

A day in the life of...

Tracey Ellershaw - Quality and Service Improvement Matron (Integrated Community Care Group)



“My role includes implementation of effective clinical governance arrangements including clinical incidents and risk management, leading on patient safety initiatives for the care group and developing a learning culture where we learn from our mistakes. I have an MSc in Leadership and Change and thoroughly enjoy my current role clinically supporting Teams in Furness and some teams across South Lakes.

“I am a highly visible, proactive and accessible leader, acting as a role model and clinical resource and ensuring the sustained delivery of high standards of nursing care to all nursing staff and patients. I occasionally work clinically to assess and deliver direct patient care to maintain professional competence and credibility.

“One of my favourite things about my role is supporting and encouraging staff to reach their full potential, by ensuring that community nursing staff are competent and confident in their role, ensuring provision of effective training and development opportunities - my passion is about developing our future leaders and making sure our workforce is fit for the future.

“I have led on various initiatives and transformation to improve quality, reduce waste and duplication. I am leading on the EMIS template work and standardisation across Morecambe Bay Community Teams

“I am committed to regional and national networking. I am a proud Queens Nurse (QNI) and I use the opportunities and resources that the QNI offers to network and share good practice. I benefit from linking with other community providers at a national level and bringing back any ideas and initiatives and showcasing the work we have been doing. There are many elements that I have been able to bring back into the care group, I find the links made at the meetings invaluable to bench mark our service against and to discuss the direction of travel.

“As part of my Matron role I support several teams across Furness and South Lakes and the community hospitals with very complex patients and situations. I am extremely passionate about community services and quality patient care. There are opportunities to embrace innovative ways of working and new technology to support caseload allocation, workforce planning and self-supportive care, whilst still maintaining the core purpose of Community Services which is to support people to maximise their health and well-being in their own home and to avoid hospital admissions when it is safe to do so.

“I have experience working across all localities within the Community care group and have built up excellent working relationships.

“I ensure high standards of evidence based practice and care is maintained, by acting as a professional role model and supporting a climate of high morale. I have previous experience of leading service redesign and empowering staff to meet the needs of the population. I have recently been preparing to implement a safer caseload tool across the care group, to enable capture of team activity, dependency and staffing in order to inform workforce planning.”