

Welcome to NHS Nightingale Hospital London - Welfare Information

Welcome message from Natalie Forrest Chief Operating Officer

First and foremost, thank you. Not only does the NHS appreciate the commitment you have shown by signing up to work at the NHS Nightingale Hospital London, the entire country does.

You all know, through your roles and experience, what is required to bring the care and clinical excellence for which the NHS is renowned. What you won't have experienced is the scale and extent of critical care that is being delivered here. None of us have. That is why we will be working hard to make this the very best possible working experience for you in these extremely trying circumstances.

We know we are asking a lot. But we will ensure that you receive all the necessary information, equipment and support that you need during your time at NHS Nightingale Hospital London. If you feel you are not getting what you need, let us know.

The NHS is nothing without its people. You have already demonstrated that by being here, and by being part of a truly extraordinary effort. An effort that will save significant numbers of lives, which will make an immeasurable difference to thousands of families, knowing their loved ones are being cared for. The scale of the challenge presented by Covid-19 is unprecedented. Our response has had to be ambitious, collaborative and immediate. This is the NHS at its best. Working as one NHS team #oneteam. And we are proud you are part of that team.

What you can expect

You'll be working in a unique and challenging environment which will most likely be quite different from other environments in which you have worked. At full capacity, there will be large numbers of ventilated patients in close proximity. The ward area is large, will be noisy, and you will be in full personal protective equipment (PPE) which is challenging and makes communication more difficult, and you will be working with a newly formed team. Your colleagues will be from a wide range of backgrounds. Furthermore, you will likely experience patients who, despite the best efforts of the team, will die.

However, despite these challenges we very much hope that you will be proud to be part of a supportive and caring team who are working together to provide the best care

for the people of London. It is likely to be a life enhancing experience for the vast majority of staff who choose to work here. We expect that staff will probably experience a whole range of emotions including disorientation, enthusiasm, apprehension and joy. Such emotions are commonly normal, healthy reactions to the nature of the work.

You will have your own individual tried and tested ways of coping, but this situation will undoubtedly will stretch you, so do ensure you look after rest, sleep, eat a balanced diet, and if you consume them, keep caffeine, nicotine and alcohol intake within normal limits for you.

You will have a nominated 'buddy' on each shift. We very much encourage you to support and look out for your colleagues and their well-being. It is likely that they will be experiencing many of the same challenges and experiences as you, and being part of a supportive team is going to be helpful for all our staff.

Whilst we will plan rosters as best we can, it may well be that you end up working long shifts, and at times you will be hungry and tired. We will support you by ensuring that you have breaks, you have access to free food and drinks 24 hours a day. Your team leaders will check in with you at the end of your shift and they have received training to support staff working in these conditions. Quiet rooms for those who need a little 'time-out' to stop and reflect away from conversation and action will be available, as well as a rest lounge, cafes and tea stations, outdoor recreation space where you can get fresh air.

Should you need additional support there will be access to mental health support 24 hours a day and an onsite mental health team. We will provide you with detailed information about how to access the additional support when you start working with us. Also, we have a dedicated staff welfare team who will continually assess and adapt working conditions in response to your feedback. Remember, it's 'ok to not be ok' – but look after yourself, whatever your roles and responsibilities, and let people know if you are struggling.

[Health and wellbeing](#)

Staff welfare is a priority for us, and physical wellness and mental wellbeing is critical for you to be able to do your role successfully. To help with this we have incorporated support into your working day – from the start of your shift, during it, and through to close. We will also provide support to you on your days off and after you have completed your role at the hospital. Our FAQs will be kept updated with our latest Health and Wellbeing offer, including details of our Employee Assistance Programme, psychological support, available wellbeing apps, financial wellbeing support and more. Please visit our FAQs for further information.

[After your time at the NHS Nightingale Hospital London](#)

On departure from the NHS Nightingale Hospital London there will be support for all our staff at regular intervals as your ongoing physical and mental health remains a priority to us.

[Spiritual support](#)

At this time of lockdown you may be unable to visit your regular place of worship, however many communities are streaming services online. There is also a faith service available at NHS Nightingale Hospital London on the main corridor.

We recognise this will be a difficult time for everyone, and we have spiritual support available for all faiths and for those who are non-religious.

You can find the team located at on the central concourse (near E16).

