

# NHS Nightingale Hospital North West

## Welcome Pack

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**Nightingale Hospital  
North West**

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# Welcome to NHS Nightingale Hospital North West

# Thank you

Michael McCourt - CEO

# 1

## Purpose & Values

# NHS Nightingale: Our Purpose

## What?

North West NHS Nightingale is a temporary facility, based at Manchester Central Convention Complex, set up to provide care for patients with COVID-19. The mission of this field hospital is to relieve pressure on hospitals around the North West.

## Who?

NW NHS Nightingale will be operated by NHS Staff with support from the British Armed Forces and a huge range of contractors.

## How?

The hospital will hold up to 750 beds to be able to provide care for level 1 non-critical patients that will be transferred on to the site directly by ambulances from local hospitals.



## Our Purpose:

Our hospital will bring together a team with diverse skills, experiences and expertise which we must draw on. To unite this team, we have a single clear and shared purpose; **to SAVE LIVES.**

Every person who works for our hospital contributes to this.

The purpose and values are informed by the unique context we are in and the diversity of our staff. They are based on the founding principles that no single individual will have all the answers but that, collectively we will save lives.

# NHS Nightingale: Our Values



# How our hospital works

It remains crucial that we operate through established professional codes of ethics and the clear and delineated responsibilities of different medical professionals. However, we are in times where we may need to be more flexible with our approaches so long as we do this in service of saving lives and with the right values. Our actions and interactions will be governed by 4 core values;

## Support



We support each other to save lives, regardless of our role, background or expertise. We support each other when one of us is struggling with what to do or say or having a tough time. We are focused on supporting our patients.

## Trust



We trust each other to do the right thing, know what action to take and when to ask for support. Leaders have a duty to provide the guidance, resources and support that allow others to use their skill, initiative and judgement. Trust is a two-way process that is role modelled by everyone.

## Act



We take action when it's needed. The pace and demands on each of us are high. With the support and trust of our colleagues and respect for our professional expertise, ethics and judgement we take action when and how we feel we should.

## Respect



We respect each other, our patients and our hospital. We respect the different skills, expertise and experiences we all bring, the diversity of patients and colleagues and the hospital we have create together.

# Staff expectations 'at a glance'

Introduce yourself with # <b>hello</b> my name is...	Value the contribution of everyone	Share learning with others
Be friendly and welcoming	Team working across all areas	Recognise diversity and celebrate this
Respect shown to everyone	Seek out and act on feedback	Ensure all our actions contribute to safe care and a safe working environment
Put patients at the centre of all we do	Be open and honest	For those who supervise / manage teams: ensure consistency and fairness in your approach
Show support to both staff and patients	Communicate effectively: listen to others and seek clarity when needed	Be proud of the role you do and how this contributes to patient care



# What we expect from our leaders

Our leaders share our core purpose, to save lives, and shared values of Support, Trust, Act & Respect. They also have a special role in meeting the core ABC of human need at work.

## A

### Autonomy and Control

People instinctively want to have control and not feel directed, particularly when under pressure in a crisis. Staff must have a voice and influence over decisions that affect their delivery of care and workplace environment. Ensuring autonomy and control means listening to staff every day and trusting their knowledge, skills and experience to make crucial decisions. Control also means being able to take regular breaks from the high workload to ensure staff do not make mistakes, get sick or patient care suffers. Our role as leaders is to provide the resources and clear away obstacles to saving lives. Leaders must be honest when resources are limited and involve staff openly in assessing the impact and risks involved when making difficult decisions.

## B

### Belonging

Belonging is fundamental to wellbeing and the need to belong is greater during a crisis. Everyone can feel frightened and overwhelmed in the situation we now face. We cope by feeling supported, loved, cared for and building a sense of belonging. Not only must we ensure a positive, caring and supportive climate but also encourage and enable sustained multidisciplinary team-working where everyone is clear about each other's roles. This means everyone being a member of a 'home team' and using a 'buddy system' that provides support, enables a shared focus on the task and provides the space for collective learning and innovation. Team-work leads to better care, better staff wellbeing and more innovation. Working flexibly, supportively and collectively across boundaries is essential and can only be successful in the context of a compassionate and collective culture.

