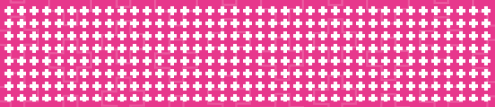




The  
Queen's  
Nursing  
Institute

# IMPACT REPORT 2022



## How we helped



## About the Queen's Nursing Institute



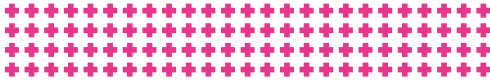
The Queen's Nursing Institute is a charity dedicated to improving nursing care for people at home and in the community.

Every year, millions of people of all ages need professional nursing care, in or close to home. People today live longer, often with complex health conditions, and they are discharged from hospital more quickly. Those patients can make a better recovery, and can avoid unnecessary hospital re-admissions, if they have the support of skilled community nurses.

We work with nurses, managers and policy makers to make sure that high quality nursing is available for everyone in their homes and communities.

Our aim is to ensure that people receive high quality care when and where they need it, from the right nurse, with the right skills.

# Rhagair gan Brif Weithredwr y QNI, Dr Crystal Oldman CBE



Rwy'n falch iawn o gyflwyno ein Hadroddiad Effaith ar gyfer y flwyddyn 2022.

Mae'r ystod enfawr o waith a wnaed gan Sefydliad Nyrsio'r Frenhines (QNI) wedi'i arddangos yma gan fy nghydweithwyr sy'n rhan o dîm talentog y QNI. Mae portffolio'r QNI wedi ehangu yn ystod y flwyddyn ddiwethaf ac rydyn ni'n gartref i nifer cynyddol o rwydweithiau ymarfer ffyniannus, arloesol a chefnogol.

Mae'r proffesiwn nyrsio wedi wynebu gofynion enfawr yn ystod 2022, gan gynnwys pwysau ar y gweithlu sydd wedi parhau hyd yn oed wrth i'r pandemig Covid lacio ei afael. Mae ein gwaith trwy gydol 2022 yn dangos natur hyblyg ac ymatebol y QNI, gan addasu ein hadnoddau i gyflawni ein hamcanion allweddol, sef cefnogi nyrsys sy'n gweithio ym mhob lleoliad cymunedol ym mhob ffordd y gallwn.

Rydyn ni wedi parhau i hyrwyddo rôl nyrsys sy'n gweithio yn y gymuned, ym maes gofal sylfaenol a gofal cymdeithasol, ac wedi gweithio i godi eu proffil gyda chomisiynwyr, llunwyr polisiau, y cyfryngau a'r cyhoedd. Mae gennym ni dystiolaeth gynyddol fod ein strategaeth yn cyfrannu at fwy o gydnabyddiaeth o rôl ac effaith anhepgor nyrsys cymunedol ym mhob maes ymarfer. Mae nyrsys cymunedol yn hanfodol os yw gwasanaethau iechyd am reoli anghenion cynyddol gymhleth y cymunedau a wasanaethir.

Rydyn ni hefyd wedi cefnogi nifer sylweddol o nyrsys gyda chymorth ariannol mewn cyfnodau o angen, ac wedi darparu cefnogaeth emosiynol drwy ein gwasanaeth gwranddo TalktoUs, wedi'i staffio gan Nyrsys y Frenhines wedi'u hyfforddi.

Mae'r adroddiad effaith hwn yn cyfleu rhai o uchafbwyntiau ein hymdrechion i ddarparu cefnogaeth ystyrlon yn ystod y cyfnod heriol hwn. Hoffwn ddiolch i bob nyrs gymunedol am eu hymroddiad a'u hymrwymiad i'r cymunedau y maen nhw'n eu gwasanaethu.

Rwyf hefyd yn annog pob nyrs i gymryd rhan yn ein mentrau a'n prosiectau niferus yn 2023. Rydyn ni'n sefydlid proffesiynol cynhwysol sy'n croesawu pob myfyriwr a nyrs gofrestredig ar bob lefel o brofiad, gan weithio ym mhob lleoliad a maes ymarfer yn y gymuned.

Ymunwch â ni i hyrwyddo rhagoriaeth mewn gofal nyrsio ar gyfer unigolion, plant, teuluoedd a chymunedau.

Dr Crystal Oldman CBE  
Prif Weithredwr

“ Mae'r adroddiad effaith hwn yn cyfleu rhai o uchafbwyntiau ein hymdrechion i ddarparu cefnogaeth ystyrlon yn ystod y cyfnod heriol hwn. Hoffwn ddiolch i bob nyrs gymunedol am eu hymroddiad a'u hymrwymiad i'r cymunedau y maen nhw'n eu gwasanaethu.

Dr Crystal Oldman CBE, Prif Weithredwr, Y QNI

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# 2022 - highlights



1. Queen's Nurses at Frogmore in August; 2. Queen's Nurses Helen Ballinger and Jane Haros fundraising for the QNI with a bake sale; 3. New QNI Trustee Dr Joan Myers MBE, QN; 4. Queen's Nurses at the Awards Ceremony; 5. Dame Elizabeth Anionwu awarding a new Queen's Nurse her certificate; 6. Queen's Nurse Kendra Schneller Homeless and Inclusion Health Lead receiving the Chief Nursing Officer award; 7. Record donation of £400,000 to the QNI from our biggest funder The National Garden Scheme; 8. Jasmin Lanzaderas with her Innovation project; 9. Queen's Nurse and former QNI staff Sue Boran at an NGS Snowdrop Festival Garden; 10. Mountaineer Kenton Cool at the QNI's Conference; 11. Professor Alison Leary MBE at the CNRF masterclass; 12. Chair of the QNI, Professor John Unsworth OBE with new Fellows Howard Catton and Elizabeth Iro at the Awards Ceremony.

## Queen's Nurses



The Queen's Nurse programme brings together community nurses to develop their professional skills and deliver outstanding patient care in the community.

The title of Queen's Nurse (QN) is available to individual nurses who have demonstrated a high level of commitment to patient care and nursing practice. All nurses, health visitors and midwives with five years' experience working in the community are eligible to apply.

