



Job Title	Registered Nurse	Job Description Date	October 2025
Department/Team	Health and Wellbeing	Reports to	Ward Manager
Context			
Founded in 1682, the Royal Hospital Chelsea is a unique retirement community for around 300 Army veterans, known as the Chelsea Pensioners, drawn from every corner of the United Kingdom. Located in the heart of London, it is a remarkable place defined by community, service, and a proud military heritage. Working at the Royal Hospital Chelsea means being part of a close-knit, values-driven community where staff work collaboratively, support one another, and make a meaningful difference every day. We are looking for individuals who contribute to a welcoming and inclusive environment and lead by example with kindness, integrity, and professionalism. The RHC Way underpins how we work, guiding our behaviours and reflecting our commitment to caring for Chelsea Pensioners, colleagues, and the wider community, while striving for excellence and honouring our heritage. Built around <i>Compassionate Approach</i>, <i>Community Spirit</i>, and <i>Courageous Engagement</i>, it shapes how we treat others with dignity and respect, work together, and take responsibility with initiative and purpose in everything we do.			
Role Purpose:			
The Registered Nurse is responsible for leading the delivery of high-quality, person-centred nursing and personal care within the Margaret Thatcher Infirmary (MTI), in accordance with the Nursing & Midwifery Council (NMC) Code of Conduct and the core values of the Royal Hospital Chelsea (RHC). The role supports the health, wellbeing, dignity, and independence of in-pensioners through skilled clinical practice and compassionate leadership, contributing to a safe and supportive environment for pensioners, families, and colleagues.			
Principal Accountabilities:			
Person-Centred Care & Wellbeing • Deliver person-centred nursing care with professionalism, empathy, and respect for individual preferences and dignity. • Play an active role in promoting the quality of daily life for all pensioners through supporting their physical, emotional, and social wellbeing, planned activities and person-centred care. • Respect and support the cultural, spiritual, and individual preferences of pensioners in all aspects of care, including end-of-life care where applicable. • Practice maximum integrity in all dealings with the Pensioners' personal and financial affairs, avoiding abuse of the privileged relationship that exists with the Pensioners. Refer all Pensioners' financial problems or requests to the Hospital Almoner. Refrain from accepting gifts or money from in-pensioners and seek guidance from the Matron or Deputy Matron when necessary. • Support pensioners to make decisions about their care and daily life, in line with the principles of the Mental Capacity Act (2005), including assessing capacity and applying best interest decisions when necessary. Clinical Practice & Medication Management • Ensure safe and effective medication management, all medication is ordered, received, stored, administered, and disposed of in accordance with clinical guidelines including NMC Standards for Medicines Management and the MTI Medication Policy.			



- Maintain accurate and up-to-date clinical records, contributing to the development and review of individualised care plans.
- Conduct and document thorough risk assessments for all pensioners, updating care plans accordingly and involving relevant professionals, the pensioner and family members where appropriate.
- Ensure care plans are dynamic, regularly reviewed, and reflect changes in health status, risk factors, and personal preferences.
- Ensure all documentation related to care delivery complies with regulatory and professional standards.
- Adhere to infection prevention and control protocols to ensure a safe clinical environment.
- Identify and escalate clinical risks or changes in pensioners' conditions promptly, following appropriate protocols.
- Always act within the Nursing and Midwifery Council Code for Professional Standards of Practice and Behaviour for Nurses and Midwives.
- Demonstrate an understanding of and compliance with the Care Quality Commission Essential Standards of Quality and Safety.

Leadership, Supervision & Shift Management

- Lead and collaborate with care teams to ensure continuity of care.
- Lead the shift with confidence and accountability, ensuring safe, effective, and person-centred care is delivered consistently.
- Support the supervision, mentoring, and training of new Registered Nurses, Senior Care Assistants and Care Assistants as delegated by the Ward Manager/Clinical Lead Nurses/Deputy Matron in all aspects of their duties.
- Promote a positive and inclusive team culture, role modelling professional behaviour, standards and best practice in clinical care, documentation, safeguarding, and communication.
- Manage shifts effectively as rostered, ensuring appropriate staffing, delegation, and prioritization of care needs.
- Fulfil the responsibilities of Duty Nurse in line with the MTI Duty Nurse Responsibilities Protocol, with responsibility for the management of the MTI as rostered.
- Ensure timely reporting and management of incidents, accidents, or near misses in line with RHC policy.
- Monitor and support staff performance during the shift, providing real-time coaching, feedback, and escalation where necessary.

4. Interdepartmental & Multidisciplinary Collaboration

- Work collaboratively with the Royal Hospital Medical Centre, multidisciplinary teams, and the Adjutant's Department, including Captains of Invalids, referring all welfare concerns as appropriate to ensure timely and effective support for in-pensioners.
- Participate in multidisciplinary meetings and reviews to support integrated care planning and decision-making.

5. Professional Conduct & Safeguarding

- Uphold the values and ethos of the Royal Hospital Chelsea in all professional interactions.
- Demonstrate a clear understanding of safeguarding principles, including recognising signs of abuse or neglect and following RHC safeguarding procedures.
- Immediately report any concerns regarding inappropriate or unprofessional staff behaviour, including bullying, harassment, substance misuse, sleeping on duty any other inappropriate or unprofessional behaviour.
- Maintain confidentiality and comply with data protection regulations in all aspects of care and communication.



