



Nightingale Hospital
North West

NIGHTINGALE NORTH WEST SCRAPBOOK

27 March 2020 – 12 July 2020



THANK YOU

Thank you to each and every one of you who stepped forward to support this Nightingale Hospital at a time of need for our NHS.

Thank you for coming together to build a fantastic facility in record time, and for the outstanding care you helped provide to our patients.

We hope you enjoy this scrapbook; full of so many memories and special moments from our journey together.

I am proud to have been your Chief Executive and to be a part of Team Nightingale.

Best wishes,
Professor Michael
McCourt Chief
Executive





On 27 March 2020 a team was assembled to turn the Manchester Central Convention Centre into a Nightingale Hospital, to support acute hospitals throughout the North West during the COVID 19 pandemic.



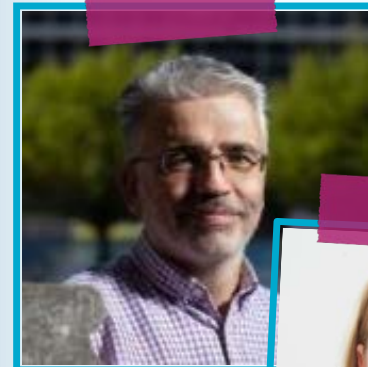
**WE HAD ONE MISSION
- TO HELP SAVE LIVES.**



OUR TEAM OF EXPERTS



We were led by an experienced senior team, specially convened for the job, and were supported by UK-Med, a charity renowned for setting up field hospitals in humanitarian crisis zones throughout the world.



TOP CLASS TEAMWORK



The success of this ambitious project depended on top class team work; involving the NHS, British Army, IHP construction partnership, Manchester City Council, Greater Manchester Police, Greater Manchester Fire & Rescue, Network Rail, Ernst & Young, and Manchester Central Convention Centre.



First Floor

1. G4S and Interserve are located in the organiser's office accessed via the lower foyer
2. Exchange Auditorium*
3. Exchange Hall*



* These rooms can be pre-booked for meetings via Mirjana Liptrott (Mirjana.liptrott@mft.nhs.uk)



UP FOR A CHALLENGE

Together, we worked around the clock to create a hospital in record time: with 648 beds in just 13 days.

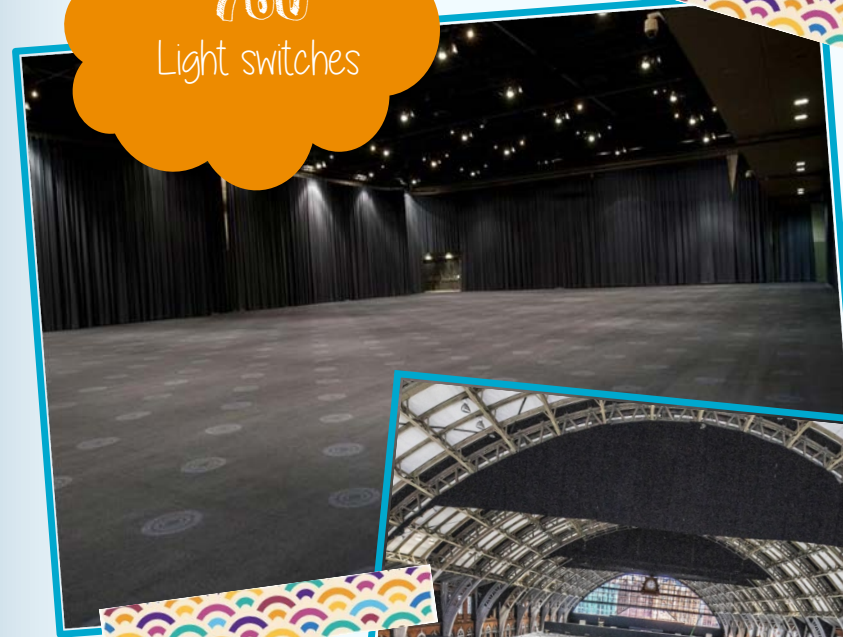


TURNING A TRAIN STATION INTO A HOSPITAL

Transforming the historic building into a fully functioning hospital was a huge achievement involving 1000 construction workers, electricians, plumbers, engineers, architects, and Network Rail, working against the clock whilst maintaining social distance.