## C

### Competence

All staff want to deliver high-quality care. You will need to enable and support staff to work effectively during a very testing and prolonged period. Work overload is only sustainable for so long – a saturated sponge cannot take in more water. You must ensure that workloads are manageable if we are to respond to this crisis effectively over the months ahead and not lose staff in the process to a preventable work-related illness, breakdown or a sense of helplessness. Ensuring staff are working in a safe, compassionate, open and quality driven team will go a long way to ensuring the team works competently.

# 2

## **NHS Nightingale Hospital: Logistics**

# Getting here: Directions



**Nightingale Hospital  
North West**

Manchester Central Convention Complex is in the centre of Manchester.

A map is included on the next page with the Convention Complex highlighted.



**Satellite Navigation:** Windmill St, Manchester, **M2 3GX**



**Nearest Metrolink stop:** St Peter's Square (Please note: running reduced service)

Access site by foot from Windmill Street via the Charter Foyer entrance.

From Monday 13<sup>th</sup> April Metrolink travel is free for NHS Nightingale staff.



**M6 (from south – Stoke-on-Trent, Birmingham):** Leave the M6 at junction 19, just after Knutsford Services. Follow the A556 towards Altrincham and pick up the M56 towards Manchester Airport. Follow the motorway onto the A5103 (Princess Parkway), then follow signs for Manchester Central, Petersfield.:

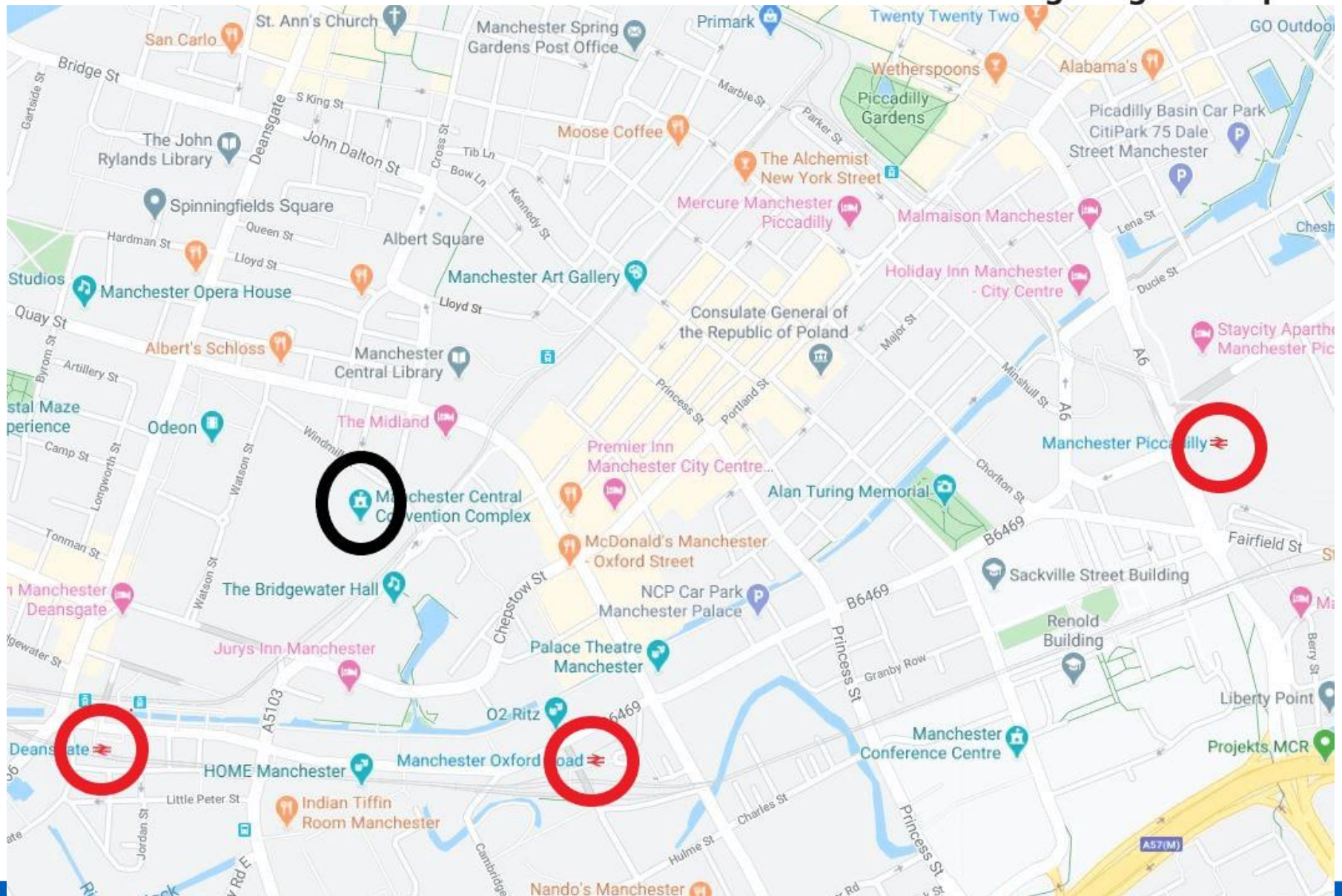
**M6 (from north – Preston, Blackpool, Carlisle):** Leave the M6 at junction 21a for the M62 towards Manchester. At junction 12, join the M602 and continue to the end of the motorway (Regent Road Roundabout, Salford). Follow signs to the city centre along Regent Road, and then to Manchester Central, Petersfield

