



Excellence in care

Nursing & Midwifery at Chelsea and Westminster



Andrew MacCallum, Director of Nursing

INTRODUCTION

I am proud of the care that we offer our patients at Chelsea and Westminster—we are officially one of the top 3 hospitals in London, and among the best 5% in England, according to the Healthcare Commission's annual performance ratings 2007.

The excellence of our patient-centred care is due to the hard work, talent and commitment of our nurses, midwives and all of our workforce.

Learning is the basis of our strong clinical leadership in nursing and midwifery.

We are committed to all forms of learning and development from clinical placements for pre-registration nursing and midwifery students to continuing professional development which enables our existing staff to further their careers with us.

Our resources for delivering first class learning and development include the Centre for Professional Learning, the Centre for Clinical Practice and a network of excellent mentoring support.

This booklet includes details of the Trust's clinical services where placements are

**Our patient care is officially
rated 'Excellent' and we
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hospitals in London and among
the best 5% nationally**

**—Healthcare Commission annual
performance ratings 2007**



Critical Care Outreach Team

offered to pre-registration nursing and midwifery students as well as key facts about Chelsea and Westminster—see the back cover for contact details.

I hope you will find this a useful publication.

Andrew MacCallum
Director of Nursing

OUR SERVICES

Chelsea and Westminster Hospital NHS Foundation Trust provides a full range of general acute hospital services to our local community and specialist services including HIV, Burns and Paediatrics for patients from further afield.

We are officially among the best 3 hospitals in London, and in the top 5% nationally—according to the Healthcare Commission's annual performance ratings 2007.

Our nurses and midwives are a vital part of the workforce providing these services.

90% of patients rate the quality of our care as 'excellent', 'very good' or 'good'
—NHS Patient Survey 2007



Intensive Care Unit Senior Staff Nurse Imelda San Miguel

CRITICAL CARE

Our **Intensive Care Unit** has a reputation for high quality nursing and medical care—as demonstrated by the fact that the Unit was awarded a prestigious Charter Mark for the fourth time in 2007.

We are proud to have had Charter Mark status since 1998 which is very much evidence of continuous service improvement, focused around the needs to patients and their families.

The **Critical Care Outreach Team** focuses on improving care for acutely unwell patients on wards.

The team reviews all patients referred by ward staff, follows up all patients who have been admitted to ICU or the High Dependency Unit, and provides training for nurses, doctors and therapists in the recognition and care of the critically ill.

HIV & SEXUAL HEALTH

Chelsea and Westminster has an international reputation for excellence in the treatment of HIV and sexual health by nurses, doctors, health advisers and other members of the multi-disciplinary team.

We provide general sexual health clinics at three main centres and a range of

We are in the top 5 NHS trusts nationally for improved mortality rates

—Dr Foster Hospital Guide



Staff Nurse Vahila Duya cares for Ceris Emerson on the Stroke Unit

innovative outreach services, many of them targeted at 'hard to reach' groups, there is an HIV inpatient ward and research into HIV.

Patients who think they may need treatment can 'triage' themselves online 24 hours a day via the Trust website and request clinic appointments via email.

MEDICINE

An **Acute Medical Unit** opened at Chelsea and Westminster in August 2007 to provide specialist care for adult patients with a wide range of medical conditions.

Our medical services also include a dedicated **Stroke Unit**, which is ranked among the top 5 units in the country, and the **Beta Cell Diabetes Centre**.

MIDWIFERY

Our **Maternity Unit** is increasingly popular—more than 4,600 women chose to give birth here last year and 90% of women taking part in a Healthcare Commission survey of new mothers in 2007 rated their care as 'excellent', 'very good' or 'good'.

The **Simpson Unit**, which provides postnatal care for women who require

Our infection rates are almost half the national average

—Hospital Infection Society survey of healthcare associated infections in NHS hospitals



Supervisor of Midwives Yvonne Insh with new mum Nicola Powell and son

specialist support because they are at higher risk, is staffed by nurses and midwives.

Our rates of both stillbirths and perinatal deaths are well below both the London and national averages, according to a national study by the Confidential Enquiry into Maternal and Child Health (CEMACH) published in March 2008.

The Trust's successful campaign to recruit midwives from abroad as part of the strategy to reduce midwifery vacancy rates was shortlisted for the *Health Service Journal* awards in 2006.