760
Light switches



760
Nurse call
switches



NIGHTINGALE IN NUMBERS

We laid **14,500M²** of flooring.

That's enough to cover the pitch at Wembley stadium. Twice.

3040
Double sockets

633
Bed bay lights



We installed **65 MILES** of data cabling

That's enough to stretch between Manchester to Liverpool. And back again.

4.2 MILES of copper piping

was fixed into place, to carry oxygen to every bed.





3,400M
of walling was built.

90
Nurse bay
sinks

Laid end to end this would reach from the middle of the Nightingale to the centre spot of Old Trafford.

We installed
28 MILES
of power cabling
throughout the entire
building



We procured hundreds of beds, sourced and tested thousands of items of medical equipment, and obtained all the personal protective equipment our staff needed.



A HOSPITAL IS MUCH
MORE THAN A BUILDING.



In partnership with the NHS across the region we designed a model of care, and developed admissions criteria and referral protocols. We produced a wide range of policies and procedures, to keep patients and staff safe.

OPENING OUR DOORS

When we opened our doors for our first patient on 13 April 2020, the Secretary of State for Health and Social care, the Chief Executive of the NHS, and lots of celebrities sent messages of thanks to our staff.



Whilst we hoped the Nightingale would not be needed, we had risen to the challenge and were prepared if it was.



Although the Nightingale is a temporary facility, we built it with strong values at its core.



Our STAR values were our foundation; ensuring that we created a workplace where our team felt supported, trusted, empowered to act and respected.



ASSEMBLING OUR STARS

We worked with NHS organisations across the region, as well as NHS Professionals and Allocate to recruit and roster our staff.



We recruited
**OVER 1,000
PEOPLE**
to support our hospital.

Natasha Roberts, a physiotherapist who travels the world with the Women's Tennis Association (WTA) joined the Nightingale team.



The NHS and other organisations seconded experienced staff to the Nightingale, to provide essential clinical leadership and expertise.



Hundreds of staff also joined our team through our support organisations: Interserve and G4S.



People joined us from the leisure, hospitality and travel industries. Students answered our call.



Some staff returned to work from retirement or career breaks. Others re-joined the front line from research and teaching roles. Dentists and other health care professionals lent their support.

WORKFORCE TEAM



Almost **5,000** people expressed an interest in coming to work at the Nightingale before we opened, and over **300** people were recruited and inducted ready for our first patient.

As well as leading the recruitment campaign and building our team in record time, our Workforce Team have gone on to deliver nine induction programmes and supported hundreds of training sessions. They've also supported staff from multiple different employers with hundreds of enquiries regarding rosters, accommodation and pay, to help provide our team with the best possible experience.

Clinical skills training was provided to assure quality, and resuscitation training was delivered to ensure we could provide life saving care for patients and staff.

CLINICAL SKILLS TRAINING

- ♥ Safeguarding Adults
- ♥ Infection prevention & cleaning regimes
- ♥ Resuscitation Basic Life Support
- ♥ Use of AED (RN only)
- ♥ Moving & Handling
- ♥ ANTT & wound care
- ♥ Oxygen therapy (RN only)
- ♥ Care of the patient on CPAP (RN only)
- ♥ Care of the patient on oxygen
- ♥ Venepuncture/ phlebotomy
- ♥ Cannulation (RN only)
- ♥ Medicines Administration (RN only)
- ♥ Intravenous Therapy (RN only)
- ♥ Catheterisation male & female (RN only)
- ♥ End of Life Care & Last Offices
- ♥ Care of the skin and mucosa
- ♥ Recording observations and completing NEWS (2)
- ♥ Undertaking point of care testing: Blood glucose
- ♥ Assessing nutritional status maintaining hydration and nutrition (feeding)
- ♥ Assessing mobility and supporting rehabilitation
- ♥ Assessment of continence and assisting with toileting and comfort needs
- ♥ Supporting difficult conversations and supporting the psychological needs of the patient