There are currently 2000 Queen's Nurses in England, Wales and Northern Ireland.

“ The title of Queen's Nurse has a history and a value. The original Queen's Nurses were the best trained nurses of their day. They held a special place in their communities. By their practice and their conduct, they represented not only nursing as a profession, but the reputation of the QNI. They carried forward the aims and ideals of community nursing, that William Rathbone and Florence Nightingale had developed together; ideals that the Institute was, and is still today, committed to uphold.

So, the Queen's Nurse title is to be given and received with honour and dignity. It is not an end in itself, but the beginning of a process of practice improvement, leadership and growth. And, most importantly, it requires action from Queen's Nurses - to benefit patients, residents, clients, their families and carers - and to enhance the profession.  
Dr Crystal Oldman CBE, QNI Chief Executive



New Queen's Nurse Adenike Ayodele Akintante-Bademost, receiving her certificate at the Awards Ceremony in 2022.



The Queen's Nurse Annual Meeting 2022 took place on Monday 28 March. A meeting solely for QNs, the theme of the day-long conference was, 'Recovering, revitalising, restoring: community nursing and you'. It also featured Queen's Nurses sharing their proudest moments in nursing in 2022: <https://qni.org.uk/news-and-events/events/queens-nurse-annual-meeting/>

318 new Queen's Nurses received their Queen's Nurse badge and certificate at the Awards Ceremony in London in December 2022. This brings the number of QNs to 2000.

TalkToUs, the QNI's listening service, continues to be staffed by Queen's Nurses.

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“ I feel it's an honour to receive the title of Queen's Nurse. I'm very much motivated by my managers and other nurse leaders who themselves are Queen's Nurses and they motivate me on a day to day basis to be the best nurse I can be.

Teresa O'Nwere-Tan, Queen's Nurse

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“ For me, it has always been an honour and a privilege to work with the community but equally it has been clear there is still much work to be done to support our communities in relation to nursing and patient care. I hope that as a Queen's Nurse I can continue to raise the standards of nursing care, support the local community including student nurses, nurses and practice partners as well as promote excellence in practice.

Heather Pepper, Queen's Nurse

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“ Being awarded the title of Queen's Nurse is extremely humbling and a great honour. It will assist me in my passion for nursing palliative care patients in the community and to support the wellbeing of people in rural communities. Being a part of a historic institute is a great privilege and I look forward to networking with other Queen's Nurses and sharing our experiences to enhance the lives of our patients.

Andie Day, Queen's Nurse

# Homeless and Inclusion Health programme



The QNI supports community nurses to achieve outstanding levels of care for people experiencing homelessness.

With the right support to tackle enduring medical, personal and social problems, it is possible for people experiencing homelessness to secure positive health – a foundation for rebuilding more secure and stable lives. The Homeless and Inclusion Health Programme is a national network to improve the health of groups who are facing multiple disadvantages, particularly:

- People experiencing homelessness
- Gypsy, Roma, Traveller, Boater and Showman communities
- Vulnerable Migrants
- Sex Workers



“ Thanks to generous funding from the Office for Health Improvement and Disparities, we have been able to use the Homeless and Inclusion Health network to produce this excellent series of evidence-based case studies and practice examples. These robust case studies highlight the impact of nurse leadership in addressing health inequalities and demonstrate why early identification of individual and collective vulnerabilities is crucial as a public health intervention, particularly in response to the Covid-19 pandemic.

Dr Crystal Oldman CBE, QNI Chief Executive on the HIH Case Studies report launched in 2022



The HIH network now has over 2000 members.

The annual survey showed that 99% of respondents would recommend the Homeless and Inclusion Health Network to colleagues.

The 3 bi-monthly network meetings have attracted new members and has an attendance rate between 10-50 members. Fortnightly Homeless and Inclusion Health newsletters, sharing resources, and articles continues.

10 Homeless and Inclusion Health Case Studies were gathered in 2022 through the QNI's Homeless and Inclusion Health Network. The project was supported by the Department of Health and Social Care's Office for Health Improvement and Disparities. See them here <https://qni.org.uk/news-and-events/news/homeless-and-inclusion-health-nursing-case-studies/>

A Homeless and Inclusion Health Twitter page was set up, follow it here: <https://www.facebook.com/groups/homeleshealth>

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“ I have found the network extremely beneficial for contact with other nurses working with homeless clients. I am in a small rural team and would feel isolated in practice without the connections. The latest research and report sharing keeps me up to date and informed. The time I would have spent searching for this information is now used reading it.

Thank you for all your hard work.

HIH Network Member

# Infection and Prevention Control Network



The Infection and Prevention Control network was set up in 2021 for staff working in Adult Social Care across England.

The new IPC Champions Network builds on measures already in place to maintain and continuously improve standards across the care sector. Lessons learned from the pandemic are rolled out through the network to help minimise the future spread of infections, including COVID-19 and flu, to protect people living in care homes and receiving home care. The champions will share best practice through a series of virtual meetings, a newsletter and discussion forum.

The IPC network is supported by Chief Nurse for Adult Social Care Deborah Sturdy OBE and backed by a grant from the Department of Health and Social Care.



“ The speakers selected connected very well over Zoom, making topics interesting and relevant and it felt very much as though you were speaking to a colleague from another department rather than feeling like too formal. The topics selected are sometimes things we are already thinking about in the back of our minds, or present solutions to issues we currently face’

IPC Network Member

“ Thank you for another useful meeting, it's good to network and ensure we are doing the right thing.

IPC Network Member



There are now 1300 network members.

The network has provided a link between providers and the Department of Health and Social Care. It has become a link to and for providers to share and request information.

The network gives timely and up to date changes in national guidance.

Six events took place in 2022 and themes included updates from UKSHA & NHSE, recognising and responding to infection, the environment, hydration & UTI's and winter planning. Attendance was 100-150 delegates per event.

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“ Where virtual has often been seen as second rate, for those of us living & working rurally and without transport it's a perfect format. Meeting in such a huge group face to face often means people can't or don't speak out, but somehow the chat box and Menti quickly became alive with thoughts, questions, ideas and even links posted by those who had already done work in what area.

