



Jenny Toner

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What does your job entail?

Providing patient-centred care to all the patients that I come into contact with. Communicating with my patient to find out what their needs are and deciding what their plan of care (POC) is and what their goals are; as well as communicating and updating their families, with patients consent, about the care that is being provided. Advocating for the patient within the Multi-Disciplinary Team (MDT) to ensure that the patient is getting the treatment that they want and that their voices are being heard. It is also very important that we, as the staff nurses, work within the MDT here at Whiteabbey updating the physio's, occupational therapists, dieticians, speech and language therapist, advanced nurse practitioners/GP, podiatrist's, social workers, community discharge co-ordinator, pharmacist and patient flow on patients care. This will help us start discharge planning and help us assess whether the patient continues to be medically fit and how they are progressing with their rehabilitation. Working within the MDT will help assess what mobility aid needs to go home with the patient, assess whether or not the patient needs a POC or to go somewhere for further bed based rehab, what toileting equipment is needed or other equipment like hospital beds etc, if they require supplement for home or will need to go home on a modified diet. Because most of our patients mainly come in with fractures it is important to ensure proper pain management techniques are in place. We also carry out wound management for patient, care for patient diabetes, medicine management, catheter and stoma care. We participate in discharge planning contacting the correct disciplinarians such as district nurse for enoxaparin, diabetes care, wound management, ordering equipment. Contacting continence teams for assessment for patients. If a patient is going for further rehab, for example, to a residential home, we need to give handovers, do discharge covid swabs, a body map, consult with pharmacy to see what time discharge medications will be ready at and book transport.

How did you get into this line of work?

I always wanted to help and make a difference in people's lives. I knew that nursing would be a very rewarding career, although stressful as my brother is also a nurse. I had to get five GCSE's A*-C which included Maths, English and science. I then when to South Eastern Regional College and did BTEC level 3 (90 credit) extended diploma in Health and Social Care, which was equivalent to 3 A-levels, which you needed to pass with a distinction- merit- merit (DMM). I then applied to Ulster University, Magee for adult nursing and graduated here in 2020.

Outline your career to date

As a student nurse I came to Whiteabbey on my 3rd year management placement in April 2020, when Covid-19 just started and we were asked to come out early to placement and got uplifted to a Band 4 to help out on the ward. During my management placement we were mainly fracture rehabilitation with some medical beds. I enjoyed Whiteabbey so much I applied here to become a staff nurse. When I came back after my management as a staff nurse, we were changed to the Covid Nightingale Ward about two months later. This was a really great experience as we were rehabbing patients who actively had Covid, most of them were on high flow oxygen when they were mobilising and the goal was to get them back on their feet while trying to wean them off their oxygen. I got to work closely with the respiratory nurse to help wean a patient off oxygen, get prescriptions for home oxygen and refer to respiratory community team. We are now an intense regional rehab unit, which offers patients high intensity rehab for 14 days, we are the only unit that provided this service, within this region.

Tell us about your qualifications and training

I had to complete e-learning courses yearly or three yearly which are all compulsory. I applied to Clinical Education Centre (CEC) and did courses for venepuncture, IV fluid, IV cannulation, deteriorating patient, medicine management, male catheterisation, enteral feeding, palliative and end of life care, anaphylaxis management, sepsis, blood culture training, safeguarding adults and children, infection prevention control tier 3, record keeping and the deteriorating patient, most of them weren't compulsory courses but courses that I wanted to complete and topics I wanted more information and knowledge about. Through HRPTs you get your moving and handling which is compulsory and fire/ fire warden training which is also compulsory as well as the RPRB training and competencies. As of September 2022 I will be completing a postgraduate course in fractures and trauma across the lifespan. I am also Ward 1 delirium champion, ensuring that all staff have had delirium training, know how to fill out delirium bundles, completing audits and attending delirium updates monthly.

What qualities are required for your job – personal and professional?

Good communication skills, caring, shows empathy, compassionate, can be patient, has good attention to detail, has integrity, good time management skills, confidence in what they are doing, working within own level of competence, is flexible, respects themselves and others, good social skills, always has an open mind, resilience, critical thinking, leadership, problem solving, advocacy, hardworking, knowledgeable and always has a willingness to learn.

What is the best advice you have ever received?

When you are not sure of something to always ask i.e., a prescription or medication/always work within your level of competence.

Tell us an interesting fact about yourself

I have 11 siblings

Who has inspired you most in your life?

My parents.

What advice would you give your 16-year-old self?

Don't be afraid to be confident in yourself and have the courage of your convictions.