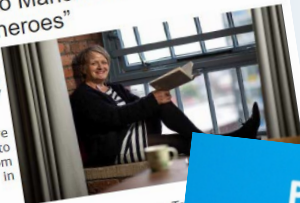
Colleagues were committed to our hospital and our patients – and made their own sacrifices to support the NHS. Many staff stayed away from home to work at the Nightingale; either because they had joined us from further away or to keep their family safe.

OLDHAM EVENING Chronicle

News

Nightingale staff pay tribute to Manchester aparthotels' "unsung heroes"

Staff at the NHS Nightingale Hospital North West have paid tribute to the Manchester hotels giving them a home-from-home while they work to help patients recover from Covid-19.



Native Manchester and Whitworth Locke have both provided free-of-charge accommodation to hospital staff who live too far away from the centre of Manchester to travel in every day, or live with vulnerable people.

Claire Shepherd, Head of Governance at the NHS Nightingale North West hospital, and Judith Ellis, Family Liaison Team, have both been staying away from home every week since the beginning of April.

They and other colleagues were welcomed by Native Manchester Aparthotels. Claire said: "The staff at Native really have been the carers to the carers. Not only have they opened their beautiful rooms for us to use free of charge, they have been so welcoming and attentive."

"The staff are real unsung heroes."

"By doing such an amazing job and looking after us so well, they have allowed us to fully focus on our job – getting people who have had severe Covid-19 back to work. Judith and many other staff have moved to the Whitworth Locke aparthotels for a few weeks as maintenance work starts at Native."

She was so grateful for their hospitality that she penned a poem to thank them.



Our estates and facilities team, comprising NHS, Interserve and G4S staff, took **2.28M STEPS** every day, cleaning, portering, maintaining the building and equipment, securing the premises and keeping us safe, and catering for staff and patients.



They have...



Collected **490 BINS** of waste
 Removed **9.4 TONNES** of waste
 Spent **12,600 HOURS** cleaning the red zone
 Spent **10,000 HOURS** cleaning the green zone

The catering team ensured staff and patients were fed and watered, serving:



1356 hot patient meals
776 hot special diet patient meals
14,600 staff breakfasts
30,660 staff sandwiches
100,000 brews



And Change Please made over **8000 CUPS** of posh coffee, for free!



G4S provided
8000
HOURS of
site security.



Staff took **86,5000 STEPS**
per day patrolling the carpark and
perimeter, and **26,864 STEPS**
on patrol within the building.

G4S and Interserve
colleagues welcomed staff
onto site **35,000**
times over three months.
And always reminded us to
validate our parking tickets.



CORPORATE SERVICES

Corporate services staff, from governance and administration to communication, put in place the frameworks and structures to help things run smoothly and ensure we complied with legal requirements.

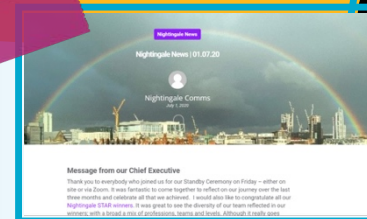


Administered **13** board meetings and
21 executive team meetings
Constituted **4** board sub committees
67 papers presented to formal meetings

Our Communications Team worked hard to keep everyone informed and engaged;



- ★ Weekly staff briefings
- ★ Staff Hub and intranet
- ★ Patient, acute hospital and staff films
- ★ Thank you film
- ★ Patient information leaflets
- ★ Dealing with the media
- ★ Briefing stakeholders
- ★ Commissioning photography
- ★ Producing posters, thank you cards and the Nightingale lapel pin
- ★ Opening ceremony
- ★ Standby ceremony
- ★ STAR awards



OUR MEDICAL TEAM

Experienced doctors from hospitals across the North West joined our team, including geriatricians and respiratory consultants.



