



LEADING NURSING
SHAPING CARE

ARWAIN NYRSIO
LLUNIO GOFAL

CELEBRATING NURSES IN WALES

We carry the torch
Rydym ni'n cario'r fflagl



Coleg Nyrsio Brenhinol
Cymru
Royal College of Nursing
Wales





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Celebrating Nurses in Wales

Nursing is a tremendously rewarding career. Giving Care is always challenging – that's why it's so important to take a moment or two to recognise and celebrate good nursing care.

The Royal College of Nursing has over 25,000 members in Wales. Registered Nurses, Health Care Support Workers, midwives and nursing students. This magazine showcases just a few of these extraordinary people who, across all the regions of Wales deliver care to those who need it.

The RCN members featured in this magazine demonstrate the variety of skills our nurses and Health Care Support Workers in Wales have, why they love their jobs and why they are passionate about caring for their patients. Their achievements have helped maintain our commitment to providing safe, dignified health care.

Our members also will tell you clearly and powerfully what improvements are needed on the frontline to improve nursing care – these are the individuals you represent, and these are the individuals who represent and advocate for patients in Wales.



Gaynor Jones
Chair of the Welsh Board



Tina Donnelly CBE TD DL
Director, RCN Wales

This policy briefing was produced by RCN Wales in September 2016. For more information, please contact the Policy and Public Affairs Adviser, Lisa Turnbull, at Lisa.Turnbull@rcn.org.uk or 02920 680 738

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Georgina Hobson

Community Learning Disability Nurse, Betsi Cadwaladr University Health Board

Nursing Student Award – 2012 Nurse of the Year finalist



I started working for the Complex Needs Service as a Registered Nurse for Learning Disabilities (RNLD) in 2012, a tertiary service for people with learning disabilities with behaviours that challenge.

During my time there I gained knowledge on behaviour strategies, strengthened my knowledge on what active support really is and developed positive behaviour support plans with people in a format that was meaningful and understandable to them. I also developed my skills in Dialectical Behaviour Therapy (DBT) a treatment for high risk behaviours.

I joined the North Wales DBT team in 2013 – we adapted the model for people with learning disabilities in 2012 and since this time we have increased the numbers of RNLD's that are involved in DBT.

What do you love about your job?

I love being part of a service that support people to get equal access to primary healthcare service and I love how providing primary healthcare with information on how to support people with learning disabilities helps strengthen their own skills.

I love working with high risk people and then seeing the risks reduce through assessment, setting goals and skills development. I believe in people having the information and skills to build a life worth living.

Working as part of a multi-disciplinary team where I can ask other professionals for their views, experiences and opinions. This supports people to get the help and support that they need, particularly with the Social Care and Wellbeing Act (2014) which has recently come into force.

Overall I love being an educator, support, lifeline, mediator, care co-ordinator, researcher and developer of learning disability nurses.

If you could ask the Welsh Government to do one thing to improve your area of practice, what would it be?

The most needed change is the development of person centred joint commissioned services.

This would increase full integrated working and increase the relationships between health and social care. I think commissioning of services needs and has to improve, if we work jointly with our colleagues from local authorities then it would reduce delayed discharge of care.

If Welsh Government could fund purchases of high quality, robust housing and then let these properties to a commissioned provider, then this would reduce costs of very expensive placements and also help new companies to start these specialist services, as through networking, the purchase of the property is often the deterrent/barrier to people.



Anne Thomas Staff Nurse, Betsi Cadwaladr University Health Board

Improving Individual and Population Health Award

2015 Nurse of the Year finalist

Working as a staff nurse at Betsi Cadwaladr University Health Board has given me the chance to improve health and wellbeing, and go the extra mile for people in rural areas. I am extremely proud to be a nurse and to provide the best possible care for the many patients that visit clinics in our department.

In my role, I figure out why patients with chronic conditions struggle to make positive lifestyle changes when living in rural areas. I worked out that barriers to health education in rural areas are a big issue, and that Wales is lacking in a 'lifestyle change strategy' for those suffering with chronic illness.

I transformed an outpatient facility into a resource centre, so the local community can use it for support and education to help them improve their health.

What do you love about your job?

I enjoy the variety of the role and I have been very fortunate to have the opportunity to develop new ideas and initiatives. Health education is central to all that we do and this has allowed us to work and make links with different groups in our community.

Knowing that we are truly making a difference to the health of our patients and our community gives me great satisfaction and the enthusiasm to develop new ways of working that empower patients to take responsibility for their own health.

If you could ask the Welsh Government to do one thing to improve your area of practice, what would it be?

