

The Northern NHS  
**HOTEL SERVICES TRAINING ADVISORY GROUP**

Present a one-day

# **MANAGEMENT & SUPERVISORY DAY**

to be held on

**THURSDAY, 15<sup>TH</sup> OCTOBER 2009**

at

**THE WRIGHTINGTON HOTEL & COUNTRY CLUB,  
The Wrightington Suite,  
Moss Lane, Wrightington,  
Wigan, Lancashire, WN6 9PB**

Interested in developing your Managerial and Supervisory skills?

Then join us at the Management & Supervisory Day to be held on Thursday 15<sup>th</sup> October 2009.

We are delighted to confirm that the event will be facilitated by Nigel Grinstead. Nigel is Chief Executive of About Health and has worked in the healthcare sector since 1986.

Nigel's unique presentation style, coupled with his in-depth knowledge of the NHS, brings study day topics into the workplace arena ensuring they are reflective of our everyday service challenges. Nigel engages with his audience, he will challenge how we deliver our services and how we can motivate both ourselves and our workforce to deliver the increasing service expectations of our customers.

We will cover the topical areas of Infection Control, Care Quality Commission inspections and meeting the increasing service expectations of our patients, along with the daily challenge of managing a large and diverse workforce.

This workshop will be of special interest to first line managers, supervisors and team leaders with an interest in developing their leadership potential.

The cost of attending the conference is **£100.00 per person**. This includes attendance at the conference, certificate of attendance, course handouts, coffee/tea on arrival, mid morning coffee/tea, two-course lunch and afternoon tea/coffee.

**A CERTIFICATE OF ATTENDANCE WILL BE ISSUED TO ALL DELEGATES WHO ATTEND THIS NORTHERN NHS HOTEL SERVICES TRAINING ADVISORY GROUP EVENT**

To find out more about our events please visit [www.northerntag.org.uk](http://www.northerntag.org.uk)

## **MANAGEMENT & SUPERVISORY DAY**

**THURSDAY, 15<sup>TH</sup> OCTOBER 2009**

### **PROGRAMME**

8.45am Registration  
Coffee and Tea

9.15am **WELCOME AND INTRODUCTION**

**Presenter – ALISON SLATER**  
(Chair of the Hotel Services TAG)  
Assistant Director - Hotel Services,  
Lancashire Teaching Hospitals NHS  
Foundation Trust

9.30am **STANDARDS AND QUALITY ASSURANCE**

**Presenter – ALISON SLATER**  
(Chair of the Hotel Services TAG)  
Assistant Director - Hotel Services,  
Lancashire Teaching Hospitals NHS  
Foundation Trust

10.15am **WHEN AN INSPECTOR CALLS**

**Presenters – MEMBERS OF THE HOTEL SERVICES TRAINING ADVISORY GROUP**

11.00am Mid Morning Coffee and Tea

11.15am **INFECTION CONTROL UPDATE**

**Presenter – LYNDA BARKESS-JONES**  
Senior Infection Control Specialist  
Manager, Wrightington Wigan &  
Leigh NHS Foundation Trust

12.00 noon **MANAGING YOUR WORKFORCE**

**Presenter – NIGEL GRINSTEAD**  
Chief Executive, About Health

12.30pm BUFFET LUNCH served in  
Blazers Restaurant

1.30pm **MANAGING YOUR WORKFORCE**

**Presenter – NIGEL GRINSTEAD**  
Chief Executive, About Health

*Group Work & Feedback*

2.30pm **HOW TO MOTIVATE YOUR WORKFORCE**

**Presenter – NIGEL GRINSTEAD**  
Chief Executive, About Health

3.00pm Afternoon Tea and Coffee

3.15pm **HOW TO MOTIVATE YOUR WORKFORCE**

**Presenter – NIGEL GRINSTEAD**  
Chief Executive, About Health

*Group Work*

3.45pm **FEEDBACK**

**Presenter – NIGEL GRINSTEAD**  
Chief Executive, About Health

4.00pm **SUMMARY, FEEDBACK AND CLOSURE OF THE DAY**

4.15pm **CLOSE OF CONFERENCE**

**SAFE JOURNEY HOME**

## **MANAGEMENT & SUPERVISORY DAY**

**THURSDAY, 15<sup>TH</sup> OCTOBER 2009**

### **ABOUT THE SPEAKERS**

#### **ALISON SLATER**

Chair of the Hotel Services TAG and Facilities Manager, Lancashire Teaching Hospitals NHS Foundation Trust

Alison has worked for over twenty years in the NHS across the North West, initially within catering services but moving across into Hotel Services in 1986 when this new role was starting to be developed. Prior to joining the NHS, Alison was a restaurant manager for FW Woolworth in a number of large stores across the country. Outside of work, Alison is an enthusiastic football supporter and a National Trust Volunteer. Alison feels that the profile of Hotel Services within any hospital or clinic setting is linked to Patient Choice and Customer Satisfaction and that the Hotel Services Training Advisory Group has an important role in supporting the development of front line service staff.