100%
of junior doctors said they
had the opportunity to work
alongside a senior clinician



PHARMACY TEAM

Our team of 22 pharmacy staff worked closely with our doctors to ensure the medication patients needed was prescribed and administered safely and promptly.

231 different medicines stocked

892 medicine chart reviews were completed



58% of patients were admitted on at least one high risk or time critical medicine

61 medicines were dispensed

ALLIED HEALTH PROFESSIONALS



←
Light PPE Don

Occupational therapists, physiotherapists, dieticians and speech and language therapists supported our patients to regain their independence and get back on their feet.

THE NURSING TEAM

140
health care
assistants.



117
nurses



Nursing staff came from throughout the UK to provide our patients with the best possible care.



OPERATIONS TEAM

Our operations team worked with NWS and social care teams to ensure patients were admitted and discharged safely.



And made sure the **RIGHT SUPPORT** was in place when they left hospital.



NORTH WEST AMBULANCE SERVICE



NWAS safely transported every single patient to the Nightingale.



And took them home when they no longer needed our care.

And we worked together in a multi-disciplinary way to provide the highest standard of care, and the best patient experience we could.



100% of junior doctors said they had the opportunity to work alongside a senior clinician

OUR PATIENTS

Together, we provided the highest possible standard of compassionate care for **104** patients.



The average age of our patients was **85** years.

Two patients were **ONE HUNDRED** years old.

We provided **1183 DAYS** worth of patient care.

The majority of our patients were **FRAIL**



Our family liaison team worked with staff to make sure patients had the best experience possible. And helped patients keep in touch with their loved ones.

Our patients and loved ones made some heart-warming comments:

"The nurses really went above and beyond to make my time here very comfortable"

"I had very informative phone calls from the doctors. Plus they were really friendly and took time to answer my questions"

"Couldn't fault the love and care"



First NHS Nightingale hospital patient Marjorie, 84, has message for the nation

Coronavirus patient, 84, was "treated like royalty" after being admitted to NHS Nightingale North West

By UK GOVERNMENT
PUBLISHED: 00:01, Tue, May 19, 2020



"They phoned on a daily basis, and always asked if I needed to ask any questions, they would answer. I came away with the thought he was in good hands"

"Therapists encouraged me, didn't rush me and provided me with the aids to help me"

"Nothing was too much effort from the staff, from bringing a cuppa to encouraging you to get back to normality"

"The fact they are doing a very difficult job and to have time to talk to us is encouraging us to believe"

We provided compassionate care for patients who were at the end of their life; supporting them to say good bye to their loved ones, and ensuring their final days were comfortable and dignified.



Local children sent us hundreds of rainbows. Five year old Zeidan Qureshi's beautiful artwork was made into the NHS Nightingale Hospital North West pin badge. A precious memento of our time working together.



TAKING CARE OF OUR STAFF



We took the jobs we had to do very seriously, but we also made time to look after each other, and have some fun. Our Organisational Development team developed a comprehensive wellbeing package including a check in/check out process, multi-faith chaplaincy, Freedom to Speak Up Guardians. They worked closely with Manchester University NHS Foundation Trust's occupational health team.

They worked with Manchester Health and Care Commissioning to open up a rest and relaxation space at the National Squash Centre.

Comfy furniture was donated by John Lewis, providing a much needed relaxation zone



Free ice creams were very welcome in the unexpectedly warm Manchester spring – especially after a several hours on the ward

82% of our staff said they'd want to return if the Nightingale is reactivated

261 colleagues attended a debrief session at the end of our journey to share their experience

Over a three month period...