[Talk to others](#)

There are many ways with technology to stay connected with family and friends. Set up WhatsApp groups to keep in touch regularly; FaceTime/Zoom/Houseparty family and friends you can't see; arrange a time to chat / have remote tea and cake / glass of wine / game of Monopoly with others via these free video calling apps.

[Don't be afraid to seek support](#)

Talk to family, friends, colleagues or managers if you think you need extra support. Please voice your concerns and fears – don't let the small things become a big issue.

If your feelings are overwhelming you, there are organisations available to help. Please visit our FAQs for further information on our latest Health and Wellbeing offer, including how to access our Employee Assistance Programme.

[Staff helpline - 0300 124 0254](#)

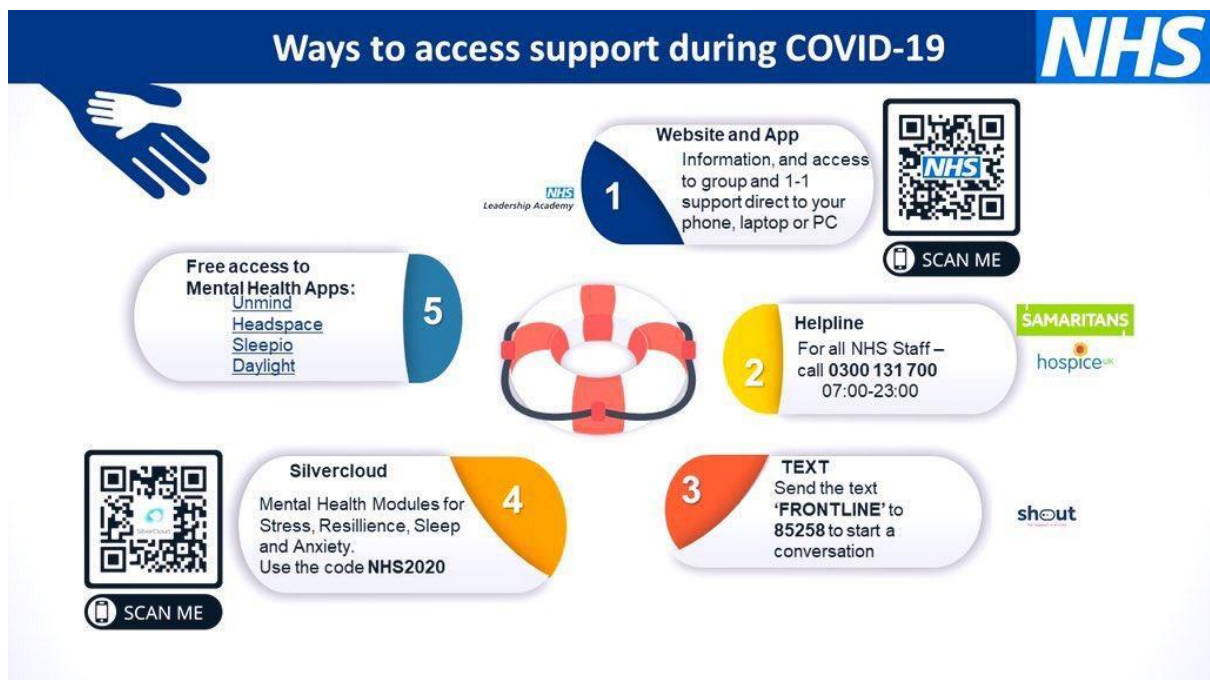
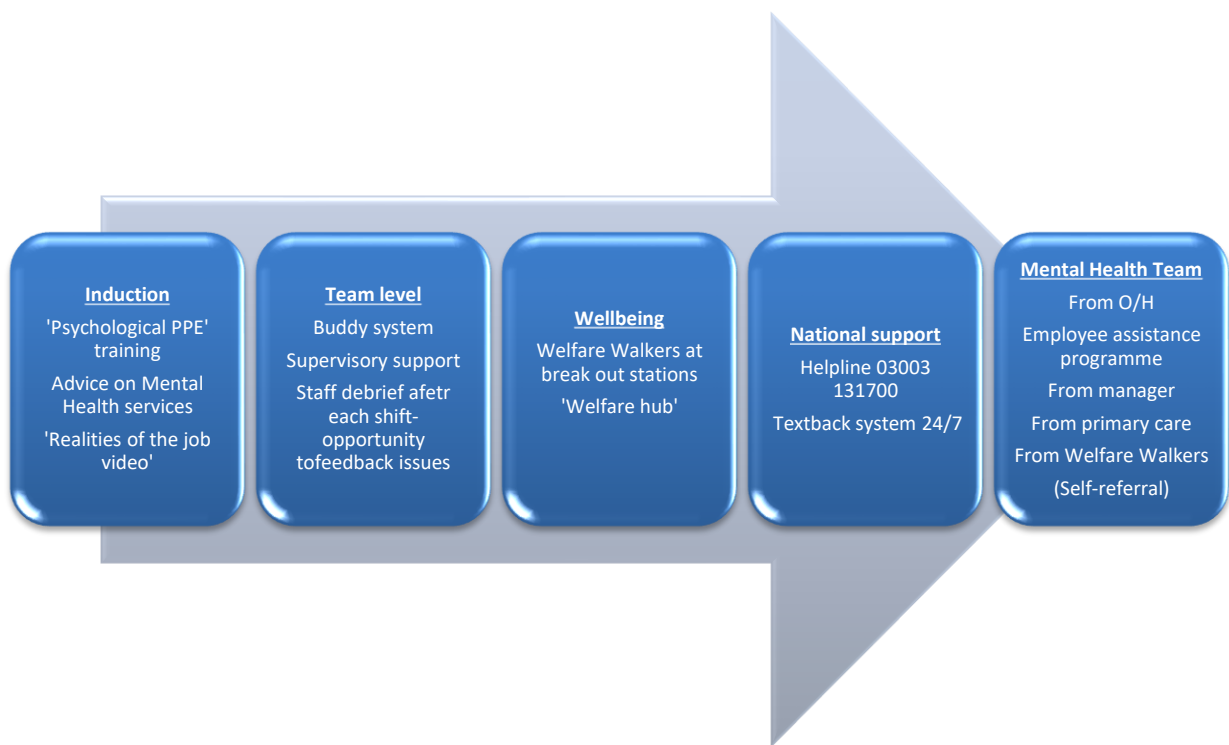
There is a dedicated staff helpline operating 24 hours a day for you to call with any questions or queries that your colleagues are unable to answer.