IPC Network Member

## Long Covid Nurse Group



The QNI established the Long Covid Nurse Group (LCNG) in 2021 to examine issues and practice related to the management of Long Covid in community, primary care and social care settings.

While the national and international vaccination campaigns have limited the number of severe illnesses and deaths resulting from Covid19 infection, society is experiencing a wave of physical and emotional health problems as people, family and carers live with the ongoing impacts of the virus on society.

Physical and emotional support is needed beyond those experiencing symptoms, as there is a ripple effect on the family members, carers, and friends. The group and its associated work have been commissioned by NHS England.



“While much work has been done to investigate and analyse the health disparities that Covid, and Post-Covid Syndrome has caused, much still remains to be done. The evidence that Covid-19 has had a disproportionate impact upon Black, Indigenous, and Latin communities serves as a stark reminder that further work and exploration is needed to investigate the serious health inequalities within health systems.

Eve Thrupp QN, Nursing Programmes Manager (Leadership), The QNI

The Long Covid Nurse Group held 8 events in 2022; topics included, 'Tackling Long Covid across the Primary Care Network'; 'Loss of Sense of Smell and Covid'; 'Long Covid and Health Inequalities' and 'Cognition and Language' amongst many others.

The 8 events were attended by 50 delegates on average.

A new resource, 'Living with Long Covid - A Community and Primary Care Nursing Resource' was developed and launched last year. This expanded on the previous document created by the QNI in 2020.

Over 2022, the network has grown to over 500 members.

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“ Thank you so much everyone, and to all for organising :)  
Long Covid Nurse Expert Group feedback

# Community Nursing Research Forum



The Community Nursing Research Forum was created in July 2022 and is for community nurses who are undertaking or considering carrying out research.

The aim of the forum is to strengthen the capacity of community-based nursing research through peer support, mentorship, and supporting personal development and research opportunities. Research led by community nurses is needed to generate high-quality evidence to advance patient-centred care.

The research forum is open to community and primary care nurses and clinical academics from all UK countries.

“ Great webinar. Lots of food for thought for me as a pain specialist nurse.

Feedback from delegate of the first CNRF webinar



“ This has been brilliant, thanks so much for the session.

Feedback from delegate of the first CNRF webinar



The Forum was launched in July 2022.

3 CNRF events took place in 2022. 150 delegates attended the December masterclass.

The Forum is a platform to collaborate with partners including the Queen's Nursing Institute Scotland, NHS England, National Institute of Health and Care Research (NIHR), International Collaboration for Community Health Nursing Research, and colleagues from many different health and social care providers, universities, organisations and charities.

Currently there are 427 members.

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“ This is an inclusive Forum where colleagues can share ideas, network and build research capacity in community nurse-led research. Research led by community nurses is needed to generate high-quality evidence to advance patient-centred care. The Forum welcomes any nurse wishing to develop their research skills, including critically evaluating research papers, research methods and publishing.

Dr Ben Bowers ON, community nurse and end-of-life care researcher at Primary Care Unit, University of Cambridge and Community Nursing Research Forum Lead, The ONI

## Community Children's Nurse Network



The United Kingdom Community Children's Nursing Network (UKCCNN) was created in 2020 and supports the community children's nursing (CCN) workforce through collaboration and best practice development.

The aims of the UK CCNN are to raise the profile of community children's nursing workforce and the complex care CCNs deliver every day; to provide a network of support across the UK to CCNs, enabling discussions and opportunity to share questions and experiences; to build best practice and evidence-based guidance, reducing inequality across the UK in service provision; to influence national policy around Babies, Children and Young People (BCYP) with complex health needs in community settings; to raise the Voice of Community Children's Nursing Workforce on behalf of our Babies, Children and Young People.



“Our mission is to ensure Babies, Children and Young People (BCYP) with complex health needs in the community setting are supported to live their best possible life alongside their peers, with best practice, evidence-based care and a workforce equipped with complex skills required to manage their needs and keep them in the community where ever possible.

Rebecca Daniels, Community Children's Nurse Network Lead

“ I no longer feel like I'm working in a very small specialist area but CCN's now have a voice especially with NHSE, ONI and RCN colleagues joining us.

UKCCNN member



The UKCCNN meets every 4th Friday bi-monthly, from 10am till 2pm.

There are 400 members across the four countries.

6 network meetings took place in 2022 with between 39-73 attendees at each meeting. These include updates from NHS England.

There are several sub-network groups running, including 'Blended Diets; 'Children and young people in education settings with complex health and special education needs'; 'Equipment and consumables' and the 'CCN SPQ Pathway Development'. Each group meets every 8 weeks and has approximately 50 members.

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“ It has reignited my passion for CCN working managing the service feeling very deflated post pandemic. Have already shared many excellent initiatives with the team and also joined further forums taking staff with me. Thank you so much.

UKCCNN member

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“ Great to network with others in same speciality, excellent troubleshooting and sharing of information across the 4 nations.

UKCCNN member

## Care Home Nurses Network



The Care Home Nurses Network was created in 2020 and is a national network of nurses working in care home settings. It is a network for nurses to share ideas, innovations and research about care homes as well as raising the profile of care home nursing.

The Care Home Nurses Network is a jointly funded initiative by the Chief Nursing Officer England, the Queen's Nursing Institute and the RCN Foundation.

To find out more about the network, visit: <https://qni.org.uk/nursing-in-the-community/care-home-nurses-network/>



“ It is not always appreciated how many people live in care homes, but the latest estimate is over 410,000 people in the UK. Nurses working in these settings work with a range other professionals and family members to manage acute episodes of care as well as supporting residents with complex, multiple long-term conditions and of course, end of life care.

When the QNI created our resource to support nurses moving the Care Home sector we learned how isolated they can feel in their roles and how much they would benefit from being part of a national network of nurses working in the same setting. They also become part of the wider family of nurses working in the community through the support and professional development opportunities offered at the QNI.

Dr Crystal Oldman CBE, QNI Chief Executive

There are currently 826 members of the Care Home Nurses Network on the QNI's dedicated Facebook group.