We broke fast together

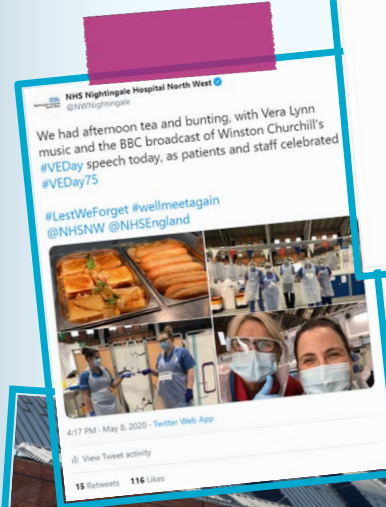
Moment NHS staff at Manchester's Nightingale coronavirus hospital join thousands in Clap for our Carers



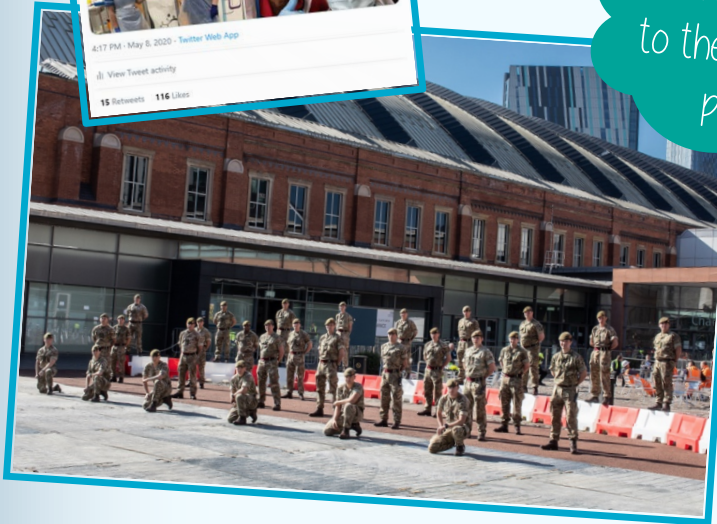
Staff clapping outside the NHS Nightingale Hospital North West (Image: Joel G...

We clapped for the NHS on a Thursday night.

We celebrated International Nurses Day.



On VE Day we paid tribute to the sacrifices made for peace in Europe.



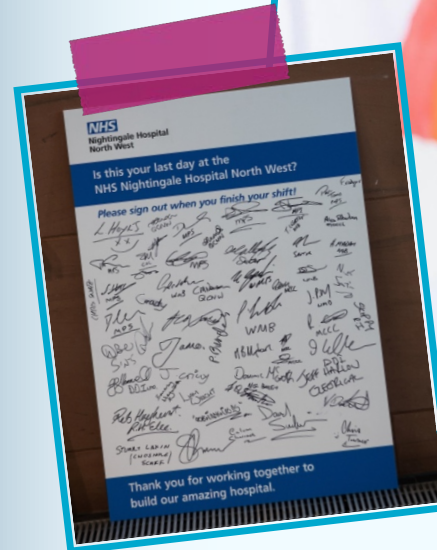
And we stood together to say Black Lives Matter

THE NIGHTINGALE FAMILY

Despite this being an unprecedented and challenging time, staff have loved being part of the Nightingale family.



BBC News
Nurse Judith Ellis is just one of those who came out of retirement to help the NHS through the Covid-19 pandemic. Today on the 72nd birthday of the #NHS she tells us what it's been like working at the Nightingale Hospital in Manchester and why she'd do it again



Being part of the Nightingale has been something special. We have achieved so much together in such a short period of time and made so many memories - but we all hope the pandemic is now under control and the NHS doesn't need the Nightingale again.

Your amazing efforts and achievements were recognised at our STAR awards on 26 June 2020, at our Standby Ceremony. Over **130 NOMINATIONS** were received, and 56 prizes were awarded. Here's some of the lovely things you said about each other:

Always very friendly and enthusiastic. Brightened up your day!

