



The Northern NHS
HOTEL SERVICES TRAINING ADVISORY GROUP

Present a one-day

THE PATIENT **ENVIRONMENT** **AND YOU**

to be held on

WEDNESDAY, 8TH JUNE 2011

at

THE CONFERENCE CENTRE,
Wrightington, Wigan and Leigh NHS Foundation Trust,
Wrightington Hospital, Hall Lane, Appley Bridge, near Wigan

.....

A topical and informative study day incorporating a wide range of areas including: domestic services, infection control, linen, training, monitoring, customer focus and the changing face of the NHS.

Keynote speaker Dr Liz Jones, Head of Patient Environment, Department of Health.

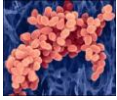
THIS CONFERENCE WILL BE OF SPECIAL INTEREST TO FIRST LINE MANAGERS AND SUPERVISORS WORKING WITHIN HOTEL SERVICES, DOMESTIC SERVICES AND LINEN SERVICES PERSONNEL AND THOSE RESPONSIBLE FOR THE PATIENT ENVIRONMENT.

The cost of attending the conference is £125.00 per person OR £100.00 per person if two or more attend from the same Trust/Organisation. 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

THE PATIENT ENVIRONMENT AND YOU

WEDNESDAY, 8TH JUNE 2011



PROGRAMME

8.45am REGISTRATION
Coffee and Tea

PLENARY AND KEYNOTE SESSIONS – LECTURE THEATRE

9.15am **WELCOME AND INTRODUCTION**

Presenter – ALISON SLATER

Assistant Director of Facilities - Hotel Services, Lancashire Teaching Hospitals NHS Foundation Trust
(Chair of the Hotel Services TAG)

9.30am **WHY GOOD ENVIRONMENTS MATTER – INCLUDING AN INTRODUCTION TO THE NEW PUBLICLY AVAILABLE SPECIFICATION FOR CLEANLINESS IN HOSPITALS**

Presenter – DR LIZ JONES

Head of Patient Environment, Department of Health

10.30am **QUESTION & ANSWER SESSION**

11.00am Mid Morning Coffee and Tea

11.30am **INFECTION CONTROL IN THE PATIENT ENVIRONMENT – WHY DOES IT MATTER?**

Presenter – LYNDA BARKESS-JONES

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

12.15pm **QUESTION & ANSWER SESSION**

12.30pm 2-COURSE BUFFET LUNCH served in the restaurant

1.30pm- 4.45pm **SESSION CHOICE**

An exciting afternoon of bite sized 45 minute drop in sessions covering a range of topical subjects, you will have the opportunity to self book up to four of these sessions during registration and morning coffee break. Because you can attend whichever sessions you choose, you can create your own tailor-made programme to ensure you get the information and advice you really need.

OUR JOURNEY THROUGH CARE QUALITY COMMISSION 'STYLE' INSPECTIONS – ARE WE THERE YET?

Presenter – CLAIRE HORSFIELD

Matron Infection Prevention and Control, Lancashire Teaching Hospitals NHS Foundation Trust

AUDITING LAUNDRY AND LINEN SERVICES

Presenter – LIZ BUTTERWORTH

Trust Support Services Manager, Lancashire Teaching Hospitals NHS Foundation Trust

Presenter – KAREN JACOB

Linen Services Manager, Lancashire Teaching Hospitals NHS Foundation Trust

3.00pm Afternoon Coffee and Tea

SKILLS AND DEVELOPMENT FOR SUPPORT SERVICES IN HEALTHCARE

Presenter – JAMES BLACKHURST

Managing Director, Jigsaw Training

CUSTOMER CARE AND YOU

Presenter – ALISON OLIVER

Programme Manager, Human Resource Development, Lancashire Teaching Hospitals NHS Foundation Trust

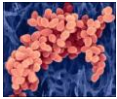
4.45 pm **SUMMARY, FEEDBACK AND CLOSURE**

5.00 pm **CLOSE**

SAFE JOURNEY HOME

THE PATIENT ENVIRONMENT AND YOU

WEDNESDAY, 8TH JUNE 2011



ABOUT THE SPEAKERS

ALISON SLATER

Chair of the Hotel Services TAG and Assistant Director of Facilities – Hotel Services, 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.