PAEDIATRICS

Our services for children include general wards (including a dedicated Adolescent Unit), surgery, outpatient clinics and specialist services such as a **Neonatal Intensive Care Unit (NICU)** and a separate children's A&E department.

Highly skilled nursing staff in NICU provide the highest level of specialist care for more than 500 sick and very premature babies every year. Grateful parents Anna and Andy Collier set up a charity to raise £250,000 for the unit to thank the staff on NICU whose expertise saved the lives of their triplets.

The Foundation Trust regulator
says we achieved strong
financial performance, met
all healthcare targets and
national core standards

— Monitor's review of Foundation
Trusts' performance 2006/07

Anna says: "If it wasn't for Chelsea and Westminster, our babies would not be alive. The nursing staff work long hours in a highly pressurised environment but they were brilliant."

Our dedicated 24-hour **Paediatric A&E** is staffed by nurses, doctors and other healthcare professionals who specialise in treating children—it is increasingly popular with parents and more than 31,000 children were treated in the department in 2006/07.

The life of Kyra Kentopp's daughter, Kyra Trinity, was saved when she was admitted to the department with pneumococcal meningitis.

Kyra says: "We live in Wandsworth and so I could have taken Kyra Trinity to another, closer hospital but I chose Chelsea and Westminster because we have always been happy with the care here."

SURGERY & BURNS

Nurses are an important part of our Surgery teams—we have separate **operating theatres** for adults and children as well as a state-of-the-art **Treatment Centre** specialising in day case and short stay procedures.

Our **Burns Unit** is a regional centre of excellence treating patients who are brought to Chelsea and Westminster from the rest of London and beyond.

CONTRIBUTING TO EXCELLENCE IN CARE

The Trust has more than 50 **Clinical Nurse Specialists** and 6 **Nurse Consultants**.

These staff provide a specialist lead in delivering patient care, as well as support and specialist advice to a wide range of healthcare professionals. They lead and support innovation in practice nationally as well as locally.

LEARNING AND DEVELOPMENT FOR NURSES AND MIDWIVES

As a teaching hospital, nurses and midwives both learn and teach clinically, often alongside their medical and therapy colleagues, within our well equipped **Centre for Clinical Practice** which includes an advanced **Simulation Centre**.

The **Centre for Professional Learning** co-ordinates a wide variety of learning opportunities including supervision, coaching, and staff development programmes, as well as specialist post-registration courses. We also work collaboratively with our academic partner Imperial College London. We work closely with partner hospitals including the Royal Brompton and the Royal Marsden.

Nursing support workers are given access to in-house courses and NVQ programmes.

The numbers of stillbirths and perinatal deaths in our Maternity Unit are well below the national average

—CEMACH (Confidential Enquiry into Maternal and Child Health)

WORKING HERE

We are always interested in attracting new staff who want to participate in and build on our success. There is a wide range of employment opportunities available. We are committed to equality and diversity in our recruitment.

- See www.chelwest.nhs.uk for job opportunities.

FINDING OUT MORE ABOUT US

The Trust website has all the latest news about Chelsea and Westminster Hospital, as well as information about our services.

- See www.chelwest.nhs.uk to find out more about the hospital.

LEARNING HERE

The Centre for Professional Learning is responsible for all forms of learning for all nurses and midwives employed at Chelsea and Westminster.

- Contact the Centre for Professional Learning on 020 8237 2480 for information about educational opportunities, career development and any other queries linked to education.

DELIVERING EXCELLENCE IN TEACHING AND RESEARCH

Chelsea and Westminster Hospital NHS Foundation Trust is committed to supporting learners throughout the organisation. Delivering excellence in teaching and research as a major London teaching hospital is 1 of the Trust's 5 key corporate objectives for 2008/09—we aim to achieve this corporate objective by, for example, delivering excellence in teaching and implementing the research strategy.

- See www.chelwest.nhs.uk for full details of our corporate objectives.

LEARNING IN PARTNERSHIP

We work in partnership with our neighbours The Royal Marsden NHS Foundation Trust and Royal Brompton & Harefield NHS Trust to deliver education and learning, as well as the provision of clinical placements. They are world class centres of excellence for the treatment of cancer and heart & lung disease respectively.

- See www.royalmarsden.nhs.uk to find out more about The Royal Marsden NHS Foundation Trust.
- See www.rbht.nhs.uk to find out more about Royal Brompton & Harefield NHS Trust.

Chelsea and Westminster Hospital 

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