Health inequalities in rural areas are often the result of restricted access to health services, including health education.

I would like the Welsh Government to help raise the profile of rural community hospitals and to consider their strengths when planning services. I would like more specialist services to be provided closer to the patient.

As public health and lifestyle choices become a priority, it is time for a change.



Yvonne Thomas

District Nurse Team Leader, Hywel Dda University Health Board

I completed my nurse training in Cardiff and started working within the community in three months due to my Welsh language skills. As a District Nurse I manage the challenges throughout my community and make changes for people living in their homes so they have the best care, not only for the individuals but also for their families.

I was a Trustee of Crossroads Care, an organisation that helps carers, and I still remain passionate to look after the unpaid carers in our society – the family and friends that look after people in the community. I have continued my learning and professional development throughout my nursing career, completing my MA in Law and Ethics at Swansea University, a PGCE, and qualifications in Manual Handling and Health and Safety, all of which helps me to give the best care to my patients.

What do you love about your job?

Nursing in the community is challenging and complex – but I love providing personalised care in the home for my patients, and making a difference to the individual and their families and the wider community. My proudest moment is when I helped to fundraise for a patient to have adjustments made to their home to make their living conditions more suitable, pulling on resources from the local community. Within days, the adjustments were made – this would not have been possible without the community spirit that being a District Nurse requires.

If you could ask the Welsh Government to do one thing to improve your area of practice, what would it be?

I believe that more training and guidance is needed for nurses who work in the community. This needs to be ring-fenced – my staff struggle to find the time to complete their continuing professional development, which ultimately can endanger patients if their skills and knowledge aren't nurtured and kept up to date.



Veronica Jarman

Day Hospital Sister, Powys Teaching Health Board

Older People's Commissioner for Wales Award – 2014 Nurse of the Year winner

I developed an Integrated Falls Assessment Service, embracing the 1000 Lives Plus methodology, which has been commended for its innovative approach. With evidence-based knowledge, using driver diagrams and bundles, the multi-factorial falls prevention service has been successfully implemented. As a Sister in a community hospital, I am passionate about the care of older people and am an active champion and advocate.

The day hospital, where I am based and am a clinical leader, is essentially a hub where multi-disciplinary and multi-agency health and social care activity occurs with patients, in a local, friendly and patient-centred environment. We prevent admissions to hospital, facilitate early discharge and effectively manage chronic and complex conditions through empowering patients to take control, providing education and health promotion, and working as a team to provide care and interventions based on patient need. Our aim is to improve the quality of life for residents within our community.

What do you love about your job?

I love my job because it enables me to touch the lives of the men and women in my care, with the aim of securing improvements. Listening to stories of what they have achieved, experienced and want from life now makes each working day so worthwhile. Enabling independence with dignity, for the people who gave us the world we now live in, is a very special job to have and I feel fortunate to be a registered nurse.

If you could ask the Welsh Government to do one thing to improve your area of practice, what would it be?

To me, the recognition of rural health care, is very important. Maintaining people in their own homes or within their community is challenging but rewarding. Nursing in rural healthcare requires informed analytical thinking, and excellent communication to ensure safe and equitable care. With extended rural health services, pressures on acute settings can be reduced and the people of our communities will have healthy, fulfilled lives.

SOUTH WALES - WEST



Christine Edwards-Jones
Ward Manager,
Abertawe Bro
Morgannwg
University Health
Board

I have been a Ward Manager for 18 years at Neath Port Talbot Hospital – I've always wanted to be on the bedside and feel most at home on the wards. Over the years I've worked in acute medicine, stroke, and

now my main focus is on frail and elderly care and dementia care. Neath Port Talbot Hospital was named Best Dementia Friendly Hospital in the UK in the 2015 National Dementia Care Awards, which was a huge accolade for my colleagues. We ensure that dementia care is the best it can be for patients and families

What do you love about your job?

I love making a difference to people's lives. Whether I am there when someone's health is improving and they are making steps towards independence, or at the bedside towards the end of someone's life, nursing is a privilege and unique experience.

Team working is essential to my job and relying on my colleagues to provide the best care is vital – this is not to say that my job is without its stresses, problems and issues, but it is a valuable career to me. Neath Port Talbot Hospital is my local hospital, serving my local community, which I am proud to be a part of.

If you could ask the Welsh Government to do one thing to improve your area of practice, what would it be?

The Welsh Government needs to deliver on the Nurse Staffing Levels (Wales) Act 2016, and extend it to the community. I am excited to see how it will be delivered and implemented, and what the effect will be on patient experience.

