



## Matrons' Charter

As matrons within the Trust, the following charter sets out our standards, responsibilities and expectations. We support the ward/department sisters and charge nurses and are accountable for safety and quality within the clinical environments we oversee.

### Through strong clinical leadership, we will:

- Ensure our patients receive safe and effective care at all times. This means that the fundamentals of care and Trust behaviours and values are delivered to inspire confidence in our services.
- Ensure consistent observation and monitoring of the clinical environment is carried out through daily quality rounds. To also provide assurance of a clean and safe environment which upholds excellent infection control practice and is safe and fit for purpose.
- Ensure that patient and staff safety is a priority and we will fully advocate for our patients and staff, never hesitating to escalate quickly to our directorate management team and where necessary to the executive team.
- Display the courage and resilience to challenge others, even outside of our remit, ensuring that ward/department sisters and charge nurses take responsibility for the wellbeing of their teams.
- Promote excellence in nursing and midwifery care, monitor and assure that the Nightingale principles are embedded, and promote a culture of continuous improvement in clinical practice.
- Ensure all patients are treated with dignity and respect, valuing the diversity of our local community.
- Lead through example and will be visible and accessible to both patients and staff every day when on duty.
- Support fair and equitable recruitment, retention and development of staff, empowering and enabling people to perform their roles to their full potential and respecting the diversity of our workforce.
- Be an ambassador of the Trust at local and national forums, contributing to the development of nursing and midwifery practice, and where appropriate promoting our achievements.
- Ensure change is embraced, undertaking clinical audit and quality improvement initiatives, including research and care redesign, and to promote best practice.
- Ensure that all staff are empowered and feel safe to speak up and challenge when necessary.
- Ensure that the ward/department sister or charge nurse is supported to develop a culture of learning from patient experience and clinical incidents and is embedded in the clinical area.

**We have the authority to take action and will act quickly, if either standards, practice or behaviour fall below acceptable levels.**