5 webinars were held in 2022. The themes included, Research in Care Homes; Dietary requirements in Care Homes, focusing on vegetarian/vegan diets; Introducing Schwartz Rounds in Care Homes; Preceptorship in Care Homes; Updates from Skills for Care, Department of Health & Social Care. 100 delegates attended each webinar.

A joint event with the Infection Prevention Control Champions network focusing on health and wellbeing is planned for 2023.

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“ Thanks very much, so interesting and thought provoking :-)  
Delegate at CHNN webinar

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“ Thank you, this has been very inspirational!  
Delegate at CHNN webinar

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“ Thank you for the opportunity to reflect, was a great discussion and enjoyable session.  
Looking forward to the next one.  
Delegate at CHNN webinar

## Publications



In 2022, we published a large number of resources, newsletters, reports and guidance for community nurses.

All of these resources can be found on our website, [www.qni.org.uk](http://www.qni.org.uk).



### **Homeless and Inclusion Health Programme Evaluation Report 2021 - Executive Summary**

The QNI published a new report evaluating the Homeless and Inclusion Health project which is co-funded by the Oak Foundation. The report was based on a survey sent to 1315 members of the QNI's Homeless and Inclusion Health network.



“We must challenge the myths that still exist about the need to work on a hospital ward first on qualifying, or the perceived hierarchy of hospital and community nursing. Community nursing is diverse, it is growing, and it is moving rapidly as new models of care emerge in integrated provider organisations.

Community placements have the potential to open up the possibilities to the next generation of nursing graduates, whatever their chosen route, providing them with flexible and dynamic career pathways, and supporting the national policy agenda around delivering high quality care closer to home.

Dr Crystal Oldman CBE, QNI Chief Executive on the QNI's 'Pre-Registration Community Nursing Placements Survey Report'



### **Community Nursing Innovation Programme - Complex Needs**

The QNI published the final reports of ten nurse-led projects that improved care for people with complex needs in the community.



### **Living with Long Covid - A Community and Primary Care Nursing Resource**

The QNI published a new resource for nurses working in the community and primary care to support their knowledge base and practice around 'Long Covid'. It updated on previous resources created by the QNI in 2020.



### **Homeless and Inclusion Health Nursing Case Studies**

The QNI published a new collection of case studies demonstrating the role that specialist Homeless and Inclusion Health Nurses play in protecting and improving the health and wellbeing of the most disadvantaged members of society.



### **Pre-Registration Community Nursing Placements - Survey Report**

The QNI published a new report based on evidence gathered through an online survey, part of a wider programme of work to highlight the community placement options available for pre-registration nursing students and the career opportunities that may follow.



### **Report on District Nursing Education in the UK**

The QNI's ninth annual District Nurse (DN) Specialist Practitioner Qualification (SPQ) education audit. The report covers the four countries of the UK and summarises the results of an audit of DN education in the UK during the academic year 2020/21.



### **Impact Report 2021**

The QNI published a new impact report for 2021, 'How we helped', illustrating how the charity continued to adapt during the pandemic to provide support to community nurses and the people, families and communities they serve.



### **Workforce Standards for the District Nursing Service**

The QNI published new Workforce Standards for the District Nursing Service. The new Standards were developed by the QNI's International Community Nursing Observatory (ICNO) over eighteen months, led by its Director, Professor Alison Leary MBE.

# International Community Nursing Observatory (ICNO)



The Queen's Nursing Institute (QNI) launched the International Community Nursing Observatory (ICNO) in November 2019.

The ICNO analyses data and trends in the community nursing workforce data in greater depth, to aid understanding of the challenges faced by services. It will collate and analyse data about community and primary care nursing services at a regional, national and international level. Professor Alison Leary MBE, Chair of Healthcare and Workforce Modelling at London South Bank University (LSBU) and a Fellow of the QNI is Director of the ICNO.

The ICNO seeks commissions designed to support data gathering and analysis that will provide evidence to enhance service planning and delivery in health and social care settings.



“The new standards will be very useful to community service provider organisations, commissioners of services and District Nursing teams themselves. The standards explain the key factors to be taken into consideration when planning workforce to meet demand, and the overriding requirement to always apply the professional judgement of the expert nurse. We would be very interested to hear how these standards are used in practice at all levels, and their utility in supporting the evidence for workforce planning at organisational and system levels.

Dr Crystal Oldman CBE, QNI Chief Executive

To date, the ICNO has published 5 reports since its creation: 'General Practice Nurses Survey Analysis'; 'The Experience of Care Home Staff During Covid-19'; 'District Nursing Today - The View of DN Team Leaders in the UK'; 'Untapped Potential District Nursing Services report'; and 'Workforce Standards for the District Nursing Service'.

'Workforce Standards for the District Nursing Service' was published in 2022 with 26 providers of District Nursing services participated in gathering data to inform the Standards.

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“ Workloads are far exceeding the capacity of services. From the qualitative data we have collected over the last seven years, there appears to have been a shift towards District Nursing teams acting a failsafe for other NHS and social care services, rather than as District Nursing service per se. Patients are being referred to District Nursing simply because other services are short staffed or are not offered as a 24/7 service. District Nursing services rarely refuse patients or close a caseload, leading to unremitting demand and this is a high-risk strategy.

Nursing is a profession of vigilance not simply one of task delivery. Scheduling of work must be person centred and individualised and the named Registered Nurse must determine the appropriate 'window' of time to deliver holistic care. This should not be delegated to scheduling platforms or applications as these are currently unproven.

Professor Alison Leary MBE

## CNEN



The QNI's Community Nurse Executive Network (CNEN) © is for nurses with executive responsibility for community nursing services to share and learn about issues relating to workforce, education, policy and service planning.

CNEN acts as a resource centre, where ideas and learning can be shared and interaction with colleagues facilitated, to enhance best practice and improve nursing care in the community. The network brings together high profile speakers to brief members about the latest developments and trends affecting the sector and how to manage future challenges. CNEN is a membership-based network open to chief nurses, directors, deputy directors of nursing and equivalent roles within provider organisations that work in community healthcare.