Community comes first – people do better if they are treated within their homes or in their communities, and going to the hospital shouldn't always have to be the first option. We need to equip our nurses who work in the community with the right skills and qualifications so they are best placed to carry out their roles to the best of their ability.

SOUTH WALES - CENTRAL



Marita Fernandez Sister
and Unit Manager,
Cwm Taf University
Health Board
Children and
Midwifery
Award – 2015
Nurse of the
Year finalist

I focus on implementing service development in neonatal nursing. Recently I promoted a positive feeding experience for babies born before 34

weeks gestation through the implementation of a feeding assessment and intervention chart. This has required strong leadership and excellent communication skills to ensure all teams, including the medical teams were on board.

Evidence based feeding and nutrition improvements in neonatal care is something I am passionate about, especially when I feel compassionately about the babies and families in my care.

As a unit manager, I am able to support my staff to maximise their potential as nurses. Together as neonatal nurses we are the synapses that connect the babies with their mothers and families.

What do you love about your job?

Amidst all the high tech equipment, medical terminologies, intensive and invasive activities are these tiny beings, totally dependent on strangers having been separated from the safety of their mothers' womb. If a baby could talk, what would it say? My job gives me the opportunity to use my skills, knowledge and creativity to meet the basic needs of this vulnerable group of society.

I have been fortunate to be in a job and in an organisation that empower me not only to be the best version of myself but to facilitate preterm babies to start their lives so that they can be the best version of themselves.

If you could ask the Welsh Government to do one thing to improve your area of practice, what would it be?

I would like the Welsh Government to support the creation of a transitional care unit (TCU) at RGH run by a team led by Advanced Neonatal Nurse Practitioners (ANNPs). The team will be made up of neonatal nurses, enhanced neonatal outreach nurses, nursery nurses and health care support workers, addressing the principles of prudent healthcare.



Roisin O'Hare
Asylum Seeker
Nurse, Aneurin
Bevan University
Health Board

Humanitarian Nursing Award – 2015 Nurse of Year finalist

I facilitate equitable access to healthcare for asylum seekers who are dispersed to Newport. This involves meeting with each new arrival and assessing their physical and mental health needs for the purpose of informing their GP and to refer and signpost to relevant agencies who can assist with addressing their health needs and promote well-being.

This patient group has a broad range of physical and mental health needs due to the impact of their experiences, such as trafficking for sexual exploitation or labour, torture, rape, effects of war, poor healthcare provision in county of origin, traumatic loss of family members, false imprisonment.

What do you love about your job?

What I love about my Job is having the opportunity to meet people from many different nations and ethnic groups.

I love getting to know them and hearing their experiences of life.

I feel privileged to be part of their journey and to be in a position to support and assist with accessing equitable healthcare.

If you could ask the Welsh Government to do one thing to improve your area of practice, what would it be?

The improvement I would like to see in my area of practice, is provision for survivors of torture. There are many Asylum Seekers and Refugees who have experienced torture and are living with the impact of this trauma on their daily lives.

There are specialist services for Survivors of Torture in England and Scotland providing rehabilitation, specialist therapy, medico-legal reports but unfortunately we do not have this at present in Wales.



Richard Desir **Divisional Nurse,** Aneurin Bevan University Health Board Community Nursing Award – 2015 Nurse of the Year finalist

Recognising that older people were spending long periods of time in hospital whilst waiting for a care home, I proactively engaged stakeholders in the development of a Choice of Accommodation Policy (CoAP). The aim of this policy is to improve patient engagement, information, choice and proactive support to reduce lengths of stay in hospital which is so often the cause of a loss of independence.

Through the establishment of a multi-agency Project Board, I ensured that the CoAP supporting processes have been designed in such a way that individuals who lack capacity have not been deprived of their liberty and have full access to advocacy services. As part of this, I also developed an information pack and 'Frequently Asked Questions' leaflet for older people and relatives to help support care home choices, and helped in introducing and embedding the CHaT volunteer service at Ysbyty Ystrad Fawr, who befriend and offer emotional support to patients in hospital upon discharge to a care home.

What do you love about your job?

I love my job even more today than I did when I entered nursing just over 30 years ago. That's largely as a result of seeing and being part of the improvements in the care delivered to patients on hospital wards and the community settings during this time. Above all, it's still a privilege to care and knowing that nursing has helped and continues to change the way health care is delivered.

If you could ask the Welsh Government to do one thing to improve your area of practice, what would it be?

Having the right complement of registered nursing staff working within community settings is equally as important as staffing acute areas. I would wish for the government to progress their commitment to staffing in these areas, building on the success of the passing of the Nurse Staffing Levels (Wales) Act 2016.