DR LIZ JONES

Head of Patient Environment, Department of Health

Liz is Head of Patient Environment at the Department of Health, and is responsible for dealing with issues relating to clinical aspects of estates and facilities management. She has a particular responsibility for policy on hospital food, cleanliness, and privacy and dignity. Liz is also currently President of the Association of Healthcare Cleaning Professionals. Liz's background is in elderly care nursing, research and education. She has held posts in the NHS and the university sector as clinician, senior lecturer and in staff development. Before joining the Department of Health, Liz was Head of Development at the Leeds Teaching Hospitals Trust. She has a degree in nursing and a PhD in nutrition in older inpatients.

LYNDA BARKESS-JONES MA, BSc DipN SRN

Senior Infection Control Specialist Manager, Wrightington, Wigan and 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 as far 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!!*

CLAIRE HORSFIELD

Matron Infection Prevention and Control, Lancashire Teaching Hospitals NHS Foundation Trust

Claire qualified as a nurse in 1992 and has spent the majority of her nursing career working in Critical Care, both at Burnley General Hospital and Lancashire Teaching Hospitals NHS Foundation Trust. She has also undertaken a secondment with Lancashire and South Cumbria Critical Care Network as Service Improvement Lead Nurse. Claire joined the Infection Prevention and Control Team at Lancashire Teaching Hospitals as a Matron in June 2008. She has attained a Bsc(Hons) degree and MSc qualifications in Critical Care professional practice, as well as a post graduate certificate in Infection Prevention and Control.

LIZ BUTTERWORTH

Trust Support Services Manager, Lancashire Teaching Hospitals NHS Foundation Trust

Liz has worked for over 32 years in the NHS, and after completing the NHS Domestic Services Management Training Scheme, started her career in Domestic Services Management at Preston Royal Infirmary. She spent many years in this role and managed services at all the Preston Hospitals and Community Premises. During her time in the NHS Liz has worked as a Human Resource Manager and later in Facilities Support. After studying Facilities Management at Sheffield Hallam University she took up her present role as Trust Support Services Manager with responsibility for 'rear of house services'. Liz is currently involved in the implementation of a Trust wide Receipt and Distribution Service. Liz is a very people orientated person and strongly believes in the empowerment of staff. During her spare time she enjoys gardening, watercolour painting and narrowboating

KAREN JACOB

Linen Services Manager, Lancashire Teaching Hospitals NHS Foundation Trust

Karen has over 20 years NHS Laundry and Linen experience. Having started out as a Laundry Assistant at Eaves Lane Hospital Laundry Chorley. Karen has built up a wealth of knowledge and experience graduating through all levels of management to her present role. She is passionate about her service and proud of her teams' achievements, as they have faced many changes and challenges over the years. For the last 5 years Karen has been the North West

Secretary for the Society of Hospital Linen Services and Laundry Managers. *'All a far cry from what she trained to do.'*

JAMES BLACKHURST

Managing Director, Jigsaw

After spending nine years in the Royal Air Force 4 of which were taken up delivering learning and development in Leadership and Communication, James took up employment with Tesco as a Training and Development Manager developing and delivering programmes from retail skills to customer care. In 1998 James cofounded Jigsaw Training which had an aim to bring life and energy to practical training. Jigsaw Training has gone from strength to strength and now employs 42 development specialists and has many clients such as MITIE Group, OCS, Reliance, Royal Opera House and the Compass Group as well as NHS trusts and Local Authorities. With its focus on quality and service Jigsaw Training has become a leading provider in the development and delivery of training programmes for the Facilities Industry.

ALISON OLIVER

Programme Manager, Human Resource Development, Lancashire Teaching Hospitals NHS Foundation Trust

Alison is a State Registered Nurse and holds a Post Graduate Certificate in Education with over 40 years experience within the NHS. She has worked at Bolton and Wrightington Hospitals prior to working at Chorley and Preston. She has developed Management Training Programmes for Southport, Ormskirk Hospitals and Blackburn and Hynburn PCT. As a member of the Human Resource Development Team she is responsible for training activities for example Safeguarding Vulnerable Adults, Mental Capacity Act, Communication for the Hard of Hearing and Customer Care. As a strong champion for improving the working lives of staff she has introduced many staff benefits and staff recognition awards including Long Service Awards, Quality Awards, Accredited Awards Evenings, a Staff Lottery and Salary Sacrifice Schemes. (For example car and cycle schemes) Alison has many hobbies and interests, which include running a Beaver Scout colony, Reflexology, Indian Head Massage, Reiki, Graphology and signing for the deaf.