You do not have to be a Queen's Nurse to join and membership is free. The CNEN network is sponsored by Hallam Medical.



“We work with nurses, educators, researchers and policy makers to ensure that high-quality nursing care in the community and primary care is available for everyone, where and when they need it. I am delighted with the relationship we have developed over many years with Hallam Medical. This partnership with Hallam Medical helps us to raise the profile and voice of nurses working in community and primary care settings and to highlight the value that these nursing services bring to individuals, families, carers, and communities – and indeed the whole health and social care system.

Dr Crystal Oldman CBE, QNI Chief Executive



There were 10 meetings of CNEN in 2022.

300 registered over the 10 events.

The number of members increased by 10% in 2022; CNEN now consists of 250 members.

“ Thanks ever so much for these meetings, they are so useful and today's discussions and presentations are really interesting.

Member at CNEN meeting

“ Great meeting. Fab presentations Lots of great projects and evidence of good practice - exciting looking forward.

Member at CNEN meeting

“ Really helpful conversations and a lot to think about and such a lot of good work going on - very reassuring.

Member at CNEN meeting

## Leadership Programmes



The QNI runs two leadership programmes: the Executive Nurse Leadership Programme and the Aspiring Leaders Programme.

The Executive Nurse Leadership Programme - funded by the National Garden Scheme - is for Queen's Nurses who are senior nurse leaders working at Executive or Assistant/Associate Director level in the community setting. It is a nine-day residential leadership programme designed to develop participants into future senior leaders.

The Aspiring Leaders Programme is designed to support the professional development of nurses (not just Queen's Nurses) working in the community to become future leaders in healthcare, to the benefit of the people, families and communities they serve.



“ The programme provides the head space for senior nurse leaders to focus on ‘self’, really understand what it means to be you in both your own organisation, as well as the system. It provides a set of tools/skills that enable nurses to hold their own at a strategic level and improve confidence, affirming that they are where they are because they have worked hard and deserve to be there! It is professionally life changing and I have met people that I know I will be friends with for life!

Executive Nurse Leader feedback

“ The improvement in my confidence has been noticed since returning home, both professionally and personally. I cant wait to see what a difference a year is going to make :). Thank you!

Aspiring Nurse Leader feedback

“ Awe-inspiring. Life-changing.

Executive Nurse Leader feedback



In 2022, 2 cohorts completed their Aspiring Leaders Programme in 2022. The first one ran from June 2021 – May 2022 (18 nurses) and the second ran from November 2021 – October 2022 (18 nurses).

1 cohort of 11 nurses completed their exec programme last year. It ran from March – August 2022.

2 further cohorts started their aspiring leader's programme in 2022. The first started in June 2022 and will run until May 2023 (16 nurses) and the second started in November 2022 and will run until October 2023 (13 nurses).

Since its launch in 2017, 53 Executive Nurse Leaders and 93 Aspiring Nurse Leaders have successfully completed the programme.

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“ This course is like no course I have ever done before. I was burnt out and deflated when I arrived on the first day. I can honestly say that having that time to focus on SELF and consider what am I doing and what I want to do was exactly what I needed. I feel that the course has transformed the way I think and how I feel and I now feel inspired to make changes and pass on my new-found knowledge to others.

Aspiring Nurse Leader feedback

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“ I love the fact that it is the kind of course that keeps on giving - you come away from the residential and the knowledge you have gained slowly filters in and you keep learning for weeks to come.

Executive Nurse Leader feedback

## Community Nursing Innovation Programme



Nurse-led projects are one of the most direct ways in which we help nurses improve patient care.

Since 1990 the QNI has funded around 350 innovative projects across the whole range of community nursing specialisms in England, Wales and Northern Ireland. Sharing the results of these projects helps us to drive improvements in knowledge and practice. Often, these funded projects become part of mainstream services.

“ These projects will have a very substantial impact, both through the process of delivering them and in the outcomes for individuals in the community. I am also delighted that the standard of applications was very high and far beyond our expectations. The Elsie Wagg Innovation projects have a key aim to bring the health benefits of gardens and gardening to people and families who may never have had a garden or been able to benefit from gardening before. The programme is also very timely as we work to address the continuing physical, mental and emotional effects of the pandemic. I believe this is part of a wonderful new chapter in the life of the National Garden Scheme and in our partnership with the QNI.

George Plumptre, Chief Executive, The National Garden Scheme



“ All the projects demonstrated care that was highly personalised and this approach contributed to their effectiveness. Promoting self-care and education for patients and for staff were also key themes that we observed in all the projects. Reducing unplanned hospital admissions was an objective for all the projects and this underlies the contribution that community nurses make to cost saving as well as to excellent patient care.

Dr Amanda Young, Director of Nursing Programmes (Innovation & Policy)

10 Complex Health Needs projects completed in 2022 (funded by Burdett). Summaries of the projects are available on the QNI website: <https://qni.org.uk/explore-qni/nurse-led-projects/complex-needs-in-primary-care/>

10 Learning Disability projects completed in 2022 (funded by Burdett). Summaries of the projects are available on the QNI website: <https://qni.org.uk/explore-qni/nurse-led-projects/learning-disabilities/>

5 Elsie Wagg scholarships funded by the National Garden Scheme commenced in March 2022 and due to complete in March 2023 with some excellent health outcomes.

4 NHSEI Personalised Care projects commenced in March 2022 and due to complete in March 2023.

5 Community Nurse Innovation projects funded by organisations on various topics commenced in June 2022 and due to finish in June 2023.

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“ ‘Jack says that his mental health has improved and he is more positive about his future health realising he can do things, and be in control. He feels that the programme has really changed his mindset.’

Complex Needs project lead feedback

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“ ‘The project has been an incredible development opportunity. It has provided a focus during the more challenging times of the pandemic, given me hope and optimism and something to strive towards.’

Learning Disability project lead feedback

# Standards of Education and Practice



The QNI supports community nurses by setting specialist standards of education and practice.