In particular please use this helpline to discuss any of the following

- If you need to change your shift
- If you need to report any symptoms or are not feeling well enough to work
- If you would like to discuss ending your time supporting NHS Nightingale Hospital London earlier than expected

[Staff support flowchart](#)

The flowchart below outlines the staff support options at the London Nightingale hospital.



THE BIG 5

1. YOU ARE NOT ALONE

None of us have been here before and we are all a little afraid

2. KINDNESS WILL GET US THROUGH

A smile makes a huge difference

3. EMBRACE THE CHALLENGE

We will all learn something new

4. LOOK AFTER EACH OTHER

... and look after yourselves

5. YOU ARE STRONGER THAN YOU THINK

We can TOTALLY do this!

Inspired by a slide from CSTT Ward Staff - Thank you!

Dealing with the challenge of Coronavirus is a stressful experience for everyone. Understandably it may cause anxiety for some staff members, especially colleagues who are, or who have family members who are, more vulnerable or considered to be 'at risk'.

We know that moving to an unfamiliar environment with new colleagues can be unsettling as your sense of familiarity and routine is changed.

Here are a few suggestions to help you manage support yourself and others:

- **Be kind to yourself** – whether you are working on site or self-isolating, it is important to look after yourself:
 - Eat well and stay hydrated, this will help maintain your immune system;
 - Spend as much time in the sun and fresh air as possible;
 - Be careful about where you get your news and advice;
 - Rest and a good night's sleep is essential so keep to good habits and routines
 - Take advantage of what's available there is a large wellbeing offer at Nightingale
 - Stay connected with family and friends using a variety of approaches
 - Create a new routine and positive environment with achievable short term goals
- **When you are at work**
 - Use the breakout space situated in the platinum suite
 - Use PPE as directed - take breaks
 - Seek support from your manager or the pastoral package if you feel overwhelmed
 - Take a moment to 'notice how you feel'
 - Use end of shift check lists to wind down, reflect and relax after leaving
- **If you are self-isolating**
 - Maintain contact with colleagues and managers
 - Keep in touch with family and friends
 - Connect with others who may be in similar circumstances
 - Decide on your routine and keep active
 - Set yourself specific tasks that you can focus on
 - If you are in hotel accommodation contact the help line on 0300 1240254 to arrange support
- **Use the support available in platinum suite**

The wellbeing area in the Platinum Suite is available 24 hours a day for staff to decompress, and talk to people ready to listen to your concerns and experiences. Someone will be there at all times and various sessions are available throughout the week (see this week's timetable).