**M62 (from west – Liverpool):** At M62 junction 12, join the M602 and continue to the end of the motorway (Regent Road Roundabout, Salford). Follow signs to the city centre along Regent Road, and then to Manchester Central, Petersfield.

**M62 (from east – Leeds, Yorkshire):** At M62 junction 18, join the M60 west-bound. Take junction 17 onto the A56 (Bury New Road) and follow signs to the city centre, and then to Manchester Central, Petersfield.

**M56 (from west – North Wales, Chester, Ellesmere Port):** Follow the M56 past Manchester Airport. Continue onto the A5103 (Princess Parkway), then follow signs for Manchester Central, Petersfield.

# NHS Nightingale Map



# Security, Access & Parking

## Security

To gain access to different areas of the site you will need an NHS Nightingale ID badge. Please note, even individuals with a general NHS ID badge need an NHS Nightingale ID badge.

### **For action if you do not have an NHS Nightingale ID badge:**

1. Please follow this link <https://tinyurl.com/Datascope-NHSNightingaleNW> and the instructions on the site.
2. Retain the the four-digit code provided to share with **Accreditation Centre at Windmill Green**
3. Bring a photo ID with you on day of your induction.
4. NHS Nightingale ID badges must be collected from the **Accreditation Centre at Windmill Green, Mount Street, Manchester, M2 3NN**. This is opposite NHS Nightingale NW and staff will be on hand to direct you.



# Security, Access & Parking

## **Access**

Please note the site can only be accessed through the Car park entrance or Lower Level entrance, off Windmill Street.

## **Parking**

You will be asked for ID when parking, but if you say you are going over to the Windmill Accreditation building to collect your ID in advance of your induction; you will be allowed to park.

There is an NCP (National Car Park), directly below Manchester Central, off Lower Mosley Street. There is direct access to Manchester Central by lift, stairs and escalators from the car park. The height restriction for this Car Park is 1.98m. There is an over spill car park too at Watson Street (called Great Northern Warehouse at M3 4EE).

**Please note: Any NCP car parks which are open, are free for workers at the NHS Nightingale NW site.**

# 3

## Induction Information

# Induction: Joining Instructions



## Arrival from 8am for accreditation

- Everyone working on site will go through a *Core Induction Programme* no matter what organisation you are working for
- Everyone will then receive a specialist induction relevant to your role
- **You need to complete your induction before you can be allocated your first shift**

## Please bring

- [Right to work documents](#)
- Notepad / Laptop
- Food and refreshments will be provided but please bring your own lunch if you have special dietary requirements (other than vegetarian / vegan)

## Logistics

- **Time:** prompt 9am start until 12.30pm (please come from 8am if you need to obtain your accreditation) – lunch will be provided after in the staff welfare area
- **Location:** Auditorium, NHS Nightingale Hospital NW, Windmill St, Manchester, M2 3GX
- You must have obtained your NHS Nightingale ID badge to access the hospital site.