"The pride and compassion shown, during his role, toward his colleagues and team but also to wider people, has been exceptional."



Always has a smile on his face and cheers up anyone's day!



"Her tenacity, can-do attitude and loyalty to the Nightingale shine through and she really is a STAR"

"Goes above and beyond daily for the patients and his colleagues without a thought for himself"

"I've never worked with anyone who so consistently goes out of their way to help others and address their needs"

A kind and happy face to see around the hospital and I will miss her!

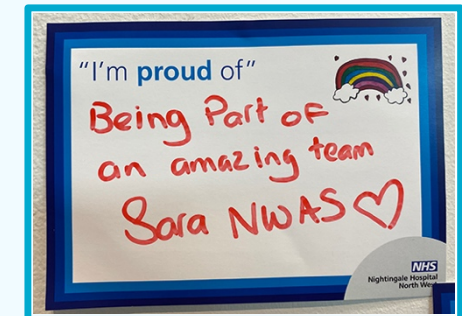
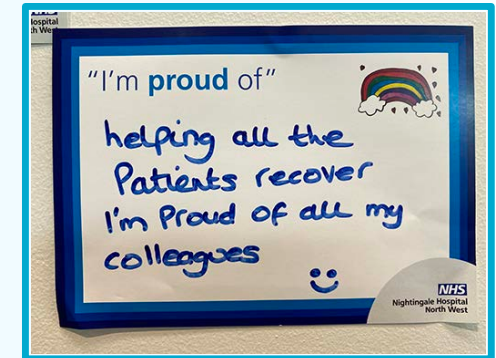
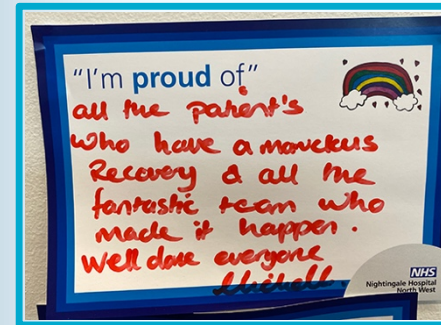
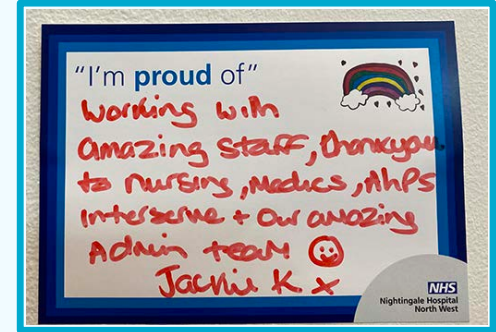
"Made my experience on the ward so much better and a brill team player."











WE HAVE SO MUCH TO BE PROUD OF



"I'm proud of"
all the people
that's involved in
creating this wonderful
place to help people.
your Mr. Hawaii





"I'm proud of"
IT HAS BEEN AN
AMAZING EXPERIENCE
+ I'M PROUD TO HAVE
WORKED WITH SUCH GREAT
PEOPLE 😊 BUNMI
XOX



"I'm proud of"
being a part of the
family liaison team!
Rosie, Laura + Lauren
XX





"I'm proud of"
the amazing team
spirit we have created
in such a short
period of time 😊





"I'm proud of"
everyone for all their
hard work over the last
8 weeks. I shall miss
you all + never forget
this amazing experience
Rachelle





"I'm proud of"
The social
distance maintained
to write this!!
I W02@ NNW 😊





"I'm proud of"
being part of an
amazing team. An
incredible experience
Jen Scott (Dietitian)



"I'm proud of"
The amazing team
& people here @ the
Nightingale! ❤️
JACK GRIFFITHS





"I'm proud of"
all the people
that's involved in
creating this wonderful
place to help people.
your Mr. Hawaii