So far, the following Standards have been created:


- ✦ The QNI/QNIS Voluntary Standards for District Nurse Education and Practice (2015);
- ✦ The QNI/QNIS Voluntary Standards for General Practice Nursing Education and Practice (2017);
- ✦ The QNI/QNIS Voluntary Standards for Community Children’s Nurse Education and Practice (2018);
- ✦ The QNI Standards for Education and Practice for Nurses New to General Practice Nursing (and an accompanying easy read version) (2020);
- ✦ Standards of Education and Practice for Nurses New to Care Home Nursing (2021);
- ✦ The QNI/QNIS Voluntary Standards for Community Learning Disability Nurse Education and Practice (2021);
- ✦ Workforce Standards for the District Nursing Service (2022);
- ✦ Field Specific Standards of Education and Practice for Community Specialist Practitioner Qualifications (2022).

In 2023, we will be publishing the QNI Standards for Community Practice Teaching Education and Practice as well as drafting the QNI Field of Specific SPQ Standards.

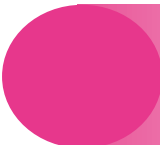
All the Standards can be found by visiting:

<https://qni.org.uk/nursing-in-the-community/standards/>





In 2022, the ICNO published 'Workforce Standards for the District Nursing Service' - 26 providers of District Nursing services participated in gathering data to inform the Standards. The Standards cover the factors to be taken into consideration when planning the workforce to meet demand, and the overriding requirement to apply the professional judgement of the expert nurse at all times.



The 'Field Specific Standards of Education and Practice for Community Specialist Practitioner Qualifications' was also created in 2022. This prospectus outlined a programme to support universities with national standards of education and practice for the growing range of community nursing specialisms.

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“ Creating our future community nursing workforce requires a consistent approach to the development of excellent practice and clinical leadership. Our work on specific standards is designed to build upon the broad regulatory standards of the NMC to ensure that wherever a person lives, works or accesses services the care they receive is of the highest quality, based on evidence and tailored to their own individual needs.

Professor John Unsworth OBE, Chair of QNI Council

## Events



The QNI events in 2022 were a mix of online and in person. The Annual Conference took place online again over five days with a line up of 40 speakers and viewed in eight countries around the world. The Awards Ceremony took place live in London, with one ceremony in the afternoon and one in the evening. Over 300 Queen's Nurses received their title. To view summaries of any of the QNI's events, please go to [www.qni.org.uk/news-and-events/events/](http://www.qni.org.uk/news-and-events/events/) Many other smaller external meetings also took place during 2022, please refer to the various Networks for more information (pages 6-18).

“ Wow - just skipped down the corridor, such is the feel-good feeling created by today's QNI Conference. Delegate feedback of the QNI's Annual Conference 2022



“ This has been such an inspiring session and I hope to go back and chat to a couple of colleagues about some ideas we have. Thank you so much :) Delegate feedback of the Community Nursing Innovation Showcase event

“ Thank you to everyone for a really inspiring and motivating evening. So much energy and passion to take away to the workplace! Thank you to all speakers and QNI team Delegate feedback of the QNI's Annual Conference 2022

“ I only popped on today for an hour or so as I am recovering from COVID and I didn't think I could manage all day but I haven't been able draw myself away, I even managed a well-being walk at lunchtime. What a fabulous, inspirational day. Feeling very proud to be a QN. Thank you. Queen's Nurse feedback on the Queen's Nurse Annual Meeting 2022



**Awards Ceremony:** the QNI held its first face to face ceremony since the pandemic. It was attended by 700 guests and split into two ceremonies: one in the afternoon, and one in the evening. The awards given were of Fellowships; Student Memorial Prizes; Outstanding Service Award; Innovation; Leadership Awards; International Nurse of the Year Award and Queen's Nurses.

**Annual Conference:** the QNI held its conference online for the third time over 5 days with the theme being 'Inspired, Intrepid, Indispensable – Creating a Supported Community Nursing Workforce'. 1600 delegates and over 40 speakers attended. A new platform, VFairs, was introduced to enhance attendee engagement and experience with over 95% feeding back positively.

**All Community Nurse Executive Network (CNEN) meetings** continued to occur monthly online with more than 250 members who are executive nurses of community services. The CNEN is generously sponsored by Hallam Medical and provides an excellent opportunity for sharing and learning in a safe and confidential space.

**Wound Care Service Models in Community Nursing** took place online with 350 delegates. It focused on workforce challenges in community nursing and innovative solutions that can provide the release of resources by using an advanced model of self-care.

**The Queen's Nurse Annual Meeting** was held on 28 March. A meeting solely for QNs, the theme of the day-long conference was 'Recovering, revitalising, restoring: community nursing and you'. It was attended by 436 Queen's Nurses. It featured an inspiring list of speakers who provided examples of innovation and their 'proudest moments' in nursing.

**The Community Nurse Innovation Showcase event** was attended by over 100 people. Since 1990, the QNI has funded over 300 innovative projects across the whole range of community nursing specialties and this event provided an overview of the programme and showcased a number of successful projects delivered by community nurses.

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“ Standing ovation for Crystal and all the team at QNI. Thank you, thank you, thank you! Said it before but will say it again: QNI feeds my soul!

Queen's Nurse feedback on the Queen's Nurse Annual Meeting

## National Garden Scheme



The National Garden Scheme has supported the QNI since 1927 and is our single biggest funder.

We are very grateful to the National Garden Scheme, which funds the Queen's Nurse programme and all 2000 Queen's Nurses.

We enjoy a shared history as the National Garden Scheme was created in 1927 at a QNI council meeting by Trustee, Elsie Wagg, who proposed it as a fundraising idea. Since then, the National Garden Scheme has raised millions of pounds not just for the QNI, but for other nursing and caring charities too.

2022 celebrated 95 years of this partnership and as part of the celebrations a new scholarship, The NGS/ Elsie Wagg Scholarship was launched. The 10 projects selected have gone on to be very successful and a final report will be published in 2023. The second cohort of projects will be selected in January 2023.



“ The funding that we receive from the National Garden Scheme is essential for us to support nurses and through them patients, families and carers, in homes and communities everywhere. Our thanks to the garden owners, volunteers, and county organisers and staff of the National Garden Scheme who together make this incredibly generous donation possible. We really couldn't do it without you.

