the patient will be able to soak their feet.
- Patients that shave will be helped to have a shave every day and we will offer moustache/beard trims/washes every day.
- Patients' finger nails and toenails will be kept trimmed and clean whilst in our care.
- All patients will be helped to have their hair washed following their usual routine or more often for their comfort.



## Comfort

- Patients will have comfort, pain and nausea assessed and appropriate effective medication and support will be provided.
- Patients will be made to feel comfortable to rest and sleep.



## Safety

- Patients will be safe in our care and protected from harm using risk assessments, procedures and policies.
- Patients will be encouraged to be active and will be offered equipment to help them walk, move, eat, hear and see.
- Relatives and carers will be confident that their loved ones are safe and well cared for.
- Patients will be protected from avoidable infections.
- Patients will be protected from abuse: physical, emotional and financial. Patients' mental capacity will be assessed and their liberty maintained.



## Communication

- Patient Focused Rounding will take place at least every two hours and patients will have access to summon help and care.
- Patients will receive full information regarding their care in a language and manner sensitive to their needs.
- Patients are given information and appropriate support with regard to healthy lifestyle choices such as smoking cessation, diet, exercise and substance misuse.

# Revalidation of Nurses and Midwives with the Nursing & Midwifery Council 2016

I confirm that I will uphold the values and behaviours described in the Nursing and Midwifery Strategy to deliver exceptional patient care – every patient, every time.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

In the presence of: \_\_\_\_\_

Date: \_\_\_\_\_