"I'm proud of"
Judith
Ellis



"I'm proud of"
being part of
an amazing team
love Isma Ahmed
XX



"I'm proud of"
Everyone who came
forward. you are all
amazing & it has been
a great Experience working
with you ALL
Nileki (Catering)



"I'm proud of"
BEING PART OF
THE G4S SECURITY
IT'S BEEN
A PLEASURE
DANNY
KIRKHAM
G4S
NHS
Nightingale Hospital
North West


"I'm proud of"
All of the Amazing
Team from G4S
NHS
Nightingale Hospital
North West


"I'm proud of"
BEING PART OF AN AMAZING
TEAM.
WE'VE ACHIEVED SOMETHING
SPECIAL + I'M SO GRATEFUL
TO HAVE BEEN PART OF IT!
NHS
Nightingale Hospital
North West


"I'm proud of"
How 100 TEAMS
Became 1 TEAM
MIKE (CARLING)
NHS
Nightingale Hospital
North West



"I'm proud of" 
Being Able to help! 
Joining this amazing team,
each + every person here is
incredible. Love you all!
Lauren oliver   Nothing
but love
NHS
Nightingale Hospital
North West


"I'm proud of" 
The amazing
friends ive met
through this experience
WY Kusaloka 
xxx
NHS
Nightingale Hospital
North West

"I'm proud of" 
My amazing OP's
Team - I truly am proud
of you all - Well
done Guys
X - Bev - X
NHS
Nightingale Hospital
North West

"I'm proud of" 
Our workforce
team! Great
Team working.
Will miss you all!
xxx
NHS
Nightingale Hospital
North West



"I'm proud of" 
The Job we have
done; the team we
have been + the patients
we have served.
CAROLINE SALDEN
EY
NHS
Nightingale Hospital
North West

"I'm proud of" 
Working as part
of the Nightingale team
NWAS Joe 
NHS
Nightingale Hospital
North West

"I'm proud of" 
The Nightingale
... just like 30 years
ago -- a team spirit
with happy efficient workers
It's amazing. (old
Joyce (school))
NHS
Nightingale Hospital
North West

"I'm proud of" 
Everything
we all did as
a team 
Deanne
NHS
Nightingale Hospital
North West



"I'm proud of"
all the team who
came forward to save
lives. What an experience!
Lizzy W
♥



"I'm proud of"
The fact that
egos were left
at the door!
Thanks.





"I'm proud of"
The truly amazing
people I have met
& worked with
Janette Parker
RN



"I'm proud of"
EVERYONE WHO CAME
TOGETHER TO MAKE THIS
AMAZING PLACE WORK!
I'LL MISS YOU ALL
ALICE XX



"I'm proud of"
The amount
of patients we've
made smile 😊
Hannah Rhodes xxx





"I'm proud of"
Our whole team
and everything we've
achieved in our short
time at Nightingale
North west 😊
Hannah Rhodes





"I'm proud of"
Dentists volunteering
for the family Liaison
Team! 😊



"I'm proud of"
Being part of
such an amazing
team of people
from all different
backgrounds. ❤️💙





"I'm proud of"
you all.
It has been an incredible
experience. So glad I
could help in some way.
You've been amazing
N.J (RN)



^{Not}
"I'm proud of"
My hair
after Celia +
Lauren !!!





"I'm proud of"
TEAM NIGHTINGALE-MAN.
AMAZING PEOPLE TO WORK WITH MADE
SOME GREAT FRIENDS AND MET SOME
OLD ONES. PROUD TO BE PART OF G4S
NHS AND HAPPY TO HELP HAPPY TO GO
EXTRA MILE, WORTH EVERY POUND
SAD TO SEEM 4 SELF GO
STAY SAFE, SAVE LIVES



Ramiz Hussain
Wafiq Akbar
MAY 2020

"I'm proud of"
Being part of
the NW Nightingale
Team, in my home city
in the iconic GMEK.
Its been special xx



Tom
Hind

THANK YOU FOR WORKING TOGETHER

NHS
Nightingale Hospital
North West

Is this your last day at the NHS Nightingale Hospital North West?

