

Quality Matron

Kara Roberts

Care Home Corporate Quality Development Team



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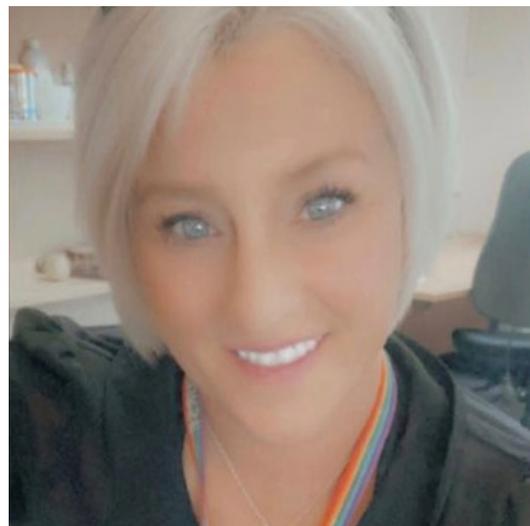
I am a Quality Matron for Commissioning Services. I work strategically and in partnership with all six local authorities across North Wales to improve quality in care homes. I am very passionate about quality of care and making changes within the health board and I have great support from my line managers.

As part of the Quality Development team, we are currently working on numerous pieces of work which are supported by the Quality Assurance Framework for Commissioned Services. Our current challenges which meet the needs of all areas within our commissioned services are around admission avoidance, winter planning and keeping residents within their own homes. And also to enable earlier discharges from the hospital settings.

Alongside my colleagues, I've participated in leading and developing the new clinical quality support tools used in the nursing homes across North Wales, with evidenced based practice at the forefront of patient care. I've worked intensively with specialist areas to ensure the tools reflect best practice guidelines. These tools have enabled the operational teams to focus on a more robust way of monitoring and auditing clinical practice and to focus on areas of improvement. This is a partnership approach working across local authorities and the wider multi-agency teams.

I also support with the delivery of workstreams, which have been developed working alongside the quality assurance framework for older people in care homes across north Wales. Predominantly around education, training, upskilling and educating care home staff both in the residential, nursing and domiciliary care settings. These workstreams enables the team to support with current work plans around winter pressures. As well as supporting with admission avoidance and enabling early discharges from the hospital settings by developing innovative models within the care home sector.

I have worked for the NHS for 30 years. At 18 years old, I began as a health care support worker and went on complete my level 2 and 3 NVQ. I was then given an opportunity to study nursing and in 2005 I qualified as a registered nurse. After gaining as much experience as I could on general medical wards, care of the elderly and the Coronary Care Unit, I started to realise that I had a compassion to teach and became a practice



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development lead nurse. Following this, I completed an MSc in Leading in Quality.

I remain very passionate about the quality of care our patients receive and ensuring high quality care remains at the forefront of everything we do. I am a compassionate leader and could never imagine doing any other job. I believe I would never have been able to fulfil my dreams of becoming a nurse without the support of the NHS who supported me throughout my career.