- Apply the Mental Capacity Act (2005) and Deprivation of Liberty Safeguards (DoLS) appropriately, ensuring pensioners' rights and freedoms are respected and protected.
- Maintain professional boundaries and accountability in all aspects of care delivery, ensuring transparency and ethical practice.

6. Communication, Meetings & Organisational Awareness

- Participate in all ward and staff meetings as required, to maintain awareness of operational priorities and contribute to team cohesion.
- Maintain a clear understanding of the ward environment and communicate effectively with colleagues, pensioners, and external professionals.
- Ensure timely and effective communication during handovers, briefings, and debriefs to maintain continuity and safety of care.

7. Training, Compliance & Professional Development

- Attend all mandatory and required training sessions, both on and off site, to maintain compliance and competence.
- Maintain own personal professional development, including NMC revalidation and ensuring an active NMC PIN.
- Engage in appraisals, supervisions and reflective practice and seek feedback to continuously improve clinical skills and professional development.

Leadership expectations

The role holder is expected to demonstrate strong clinical leadership and professional accountability in every aspect of their role. As shift leaders, they must ensure the delivery of safe, effective, and person-centred care while fostering a culture of excellence, respect, and continuous improvement.

- Lead and manage the team confidently on a daily basis, ensuring that care delivery is coordinated, responsive, and aligned with individual care plans and clinical priorities.
- Work within the boundaries of their training and professional competence, seeking guidance when needed and escalating concerns appropriately.
- Delegate effectively to Senior Care Assistants and Care Assistants, ensuring tasks are assigned appropriately based on competence, scope of practice, and pensioner needs.
- Maintain oversight of care delivery, ensuring that documentation is accurate, risks are managed proactively, and standards are upheld throughout the shift.
- Promote a positive team culture, encouraging open communication, mutual respect, and collaborative problem-solving.
- Be a role model for the team, consistently demonstrating professionalism, empathy, and best practice in clinical care, communication, and conduct.
- Support and mentor junior staff, providing guidance, feedback, and opportunities for learning and development.
- Respond promptly and appropriately to incidents, safeguarding concerns, and changes in pensioners' conditions, ensuring timely escalation and documentation.
- Ensure effective handovers, briefings, and debriefs to maintain continuity of care and situational awareness across the team.
- Champion the values and ethos of the Royal Hospital Chelsea, ensuring that leadership decisions reflect the organisation's commitment to dignity, safety, and person-centred care.

Skills Knowledge and Experience

Essential Skills



- Breadth and depth of clinical knowledge relevant to older adult care and the specific needs of the pensioners within the Margaret Thatcher Infirmary.
- Skilled in implementing, reviewing, and maintaining person-centred care plans and risk assessments in accordance with NMC guidelines and best practice.
- Strong clinical judgement and decision-making skills, with the ability to respond promptly and appropriately to changes in pensioners' conditions.
- Effective communication skills, both verbal and written, with the ability to adapt style and language to suit different audiences including pensioners, families, and professionals.
- Competence in safe medication administration.
- High level of accuracy in clinical documentation and care planning, with attention to detail and regulatory compliance.
- Ability to delegate effectively, supervise care teams, and lead shifts with confidence and accountability.
- Awareness of the importance of diversity, inclusion, and treating all pensioners and staff with dignity and respect.
- In-depth understanding of the Nursing & Midwifery Council (NMC) Code of Conduct and professional standards.
- Working knowledge of the Care Quality Commission (CQC) Fundamental Standards.
- Sound understanding of the Mental Capacity Act (2005), Deprivation of Liberty Safeguards (DoLS), and their application in care settings.

Knowledge and Experience

- Knowledge of the needs and rights of older people, including the importance of dignity, autonomy, and person-centred care.
- Understanding of good care principles and the CQC fundamental standards, with a commitment to delivering safe, effective, and compassionate care.
- Genuine interest in and experience of working with the elderly.
- Familiarity with safeguarding procedures and Deprivation of Liberty Safeguards (DoLS), and their practical application in care environments.
- Experience in developing and maintaining individualised care plans and risk assessments in line with professional and regulatory standards.
- Proven ability to work collaboratively within multidisciplinary teams and contribute to integrated care planning.
- Experience in leading shifts, supervising care teams, and managing clinical priorities in a dynamic care environment.

Competences

- A logical and structured approach to work, carefully evaluating and prioritising situations. Anticipates potential problems and takes effective action to prevent or resolve them.
- Demonstrates high standards of professionalism and care, setting a positive example for others. Has high expectations of others and what they can achieve; recognises and acknowledges strengths of people in their team and encourages and inspires team members to achieve their best through recognition, support, and shared learning.
- Works in a collaborative and cooperative manner building positive, respectful and effective relationships at all levels.
- Takes ownership of decisions and actions, ensuring transparency, ethical practice, and adherence to professional standards.
- Remains calm and focused under pressure, adapting to changing circumstances while maintaining quality and safety in care delivery.



- Commits to continuous improvement. Actively seeks feedback, reflects on practice, and engages in learning opportunities to enhance personal and team performance.

Qualifications

- RGN
- Holds a valid NMC PIN

Note:

All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.