Please sign out when you finish your shift!

Thank you for working together to build our amazing hospital.

NHS
Nightingale Hospital
North West

Is this your last day at the NHS Nightingale Hospital North West?

Please sign out when you finish your shift!

Thank you for working together to build our amazing hospital.

NHS
Nightingale Hospital
North West

Is this your last day at the NHS Nightingale Hospital North West?

Please sign out when you finish your shift!

Thank you for working together to build our amazing hospital.

NHS
Nightingale Hospital
North West

Is this your last day at the NHS Nightingale Hospital North West?

Please sign out when you finish your shift!

Thank you for working together to build our amazing hospital.

NHS
Nightingale Hospital
North West

Is this your last day of receiving care and treatment at the NHS Nightingale Hospital North West?

Please sign out so we can remember you when you leave the hospital to return home.
Thank you!

NHS
Nightingale Hospital
North West

Is this your last day of receiving care and treatment at the NHS Nightingale Hospital North West?

Please sign out so we can remember you when you leave the hospital to return home.
Thank you!

NHS
Nightingale Hospital
North West

Is this your last day at the NHS Nightingale Hospital North West?

Please sign out when you finish your shift!

Thank you for working together to build our amazing hospital.

NHS
Nightingale Hospital
North West

Is this your last day at the NHS Nightingale Hospital North West?

Please sign out when you finish your shift!

Thank you for working together to build our amazing hospital.

TEAM NIGHTINGALE – BY JUDITH ELLIS

Manchester has built a special place,
Convention Centre to health care space
Where army colleague strived with speed To
meet appearing Covid need. With a team of
willing folk They planned and built a space
bespoke To safely care for Covid sick who
could not recover quite as quick Who
needed help with their rehab Till negative
swabs came from the lab. The buildings
meant for a crowd Joining in with music loud
The roof is high, the clock a sight Keeping
time both day and night. The wards are vast,
a scary thought If Covid filled we would be
fraught. Staff safety's been a big concern
Protection measures oh so stern. No one
enters red zone space If don and doffing
they're not ace. And in support so many
more So good care we can assure.

Essential services are at hand Indeed it is so
carefully planned. Interserve meet our every
need For safety G4S advice we heed But what
at Nightingales unique Is that there never is a
clique Each staff member volunteered Casting
aside the risks they feared. We pull together with
good grace Concerns all shared if stress we
face. Each day I see such committed drive As to
do their very best they strive. We've coped with
resource limitation You'd never know this was
just a station! Indeed it's been an inspiration To
work with staff from across the nation Some
young, some old, some so afraid But all of whom
the decision made Any challenges to face To
give their all to run this place Calming patients
as they appear Kindness quelling many a fear
Helping most to again life face For some their
final resting place. Family contacts been
promoted Loneliness and fear demoted Patients
have received the best of care As all our
expertise we share. It's been an honour to be
here Sharing laughs and yes a tear We are not
heroes but a team Whose dedication's been
a dream.

WHAT AN
AMAZING
JOURNEY.
THANK YOU.



ACKNOWLEDGEMENTS

- ★ Allocate
- ★ British Army
- ★ Change Please
- ★ Citypress
- ★ Ernst & Young
- ★ Greater Manchester Fire & Rescue
- ★ Greater Manchester Police
- ★ IHP
- ★ Interserve
- ★ Joel Goodman Photography
- ★ John Lewis
- ★ Local authorities throughout the North West
- ★ Manchester Central Convention Centre
- ★ Manchester City Council
- ★ Manchester University
- ★ Native Manchester
- ★ Mott McDonald
- ★ Network Rail
- ★ NHS
- ★ NHS Professionals
- ★ UK-Med
- ★ Whitworth Locke
- ★ University of Salford
- ★ Manchester City Football Club



Nightingale Hospital
North West

TEAM
NIGHTINGALE
2020