Dr Crystal Oldman CBE, QNI CEO

The QNI received a record donation of £400,000 from the National Garden Scheme in 2022. This funding supports our national professional network of 2000 Queen's Nurses who lead and deliver excellent care in all community specialisms health, as well as the Elsie Wagg (Innovation) Scholarships and the QNI's leadership programmes.

We were delighted that Frogmore, the Queen's private garden - which opens for the National Garden Scheme and sees many Queen's Nurses attend - re-opened in 2022 after a gap of 2 years due to Covid, see photo below.

Queen's Nurses continue to visit open gardens during the year, they are encouraged to take selfies of themselves and tag the QNI and the NGS.



**Above:** Over 50 Queen's Nurses (new and retired) attended the opening of Frogmore Gardens for the National Garden Scheme.  
**Right:** QNI staff around the Foxglove tree gifted to HM The Queen and planted at Frogmore to commemorate the International Year of the Nurse and Midwife in 2020.



## Keep In Touch



The QNI's Keep in Touch© (KiT) project is a practical way in which we aim to strengthen the Queen's Nurse community, past and present.

The project offers opportunities to speak to retired Queen's or community nurses regularly on the phone, to talk about life experiences, aspects of nursing past and present, memories and future plans. It encourages social interaction and creates new bonds. KIT volunteer meetings occur once a year where volunteers talk about their experiences and any issues/concerns. The volunteers call their contact regularly – usually once a week or in some cases once a fortnight or monthly. As part of KIT for special birthdays (80 or 90 or 90+) flowers and cards are sent.

“ I am so pleased to be part of such a worthwhile service.

KIT volunteer

“ I look forward to our calls – they are the highlight of my week.

KIT contact

“ My telephone friend is very special to me.

KIT contact

“ I really enjoy my weekly calls – we always end up laughing.

KIT volunteer



KIT has grown in size over the last 6 years, and there are now 37 volunteers supporting 39 contacts, with 18 others receiving regular calls from the QNI.

The KIT Team was expanded by recruiting three new volunteers, which enabled more contacts to receive regular telephone calls

An update - and promotion - of KIT was given at the QNI 2022 Conference.

The KIT Team maintained regular calls to contacts, making extra calls if needed.

Ensured all contacts and other retired members continued to receive birthday, Christmas and Easter cards, and the QNI's Home Visit newsletter

Promotion of the service is done regularly through the QNI's social media channels.

# TalkToUs



The QNI's listening service, TalkToUs®, was launched in May 2020 to offer emotional support by phone to registered nurses working in the community during the pandemic.

The service is operated by trained listeners (Queen's Nurses) who are available to speak to any nurses working in community or social care, including those supporting care homes, and nurses working with people who are homeless. TalkToUs® is intended as a friendly ear for nurses who would like to talk to someone in complete confidence about their life and work at the current time. We cannot provide counselling, but we can signpost to other sources of support if appropriate.



“A safe space for nurses in the community, primary and social care to share their experiences and gain emotional support from trained listeners.

Dr Crystal Oldman CBE, QNI Chief Executive

“Thank you so much for being there when I need you.

TalkToUs feedback

“It is so reassuring to know you are there if I need you.

TalkToUs feedback

TalkToUs resources were distributed throughout the year, together with targeted mailouts.

The service continues to provide telephone support for community nurses by a dedicated team of trained listeners who are all Queen's Nurses.

TalkToUs featured in the QNI's Conference in 2022, its history and an update was given.

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“ That was a bit of a rant and I feel so much better now.  
TalkToUs feedback

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“ I no longer feel scared to go to work.  
TalkToUs feedback

## Financial Assistance



The QNI offers financial assistance to registered nurses who work or have worked in the community for a minimum of three years.

All requests are considered, but help is usually given, for example, with the provision of essential household items, building repairs or adaptations, respite care, specialist equipment such as walk-in baths, stair lifts, electric wheelchairs and amenity bills.

Applications are also considered for educational grants to help community nurses stay in the profession and improve their knowledge and skills.

“ I honestly don't know what to say. My washing machine came today and I've done my first lot of washing for myself it is absolutely amazing. I'm still hunting a wardrobe with the first grant. I can't thank you enough for the kindness you have shown me, I'm so grateful, as is my daughter. This is a huge help, thank you for your kind words also it means a lot.

Financial assistance recipient

“ I am so grateful that I was awarded this grant. I did not expect to receive anything, and the process was so informed. I felt very encouraged by the QNI. The application process clarified my future career intentions and enabled me to plan both short and long term in terms of steps I need to take to achieve them. I would encourage anyone with a career plan to apply to the grant and am delighted with the course I attended. Thank you very much.

Education grant recipient





A total of 388 grants were awarded in 2022 to community nurses either still working or retired. Nearly £45,000 was paid in single grants to community nurses that were facing a financial problem. Many of the applicants were single parents with the cost-of-living crisis hitting them hard financially.

43 applicants were supported with grants from the Covid 19 Healthcare Support Appeal (CHSA), which specifically assists healthcare professionals still affected by Covid 19.

Community nurses faced an extra financial burden last year with the fuel crisis. For a short period a petrol grant was offered and 71 nurses were supported to bridge their fuel allowance gap.

In total over £18,000 was awarded in educational bursaries in 2022.

Educational bursaries up to £1000 were offered in 5 subject areas and were awarded to 30 community nurses. The subject areas were: Community and Adult Social Care settings; Primary Care settings for General Practice Nurse bursary; Homeless and Inclusion Health bursary. Funding was also available for Dyslexia assessments.

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“THANK YOU !! I could not have done this without the education grant from the QNI. I feel so empowered to take my new skills and knowledge into my workplace and deliver a high-quality service on the Isle of Wight. I am thrilled to have completed my MSc in Advanced Nursing Practice.  
Education grant recipient

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“ I just wanted to thank you for your assistance with applying and seeking further funding towards my roof. I have had the roof completed and it is so lovely not worrying about further leaks and damages. I am very grateful. It is brilliant how much you help nurses.  
Financial assistance recipient

# Fundraising



The QNI relies on voluntary donations from individuals and charity funders.

