NHS
Nightingale Hospital
North West

NHS Nightingale Hospital North West

Welcome Pack

Contents

Nightingale Hospital North West

Purpose and Values	Our Purpose
	Our Values
	How our hospital works
	Staff expectations at a glance
	What we expect from our leaders
NHS Nightingale Logistics	Directions
	Security, Access and Parking
Induction Information	Joining Instructions
	Core Induction: What to expect
	Clinical Pre-reading
	Statutory and Mandatory Training
Working at NHS Nightingale	Executive Team
	Staff Rostering
	IT information
	Radiation Awareness
	Health & Wellbeing
	Key Contacts

NHS
Nightingale Hospital
North West

Welcome to NHS Nightingale Hospital North West

Thank you

Michael McCourt - CEO

NHS
Nightingale Hospital
North West

1 Purpose & Values

NHS Nightingale: Our Purpose

NHS
Nightingale Hospital
North West

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

NHS
Nightingale Hospital
North West



How our hospital works

Nightingale Hospital North West

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;



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.



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.



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.



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’

NHS
Nightingale Hospital North West

Introduce yourself with #hello 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

NHS
Nightingale Hospital North West

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.

NHS
Nightingale Hospital
North West

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 13th 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

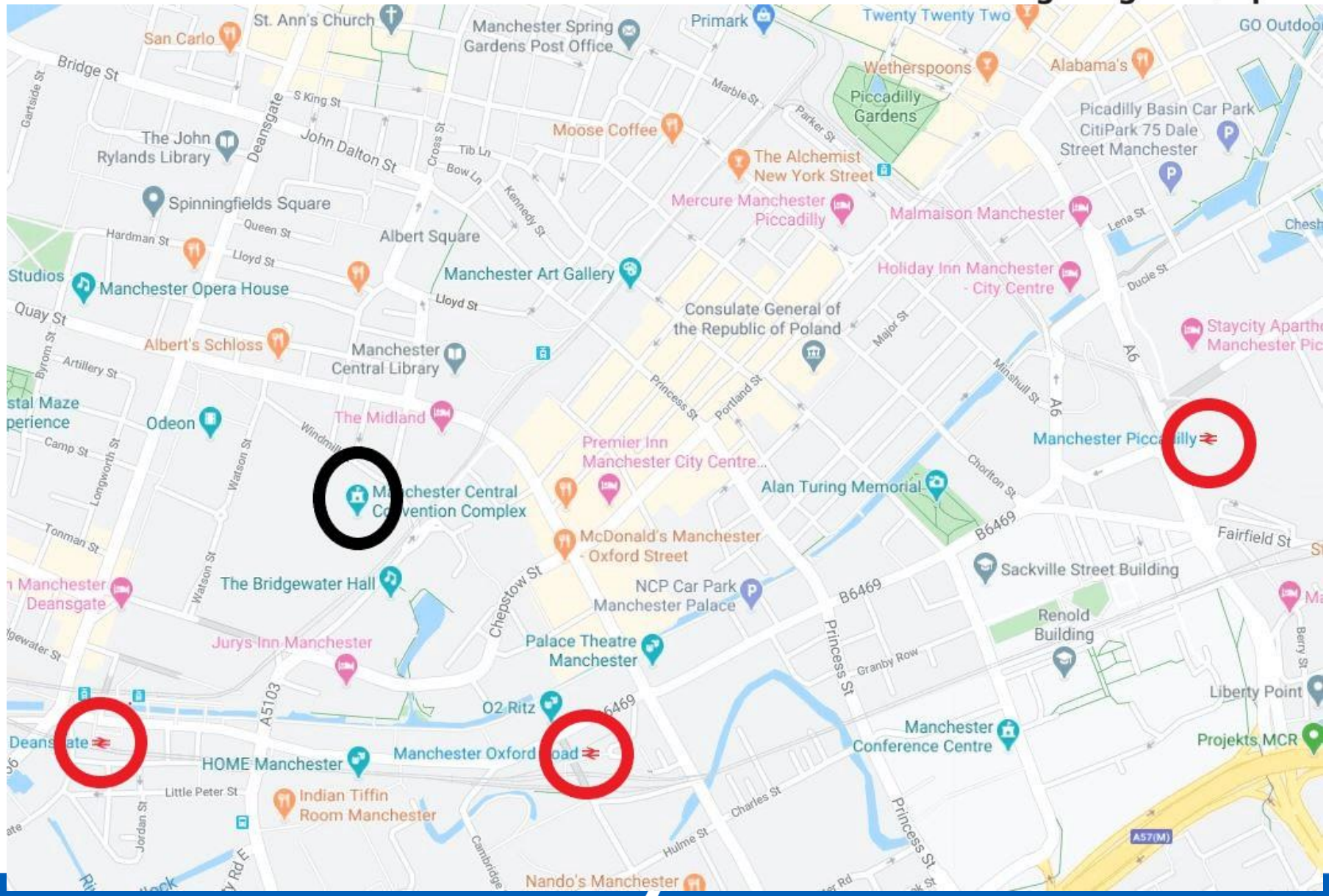
M62 (from west – Liverpool): At M62 junction 12, join the M602 and continue to the end of the motorway (Regent Road Roundabout, Salford). Follow signs to the city centre along Regent Road, and then to Manchester Central, Petersfield.

