

CHESTNUT HEAD & NECK

Chestnut Head & Neck is a 20 bedded ward which specialises in patients with ENT and maxilla-facial problems, but also takes a range of other surgical patients.

The ward cares for patients with a wide range conditions including patients undergoing 'major' head & neck surgery and patients with altered airways including tracheostomies.

The ward operates team nursing with a nurse to patient ratio of 1:6-8 with a HCA being allocated to each team.

The Ward Sister facilitates nursing 'the right patients, in the right place, at the right time', supports the training and supervision of all members of staff and supports the staff in the 'nurse in charge' role.

As a trained member of staff on the ward you will receive training to become competent in:

- IV therapy
- Venepuncture and cannulation
- Enteral and parenteral feeding, to include care of PEG feeding lines
- Care of patients with altered airways (including tracheostomies & Laryngectomies)
- Care of patients with altered bowels
- Care of patients post-surgery

As a Healthcare Assistant on the ward you will:

- Receive training to carry out patient observations and calculations of PARS
- Attend a HCA training programme (Care certificate course)
- Receive IT training in conjunction with the Trust's IT systems

All members of staff on the ward receive mandatory Trust training every year and there are a wide range of e-learning modules for all staff to complete. All members of staff receive an annual PDR & PDP. All members of staff also have the opportunity to take on a link nurse role in an area of practice in which they are interested.

Our aim is to create Gold standards of care for every patient through the 6 C's:

- Care – Caring is what you should be about. You must be committed to helping patients through every stage of their illness / treatment.
- Compassion – You must be empathetic and able to treat patients with respect and dignity when delivering their care.
- Competence – You must be willing to participate in education and training to enable you to deliver effective care and treatments.
- Communication – You must possess excellent communication and listening skills.
- Courage – You must be able to welcome change and new ways of working to benefit our patients and be confident in challenging those who do not provide a high standard of practice.
- Commitment – By being committed to your work you will ensure patients receive excellent care and experiences of our health care service.

