

Mental Health & Learning Disability Team/Ward Manager's Guide

Betsi Cadwaladr University Health Board (BCUHB) is focussed on improving health and delivering excellent patient care while ensuring high standards are maintained. We aim to achieve this by providing services that are safe, effective, equitable, accessible and sustainable. We will encompass the BCUHB values within service delivery while ensuring patient safety is key.



Within BCUHB team/ward managers are instrumental in ensuring excellent patient care while nurturing a culture that demonstrates openness, honesty and transparency.

The Aims of the Guide were:

- To support and enable new managers and Deputy managers to consider what they need to prioritise when taking up their new role.
- To provide some clarity in regards to what is expected of them in their role.
- A means of easy accessible information which reflects practices/processes on the ward.
- To produce a document which can be adapted to any clinical area in electronic or hard copy format.

Effective leaders ensure everyone is clear about what they are required to do and give helpful, positive feedback on performance. They act effectively to deal with poor performance. They promote continuous development of the knowledge, skills and abilities of staff in order to improve quality of patient care, safety, compassion and the patient experience. They encourage, motivate and reward innovation and introduce new and improved ways of working.

“Health services demonstrate effective leadership by setting direction, igniting passion, pace and drive, and developing people “(Welsh Government 2015).

This guide is a resource pack for informing and empowering team/ward managers and includes essential resources and key contacts. It has been devised to reflect the knowledge and skill frame work (KSF) and the Health and care standards (Welsh Government 2015).

Evaluation:

The guide is still at the pilot stage and is being utilised by new and interim ward managers. Deputy ward managers are being encouraged to get involved as a step into management .

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