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

NHS
Nightingale Hospital



Security, Access & Parking

Nightingale Hospital North West

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.

There will be posters displayed around and outside the building displaying a QR code alongside associated instructions. Please provide the four-digit code to security staff, responsible for ID printing, at building entrances.

Scan this QR code with the QR Barcode Scanner app on your phone. If you don't have an app, type in the following web page to any internet browser - **https://tinyurl.com/Datascope-NHSNightingaleNW**

Access

Please note the site can only be accessed through the Charter Foyer entrance.

Parking

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.

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

NHS
Nightingale Hospital
North West

3

Induction Information

Induction: Joining Instructions

NHS
Nightingale Hospital North West



Arrival from 8am for accreditation

- Everyone working on site will go through a *Core Induction P*rogramme 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

- Photo ID
- 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 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

Nightingale Hospital North West

Arrival from 8am for accreditation

Please do

- Complete the pre-accreditation security (information below).
- Ensure you have completed the mandatory learning modules as soon as possible.
- 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

Nightingale Hospital North West

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

Nightingale Hospital North West

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

Nightingale Hospital North West

If you have not completed the statutory and mandatory e-Learning for Healthcare modules in the last 12 months, you will need to **complete all modules before your first shift.**

The courses can be accessed by doing the following:

- Go to http://portal.e-lfh.org.uk/Register
- Log in, or follow the registration instructions on the screen

  Note: if you are a nurse or doctor, entering your NMC or GMC number will automatically stop duplication of accounts if you already have one with us
- Select “My e-Learning” from the menu.

  Note: You will have to accept the terms and conditions by selecting the “Accept” button the first time you log in.
- When you select My e-Learning you will see a list of programmes. Select the arrow next to your programme n the left hand panel to display its contents.
- To open your session and start learning, select the “Play” button. Please complete the following modules;

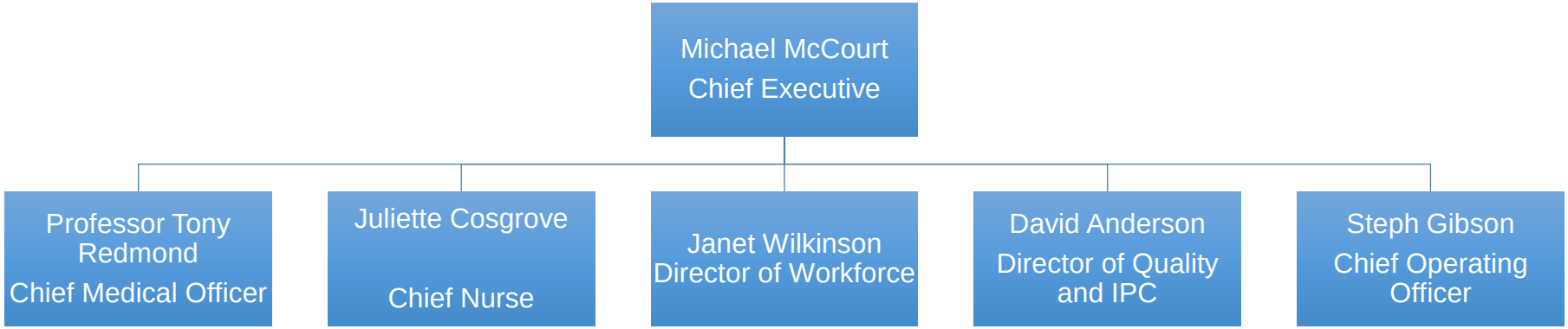
  - ❑ **Data Security**
  - ❑ **Safeguarding**
  - ❑ **Conflict Resolution**
  - ❑ **Moving and Handling**

NHS
Nightingale Hospital
North West

4 Working at NHS Nightingale Hospital

Executive Team

Nightingale Hospital North West



Facilities on site

Nightingale Hospital North West

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

Breakfast, Lunch and Dinner is served at 9.00, 12.00 and 18.00 daily in the Central Foyer.

On your first day, unless your team have informed catering, food may not be available to you. Please inform catering if you would like meals going forward.

Staff Rostering
(Allocate HealthRoster)

Nightingale Hospital North West

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, you can ask for help at: XXX [worker welfare call centre number]

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

IT Information

Nightingale Hospital North West

- All systems will be accessed from shortcuts on the client 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)*
- The Learning Hub can be accessed from the Nightingale Intranet pages which contain
  - All quick reference guides
  - Links to eLearning via the Learning Hub

Wi-Fi

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

Infection Control

NHS
Nightingale Hospital
North West



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

Nightingale Hospital North West

- 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 INSRUCTIONS**

If you have any questions, please ask the radiographer

NHS Nightingale Hospital North West

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



QR

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.

NHS Nightingale: Key Contacts

Nightingale Hospital North West

Accommodation

If you have accommodation needs, to support you working at NHS nightingale NW, please email workforce.nwnightingale@nhs.net

Sickness / Absence

Please report any sickness or absences to our contact centre on the number below.

0161 235 9004

NHS
Nightingale Hospital
North West

Thank you!



This Photo by Unknown Author is licensed under CC BY-ND