# Induction: Joining Instructions



## Arrival from 8am for accreditation

### Please do

- Complete the pre-accreditation security (information below).
- Ensure you have completed the NHSP mandatory learning modules on [Learnspace](#) as soon as possible. You will receive an automated welcome email that will include your login details for Learnspace. *Please note it will take up to 48 hours to log into your Learnspace account.*
- Wear comfortable clothes – no uniforms required

## Security & Access

- All inductees will require a **photo ID** to gain access to the hospital site. This will be your NHS Nightingale ID badge to access the hospital on an ongoing basis
- NHS Nightingale ID badges must be collected from the **Accreditation Centre at Windmill Green, Mount Street, Manchester, M2 3NN**. This is opposite NHS Nightingale NW and staff will be on hand to direct you.
- **Pre-Induction Security:** Prior to attending, inductees will need to use the web link below to make a profile for their security pass; you need to bring your automated code with you to speed up the process;  
<https://tinyurl.com/Datascope-NHSNightingaleNW>

# Core Induction: What to expect

## Core Induction Agenda

1. Welcome from our CEO Michael McCourt
2. Your Health, Safety & Wellbeing
3. Our Hospital: Site Orientation
4. Fire Safety
5. Coffee Break
6. Our hospital: How we work
7. Equality, Diversity & Inclusion
8. Media & Communications
9. Your Questions
10. Summing up

In addition to core training:

Inductees will also receive specialist induction sessions relevant to your job role.

# Induction: Clinical pre-reading

Health Education England has developed an e-Learning for Healthcare (HEE e-LfH) programme in response to the COVID-19 global pandemic. The programme includes key materials to help the health and care workforce respond to Coronavirus. Please familiarise yourself with key modules before your first shift.

The learning can be accessed at the following link: <https://www.e-lfh.org.uk/programmes/coronavirus/>

The programme includes the following modules, learning recommended for all is highlighted in blue:

- Essential Guidance from the NHS, UK Government, WHO and BMJ
- Public Health England - Personal Protective Equipment (PPE)
- Infection Prevention and Control - optional to compliment FTF training
- **Resources for Staff Working in Critical Care Setting**
- Resources for Staff Working in Acute Hospital Setting
- Resources for Staff Working in Primary Care and Community Setting
- Resources for Return to Work Healthcare Staff
- **Resources for Staff being Up-Skilled or Redeployed**
- **End of Life Care COVID-19**
- **Wellbeing for Staff**
- Resources for Pharmacy Staff
- Resources for Paramedics
- Equipment Quick Guides

# Statutory & Mandatory Training

**You will need to complete the essential core skills training modules within 2 weeks of registering with NHS Professionals.**

The courses can be accessed by doing the following:

- Go to [Learnspace](#)

*Please note: It takes up to 48 hours for your Learnspace account to be activated, before you can login to access your assigned modules.*

- Log into your Learnspace account, with your login details provided in your Welcome email.

*Just note: Once you have logged in, you will be promoted to change your password.*

- You will then see all your assigned modules that you will need to complete.
- Simply, click on the module you would like to complete first.

*Tip: Your uncompleted modules, are shown under the **'In Progress tab'***

- Once you have completed your modules, these will be shown under the **'Completed tab'**.

*Please note: You will need to complete all modules in full and take the assessment at the end of the module, in order to be shown under the **'Completed tab'**.*