#### **JULIE TURNER**

Facilities Manager, Greater Manchester West Mental Health NHS Foundation Trust

Julie started her NHS career in 1979 as a North West Regional Management Trainee. She worked at Wythenshawe Hospital and then spent several years in Wigan Health Authority as their Domestic Services Adviser. In more recent years Julie has worked across the whole range of Facilities services including Estates management. She is currently Facilities Manager with Greater Manchester West Mental Health NHS Foundation Trust.

#### **YVONNE WIDDOWS**

Senior Site Services Manager, Blackpool Fylde & Wyre Hospitals NHS Foundation Trust

Yvonne is the Senior Site Services Manager for Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust. Yvonne manages the Hotel Services Departments within the Fylde Community Hospitals and premises. She has worked in the Hotel Services Sector for many years, originally for the Blackpool Trust, however, moving out to the private sector in 1994 for 11 years. In May 2005 Yvonne returned to the Blackpool Trust as Site Services Manager and in May 2006 took up her most recent post of Senior Site Services Manager and is currently enjoying working in such a diverse management role providing Operational Services across the Fylde Coast to patients, customers and clients.

#### **LYNN FORT**

Linen Services Manager, East Lancashire Hospitals NHS Trust

Lynn is the Linen Services Manager with East Lancashire Hospitals NHS Trust. Her duties include managing one of the newest laundries in the NHS at the Royal Blackburn Hospital. Lynn's career in Linen services started as a North West Regional Linen Services Management Trainee. After

working as a Production Manager in the Laundry at Middlewood Hospital, Sheffield, she became Assistant Manager at Blackburn being promoted to Manager 19 years ago. As the current Regional Chair and National Secretary of the Society of Hospital Linen Services and Laundry Managers, Lynn was involved in developing the recently published Good Practice Guide.

#### **TONY FULOP**

Facilities Training and Development Officer, Salford Royal NHS Foundation Trust

Tony Fulop has worked for Salford Royal Foundation Trust for almost 8 years as a Facilities Manager. Tony's background is in IT gaining a degree in Business Information Systems at Bolton University; however since joining the Trust he has experience in managing a number of departments including The Residences, Transport, Facilities Helpdesk, Communications, and Car Parking and now as the Facilities Directorate Training and Development Officer. Tony's appointment has enabled the Facilities Directorate to become compliant in almost all areas of mandatory training and has given Tony even more insight into other areas that make up the Facilities Directorate at Salford Royal.

#### **LYNDA BARKESS-JONES MA, Bsc, DipN, SRN**

Senior Infection Control Specialist Manager, Wrightington Wigan & Leigh NHS Foundation Trust

Lynda has worked in the NHS for longer than she is capable of remembering!! Her initial nursing career/training commenced in Bolton in 1975, where she qualified as a SRN in 1979. She went on to base her career within the speciality of General Medicine (including TB Isolation) and became a Ward Sister (Cardiology) in 1982. On the back of hospital outbreak in 1986, Lynda was transferred into the new Department of Infection Control, where she became a Nursing Officer. Whilst in Infection Control in Bolton, Lynda both worked and lectured within the North West AIDs Training Unit ,which trained NHS hospital and community staff on how to 'deal' with the new emerging disease. Lynda left Bolton in 1990 to help commission the new hospital development at Chorley and develop the new Infection Control service. Lynda now works at Wrightington, Wigan and Leigh NHS Foundation Trust where she is the Infection Control Manager and the Trust has received exemplar site status for its reduction in CDT management and has received visits from afar as Northern Ireland, London and the Midlands!! Never short of a challenge!! - Lynda recently completed her MA in Medical Law & Ethics, *as if job wasn't challenging enough!!*

#### **NIGEL GRINSTEAD**

Chief Executive, About Health

Nigel has worked in the healthcare sector since 1986. He has provided support for NHS and related health and care organisations in many ways. As a consultant, Nigel has worked with over 140 organisations, in particular assisting PCTs to develop Practice Based Commissioning strategies and implementation tactics, whilst also delivering expertise at establishing commissioning companies to take forward and realise local plans. He has also assisted in market development and has successfully energised the Practice Based Commissioning marketplace within the competitive world of commissioning in a variety of locations around the country. He has worked with NHS Trusts and provider

services in establishing options for future trading. He has formed companies and social enterprises for GP provider organisations, specialising in company development, shareholder agreement and pension compliant employment strategies. Nigel has recently been engaged in roadshows for LMCs and the BMA in how to develop business in the new NHS marketplace. Nigel, as with other members of the team, has routinely fulfilled interim management posts in organisations and has recently been Chief Executive of a GP company and Director of Commissioning Development for a PCT, and is currently a Non Executive Director of Social Enterprise.