

# Staff bulletin

Important information for all staff

29 October 2008

## Leading better care

**This staff bulletin tells you about 'Leading better care' – the national review on the role of the Senior Charge Nurse (SCN).**

### Background

Following on from 'Delivering Care, Enabling Health (2006)', a national review on the role of the Senior Charge Nurse (SCN) was undertaken. It became evident that the roles and responsibilities of the SCN had become varied and less focussed on frontline clinical leadership.

As the role of the SCN is pivotal in the delivery of continuous clinical quality improvement, the review was linked to the project to develop a national set of Clinical Quality Indicators (CQI) as recommended in 'Ward Nursing – Legacy or Design (2007)'.

The result of both the review of the SCN role and the CQI project is 'Leading Better Care (2008)'. This will enable SCNs to refocus their role and provide them with agreed national electronic clinical data sets (eQIPS) to monitor and support the delivery of safe and effective care.

### Where are we now?

Funding was released from the Scottish Government Health Department (SGHD) in September 2008 for a part-time facilitator to assist the Lead Nurse for Quality and Performance in implementing 'Leading Better Care'.

Nurse Managers have already submitted names of the SCNs

who will be participating in the programme.

A detailed action plan has been written, and an Implementation Group has been formed with the following stakeholders:

- Nurse Director
- Lead Nurse – Quality and Performance
- Practice Development Nurse
- Leading Better Care Facilitator
- Nurse Manager per directorate
- SCN per directorate
- Human Resources Representative
- Staff Side Representative
- Clinical Governance Representative
- A representative of NHS Greater Glasgow and Clyde's 'Leading Better Care' Implementation Board.
- An e-Health representative will be co-opted when required.

The Implementation Group will report on progress to the Corporate Nurse Group regularly and our Senior Management Team every six months.

### Maximising SCN contribution

Areas highlighted in 'Leading Better Care' deemed not part of the SCN role, as they do not allow the SCN to maximise their contribution to delivering safe and effective care, are:

- having a direct clinical caseload
- participating in management of hospital site.

Currently some of the SCNs do participate in site management and will work clinically in their wards to maintain clinical

credibility and knowledge of ward activity. However, by 2010 all SCNs should be working to the role defined in 'Leading Better Care'.

There may be a risk of some SCNs not managing to work to this new role for various reasons. Therefore, these issues must be highlighted in advance and an individual action plan devised.

### Working in tandem

The project is strategically linked with the following:

- Nursing and Midwifery Workload and Workforce Planning Project
- Scottish Patient Safety Programme
- Patient Experience Programme
- National Nutrition Programme
- Tissue Viability Programme
- Joanna Briggs Institute (JBI).

It has also been agreed with colleagues at NHS Greater Glasgow and Clyde to link up with them for both training and action plans as appropriate.

### More information

For further information on 'Leading Better Care' please contact Irene McGachy, Leading Better Care Facilitator, on extension 5050. Or Eleanor Lang, Lead Nurse for Quality and Performance, on extension 5659. Both can also be contacted on the following e-mail addresses:

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