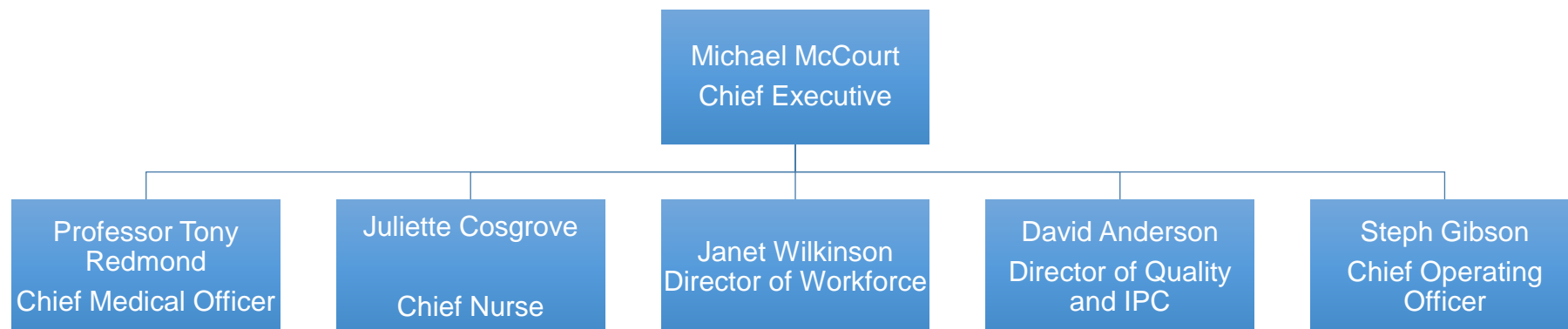
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## **Working at NHS Nightingale Hospital**

# Executive Team



Nightingale Hospital  
North West



# Facilities on site

## **Facilities**

A map of the Convention complex will be provided to you. Toilets are indicated on this, though please note other services in this map may have changed.

## **Food and Refreshments**

Food is available 24 hours a day in the Hospital Cafeteria. Hot food is served for Breakfast and Dinner.

# Staff Rostering

## (Allocate HealthRoster)

For clinical workers who are rostered to shifts, all information on shifts times will be available on your smartphone, tablet or desktop when connected to the internet, through a software called 'Employee Online'.

Employee Online is simple and easy to use and will allow you to view your upcoming shifts. You can access it at the following links:

<https://MAN.allocate-cloud.co.uk/EmployeeOnlineHealth/MANLIVE/Login>

Alternatively scan the below QR code on your mobile device to navigate to the login page.



Your login details will be emailed to you prior to your first shift. If you do not receive the email notification within 24 hours of completing your induction, please email:

For Medics, Administrators and Pharmacy Staff - Carmen Farrow - [carmen.farrow@nhs.net](mailto:carmen.farrow@nhs.net)

For Nurses and AHPs – Helen Dudley – [helen.dudley@mft.nhs.uk](mailto:helen.dudley@mft.nhs.uk)

For extra help with troubleshooting, more information is hosted here: <http://www.nhsnightingalepeople.co.uk/NW>



# IT Information

- All systems can be accessed through the MFT Clinical Applications folder on the desktop
- All IT support should be routed via the MFT IT Support desk which can be contacted in the following ways:
- IT Support Portal – <https://itsupport.mft.nhs.uk>
- IT Service Desk – 0161 701 2020 (Standard hours are – 0700 -1900)
  - *(MFT IT Operate an out of hours on-call support for critical IT Issues outside of these times. Details of how to use these will be detailed on the message when calling the main service desk number out of hours)*
- Learning materials can be accessed from the Nightingale Intranet pages which contain
  - All quick reference guides

## Wi-Fi

- There is free Wi-Fi throughout the site. Network name: **\_MCCC Free WiFi**

# Infection Control



Please wash your hands with soap and water, regularly and often, for at least 20 seconds.



Please use the hand sanitiser, as well as the extra handwashing facilities, distributed around the site as well.



Uphold social distancing practices on site, keeping 2 metres between yourself and others. Everyone on site has the mandate to enforce this policy, please don't be offended if you are reminded.



If you develop a persistent cough or high temperature, please self-isolate as quickly as possible. Co-workers of individuals who have developed symptoms do not need to self-isolate, and can continue working, unless they have been in direct physical contact.



There are infection control posters distributed around the site, please take note and action there guidance appropriately.