 - Food and drink
 - Yoga mats
 - Mindfulness sessions
 - Looking after your mental health sessions
 - General decompression and offloading
 - Talking to trained volunteers
 - Both staff rest area and platinum space are available
- **Be compassionate to each other** – whether you understand how people are feeling or not, whether they understand how you are feeling or not, show kindness. It's no one's fault if they feel heightened anxiety right now.
- **Communication** – seek regular updates from team leaders and let them know how you and your colleagues are feeling. Things are changing quickly so regular updates are important.

- **Limit your exposure to news** – it is not helpful to keep checking news for fresh articles or updated statistics – it's likely to make you feel more anxious. Confirmed facts are rare so many articles are conflicting. If you can't stop, limit the amount of times you check for updates. Choose and stick to a reliable source or information such as BBC News - <https://www.bbc.co.uk/news/uk> - Public Health England - <https://www.gov.uk/government/organisations/public-health-england> - WHO website: <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>
- **Make a plan** – it's always wise to have a contingency plan for any challenging situation. If you jot down the things that are worrying you and then consider what to do if these things happen, you may feel less stressed should you need to put your plan into action. Once you've done that tuck it away, perhaps in your 'Notes' function on your phone. It's there and available should you need it, so you no longer need to dwell on it.
- **Have supportive discussions** – if they are not supportive and grounded, step away. You may notice some people's opinions and approach fuels anxiety.
- **Stick to guidelines** – keep informed about recommended hygiene protocols. There are simple preventative actions that are statistically known to reduce risk of experiencing any infectious illness. The guidelines have been produced by those acutely experienced and knowledgeable on how infections spread. Their focus and aim is to halt the spread of infection.
- **Additional supports**
 - The **online Nightingale Bulletin Board** - <https://nhsnightingalepeople.co.uk/london/> - brings together all the support services and health and wellbeing benefits available for staff working at Nightingale.
 - If you are experiencing psychological distress and, you can refer yourself confidentially to the additional support available via the **Employee Assistance Programme (EAP)** that's available to all staff. Calls can be made confidentially on 0800 085 1376. Staff will be asked their names and where they work, however none of this information is reported back to the organisation. Conversations are totally confidential. They also offer online support and advice – more information is available on the intranet.
 - A **national support package** has been launched to support staff through the immediate to longer term needs. This includes a practical guide to online resources and how to access practical and wellbeing support. It consists of the following:
 - a **free wellbeing support helpline**, providing confidential listening from trained professionals, including coaching, bereavement care, mental health and financial help: 03000 131 7000, open 7AM to 11PM seven days a week. There is a **24/7 text alternative**, text FRONTLINE to 85258.

- **Unmind** is a mental health platform that empowers staff to proactively improve their mental wellbeing. Using scientifically-backed assessments, tools and training you can measure and manage your personal mental health needs, including digital programmes designed to help with stress, sleep, coping, connection, fulfilment and nutrition. It offers a specific section on 'navigating Covid-19' which is delivered in seven audio or written sessions, which are 'navigating uncharted waters' 'dealing with worry and uncertainty' 'coping with anxiety' 'minding your mood at home' 'caring for your mind' 'managing your relationship at work' and 'the building blocks of mental health'. As well as having tools on calm, sleep, focus, daily boost etc. NHS staff can get access this for free until 31 December 2020.

How NHS staff can get access

1. Go to nhs.unmind.com/signup
2. Sign up with your NHS email address
3. Download the Unmind app from your appstore - your organisation name is NHS.

- **Headspace** is an individual mindfulness app, being offered free for all NHS staff until 31st December 2020 helps you feel healthier and happier through guided exercises on mediation, mindfulness, breathing, physical activity and sleeping better.

How NHS staff can get access

1. Go to <https://www.headspace.com/nhs> and select clinical or non-clinical staff to start enrolling
2. You will need to use your NHS email address to sign up

- **Every Mind Matters** - from the NHS offers apps and tools for keeping mentally well, it also links up to other 'one you' tools like the couch to 5k running app and an easy meals app.

<https://www.nhs.uk/oneyou/every-mind-matters/>

Sleepio – a sleep app free from for NHS staff

https://go.bighealth.com/sleepio_nhs