



Ward Sisters' Charter

As ward/department sisters or charge nurses we have overall responsibility and accountability for the standard of care delivered within our unit. This is achieved through strong clinical leadership and by supporting both our nursing team and members of the wider multi-disciplinary team.

Through strong clinical leadership, we will:

- Ensure all patients receive safe and effective care by having the right staff with the right skills on duty, with basic care being delivered to an exceptional standard. We will also ensure patients, visitors and staff are treated with the utmost courtesy, dignity and respect at all times.
- See every patient every day when on duty to review their care, ensure they are comfortable, making improvements where identified.
- Require all staff, including those visiting, to uphold the standards of this unit, to comply with all Trust policies, in particular those related to infection control.
- Consistently observe and monitor our areas of responsibility, undertaking clinical audit and quality improvement initiatives for both patients and staff.
- Work alongside staff as a role model and mentor. We will ensure 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.
- Ensure the Nightingale principles are embedded within our culture to reduce variation.
- Ensure patients and their carers are fully involved and informed from admission to discharge about their care and that their right to confidentiality will be respected.
- Protect our most vulnerable patients those who have dementia, a learning disability and those coming to the end of their life.
- Ensure that the Trust values, the NMC code of conduct, policies and procedures are followed and that we work towards achieving Trust priorities in an environment where staff feel empowered and safe to speak up.

We have the authority and will take action if practice or behaviour falls below an acceptable standard. In our absence these standards must be upheld and those with delegated responsibility have the authority to act on our behalf.

Please Note the term Ward Sister – covers Departmental Sisters & Charge Nurses