# NHS Nightingale: Radiation Awareness

- X-rays produce images of our bodies to help the radiologists make a diagnosis and decide on treatment
- X-rays are used in very small amounts in the wards and resus at the Nightingale North West hospital
- The x-ray systems used in the hospital are called radiographic mobiles and they look like the image on the right
- Only radiographers in the Nightingale NW hospital can use radiographic mobiles.
- When the radiographer uses the radiographic mobile to x-ray a patient, a 'temporary controlled area' exists around the patient to a distance of 2m in all directions (red zone in the image on the right).
- A radiographer will ask all staff to position themselves outside the temporary controlled area before taking the x-ray image.

**You MUST NEVER ENTER the temporary controlled area**

The radiographer is there to keep you safe from radiation and **YOU MUST FOLLOW THEIR INSTRUCTIONS**

**If you have any questions, please ask the radiographer**

# **What is Fraud?**

**“Dishonest actions done deliberately with an intention to deceive”**

**NHS Fraud is estimated to cost £1.27bn per year**

## **Types of Fraud?**

- 1. Employment Fraud –**
  - **Working elsewhere whilst off Sick**
  - **Working elsewhere whilst Covid Isolated**
  - **Conducting Private work in NHS time**
- 2. Timesheet Recording Fraud –**
  - **Claiming for hours that you did not work**
  - **Claiming for false overtime**
  - **Invalid expenses**
- 3. Contractor / Supplier Fraud –**
  - **Awarding contracts to close family**
  - **Inappropriate relationship with a contractor / supplier, such as accepting gifts or hospitality**

# How You Can Comply?

- Declare any Secondary Employment / Private work undertaken
- Ensure private work is not undertaken in NHS time
- Do not use NHS resources for private work
- Declare any potential Conflicts of Interest
- Declare any Gifts, Hospitality and / or Sponsorship
- Abide by the Trust / NHS Code of Conduct

## How to Report Fraud

Contact your AFS or NHS Fraud Hotline 0800 028 40 60 or  
[www.cfa.nhs.uk/reportfraud](http://www.cfa.nhs.uk/reportfraud)

Kevin Howells

Anti-Fraud Specialist

07825 732 629

[kevin.howells@miaa.nhs.uk](mailto:kevin.howells@miaa.nhs.uk)

Darrell Davies

Assistant Director (Anti-Fraud)

07785 286 381

[darrell.davies@miaa.nhs.uk](mailto:darrell.davies@miaa.nhs.uk)

# Supporting Your Wellbeing

## Build Your Resilience

### Looking After Yourself

**Occupational Health:**  
available onsite 7am to 7pm

#### Employment Assistance Programme:

##### 24-hour helpline:

- share a problem with someone who listens to you with care

##### Health e-hub app and online portal:

- a library of resources to help you get through life's challenges

##### Telephone counselling:

- work through your problems with a therapist when you need

**#OurNHSPeople Wellbeing Support:**  
here for you, whenever you need

**Buddy System** with peers to help develop supportive relationships, build connections and a sense of community in your team

**Online resources** accessible to support your health and wellbeing.  
Silvercloud, NHS in Mind, Kooth,  
Living Life to the Full

## Active Support

### Keeping Well

**GM Resilience Hub:** providing virtual check-ins with staff

**Mental Health First Aid:** remote approach that provides first stage support

**Freedom to Speak up Guardians:**  
independent support and advice from trained colleagues, for those who want to raise concerns

**Faith Chaplains:** 24hr on-call access to a network of multi-faith support, and onsite provision for spiritual guidance

**Debrief process:** using a process which considers both human and operational factors

**Sanctuary Pods and a Wellbeing space**  
near the staff break area for you to use when you need, on your own, with your buddy, or as a team

## Respond To Need

### Support & Intervention

**Occupational Health Referrals**  
keep your body and mind fighting fit!

- Physio
- Counselling

**GM Resilience Hub Referrals:**  
referrals for staff who require more indepth mental health interventions for trauma-related or more complex needs



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# Mental Health & Wellbeing Support



Nightingale Hospital  
North West

## Silvercloud – digital mental health platform for all health and social care staff

Available for staff and family members to gain instant access to Silvercloud self-help programmes for stress, sleep and resilience. These can be accessed simply by following the below link and entering the access code:

<https://nhs.silvercloudhealth.com/signup/>

**User access code: NHS2020**

If you are a member of the wider health and care workforce not directly employed by the NHS, **please user access code is GMCA2020**

## NHSinMind

Online resource offering techniques designed to help NHS staff alleviate and combat high anxiety, panic and fatigue. Included are tutorial videos, recorded exercises and YouTube links to ensure staff have the tools they need at their fingertips at any point during the day.