In 2022, we were delighted that so many Queen's Nurses donated via paypal giving, AmazonSmile, easyfundraising and justgiving. We were also remembered in InMemoriam gifts for which we are also very grateful.

The total amount of donations for 2022 came to nearly £12,500. This support makes a real difference to the work we do, protecting and improving care for patients everywhere.

We would like to thank every single person who gave so generously.



“ Thank you most sincerely to all our supporters. Your incredible - and much appreciated - fundraising helps us to provide more support to community nurses to improve care for people in their homes and communities.

Dr Crystal Oldman CBE, QNI Chief Executive

Helen Ballinger and Jane Haros, both Queen's Nurses, held a cake sale in October for the QNI and in memory of HM The Queen. They raised £114 in total.

Queen's Nurse Vanessa Hurley opened her garden in Dawlish, Devon, for the National Garden Scheme - the QNI's oldest and largest funder - for the second time and raised the incredible total of £1630.

Queen's Nurse and Nurse Lecturer at Wrexham Glyndwr University - and KIT volunteer - Angela Williams, held a silent auction for the QNI in September 2022. The books that were auctioned were on leadership and management, a topic with Angela taught before her retirement last year. In total they made a wonderful £155, which was raised exclusively for the Keep In Touch project.

An author, Rowena Kinread, wrote a short e-story, called 'Murder In Munich' to fundraise for the QNI. This is the first time this has been done for the QNI. All proceeds were donated to the QNI and an incredible £? was raised by the sales of the book.

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“The students loved the activity and we raised £155 in total. Jointly we made the decision to donate the money to the KIT project as the students felt it was an area that I was passionately involved with and was going to continue being involved with after retirement in 2023.

I would like to take this opportunity to thank the September 2020 nursing cohort from Wrexham Glyndwr University for their generosity, kindness and engagement in the auction. They will all be our shining stars in their future nursing careers.

Angela Williams, QN, Nurse Lecturer at Wrexham Glyndwr University

## Those we lost in 2022



We were deeply saddened by the death of our Patron, Her Majesty Queen Elizabeth II.

The Queen became Patron of the QNI in 2002, following the patronage of the Queen Mother and was the fifth royal Patron of the QNI since its foundation by Queen Victoria in 1887. It is thanks to Her Majesty that the title of Queen's Nurse was reintroduced in 2007, which has led to such a growth in the appreciation and understanding of the work of community nurses in promoting the health and wellbeing in people of all ages and backgrounds in every part of the UK.

“ It is with a huge sense of gratitude and respect that we remember the leadership, devotion and wisdom of the Queen in so many areas of national life. The Queen's Nursing Institute, and Queen's Nurses, are inextricably linked to the Queen as our royal Patron.

Dr Crystal Oldman CBE, QNI Chief Executive

“ Queen's Nurse: what a privilege it has been to have this title and to have had her Majesty Queen Elizabeth as our Patron. The example she set to others in public roles will never be surpassed or forgotten, I will continue to uphold the values of the nursing profession and the role of Queen's Nurse in her memory in the best way I can.

Pamela Davenport, Queen's Nurse, Stafford

“ Thank you Ma'am for your shining example of selfless service, dedication and compassion to all your people across the world. You have been and will remain a guiding light in so many lives. I am so proud to have served you as a Queen's Nurse and will strive to uphold your values as I travel life's path. My condolences to all the Royal Family in your sad loss. May she rest in peace.

Margaret Pitt, Queen's Nurse, Nottingham





### **Michael Cooper, QNI Vice President**

Michael Cooper was a patron appointed trustee of the QNI for 18 years, from 2003 until 2021 and served as Vice-Chair until 2013. He became a Vice President of the QNI in 2019. Michael also served as a member of the QNI's Finance Committee for many years, he was also a grants advisor and the Chair of the 'Support for Nurses' annual review meeting throughout his time as a trustee.

As an active member of the Finance Committee, Michael gave very sage advice, having been the Chief Executive of Diabetes UK for many years prior to his retirement. Michael was also the link Trustee for the Support for Nurses function at the QNI throughout his time as a trustee. This included supporting the QNI Keep in Touch and Talk To Us programmes, meeting volunteers annually and also promoting the support of nurses through grants for financial hardship and education.

His contribution to the work of the QNI and to advancement of nursing in the community was outstanding.

“ I was very saddened to hear of the death of Michael Cooper our Vice-President. Michael was a very passionate supporter of community nurses who was committed to the work of the Queen's Nursing Institute for more than 20 years. I was very proud to know him, work with him as a trustee and more recently as Chair of Council. His good grace, humour and considerable experience will be sorely missed. My condolences go to his wife and children and wider circle of friends.

Professor John Unsworth OBE, Chair of Council, QNI



### **William Rathbone OBE, QNI Trustee**

William Rathbone was a member of the Council member of the QNI from 1974 until his death on 31st December 2022.

As a great-great-grandson of the founder of District Nursing, William Rathbone VI, he continued a long family tradition of philanthropy and public service of international renown. His name was familiar to community nurses throughout the United Kingdom and abroad.

Following his retirement in 2001, William Rathbone devoted himself to his passion for the voluntary sector, being closely involved with seven charities. In 2009 he was awarded the Gold Badge of the Queen's Nursing Institute, its highest award, and in 2012 he was made an OBE for his charitable services.

“ I would like to pay tribute to William Rathbone and the superb and enduring support he gave to the Queen's Nursing Institute throughout his life. His understanding and commitment to the mission and purpose the QNI was absolute, and his wisdom and sound judgement as a trustee of the organisation was of immense value to all of us. He had a long vision for the QNI drawn from his family's involvement over successive generations, but he also had a keen interest in the day-to-day running of the organisation and his generosity and kindness was appreciated by everyone at the QNI.

Dr Crystal Oldman CBE, QNI Chief Executive



1A Henrietta Place  
London W1G 0LZ

020 7549 1400

[www.qni.org.uk](http://www.qni.org.uk)