# FAQs – Induction

- **Are NWN bank members paid for attending Induction sessions?**

Yes

- **Is there free parking on site?**

Yes, the car park is free, located underneath the hospital site

- **If the NMW bank member needs accommodation, they need to email the NWN Workforce Team**

Please email the NWN Workforce Team - [workforce.nwnightingale@nhs.net](mailto:workforce.nwnightingale@nhs.net)

- **Are NHSP providing uniforms?**

- Uniforms will be provided to RNs and HCSWs who do not have a Trust uniform / NHSP uniform / care home uniform.
- Uniforms can be collected from the NHSP Team at MFT (workers can drop in Monday to Friday between 7am and 3pm)
- Office Address is - Old School of Physio, Nelson Street, Manchester, M13 9WL (office phone number is 0333 0144288. Workers can park for free in the Grafton Street Carpark – the NHSP office is located opposite this carpark, a single storey red bricked building)
- Trousers won't be provided, please wear black or navy trousers, and flat black shoes.



# FAQs – Shifts

- **Are people put on shifts or do people pick the shifts they want?**

Workers will be rostered by the Nightingale Hospital. The Welcome Pack contains details on how to download the Roster App (Employee Online) onto a phone, tablet or laptop.

- **How will I know what shifts I'm working ?**

You can view your shifts via the Roster App Employee Online.(NB. Holiday bookings & payslips can only be viewed in My:Bank.

- **If I need to cancel or change my shift who do I contact?**

Please contact [roster.nwnightingale@nhs.net](mailto:roster.nwnightingale@nhs.net)

- **How and when will I get paid?**

- NHSP will pay you weekly on a Friday, payslips can be viewed online via your NHSP Portal. Any shifts worked from the previous Friday to the following Thursday, will be paid to you the following Friday (7 days time).
- There maybe a 3-week delay in pay if you are new to NHSP, as ESR numbers need to created

# FAQs – Shifts

- **What if I have a query with my pay?**

Please contact the NHSP National Service Centre on 0333 2407 552 NB. Do not query payslips in My:Bank as this could result in your shift not being paid.

- **Are people put on shifts or do people pick the shifts they want?**

Workers will be rostered by the Nightingale Hospital. The Welcome Pack contains details on how to download the Roster App (Employee Online) onto a phone, tablet or laptop.

# FAQs – NHSP NWN Support Team



Nightingale Hospital  
North West

- **Our Nightingale Support Team is available to answer any questions on:**  
[nwn@NHSPprofessionals.nhs.uk](mailto:nwn@NHSPprofessionals.nhs.uk)

- **Will the NHSP lead be present at any induction sessions to meet people?**

No, but we have the above team that can help and our FAQs that can. Please [click here](#) for more information.

- **People can't get through to the recruitment team at Nightingale – who is the contact?**

Please email our dedicated NWN Support Team on [nwn@NHSPprofessionals.nhs.uk](mailto:nwn@NHSPprofessionals.nhs.uk)

# NHS Nightingale: Key Contacts

## **Accommodation**

If you have accommodation needs, to support you working at NHS nightingale NW, please email [workforce.nwnightingale@nhs.net](mailto:workforce.nwnightingale@nhs.net)

## **NHSP Support**

Please don't hesitate to email our Nightingale Support Team on [nwn@NHSPprofessionals.nhs.uk](mailto:nwn@NHSPprofessionals.nhs.uk)

## **Sickness / Absence**

If, for any reason, you are unable to attend your shift please call the Absence Manager on 0330 808 0260 and have your Name, Number, Job role & date of your next shift ready.

You should report your absence as soon as you realise you will not be able to attend work. When you ring the phone line you will be asked to provide your assignment number. For NHSP staff this will be their mobile number.

If you are feeling unwell, remember to follow the Government guidelines on self-isolation and infection control.

# Thank you!

