Company of Nurses Freemen Nightingale 2020

Deirdre Barr-Director of Operations
Natalie Firminger- NHSI Strategic Estates Lead
Liz Wells- Head of Patient Flow
Jane Davis – Family Support and Liaison Service Lead
Claire Chitty- Registered Nurse
Diane Robertson-Bell – Staff Welfare Lead

23 March 2020

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Natalie Firminger

NHSI Strategic Estates Lead

Role: Building and Equipping

The build

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https://www.theguardian.com/society/video/2020/apr/01/timelapse-shows-excel-centres-conversion-into-coronavirus-hospital-video

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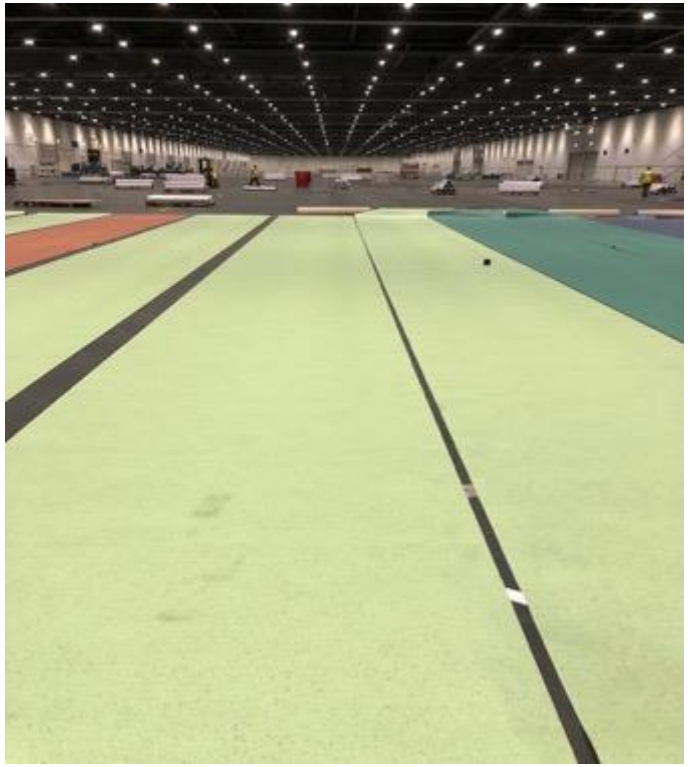

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Deirdre Barr

Director of Operations

Role: bringing it all together
and making it work!

Mission:
Build 4000bed ICU for London as quickly as possible

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Workstreams

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- Estates and facilities
- Procurement
- Clinical Support Services
  - Pathology inc mortuary
  - Imaging
  - Pharmacy
- IT
- Education
- Workforce-clinical/ non clinical
- Clinical/Governance
- Operations
- Communications
- Family Support
- Staff Welfare
- SJA/LAS

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Liz Wells

Head of Patient Flow

Role: Getting patients in and out and anything else to make the place work!

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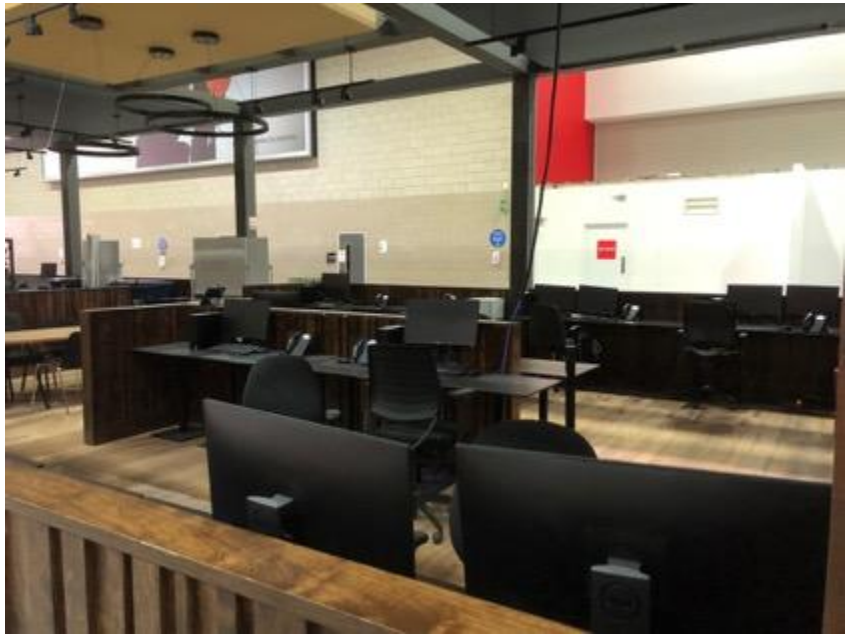
Control Room and Management of Patient Flow

The Control Room – Costa Coffee

- Chosen due to central position

Set up requirements:-

- Work spaces
- Computers
- Wifi
- Telephones
- Stationary
- Staffing –
  - Operations
  - London Ambulance
  - St John Ambulance



Bed Management Model

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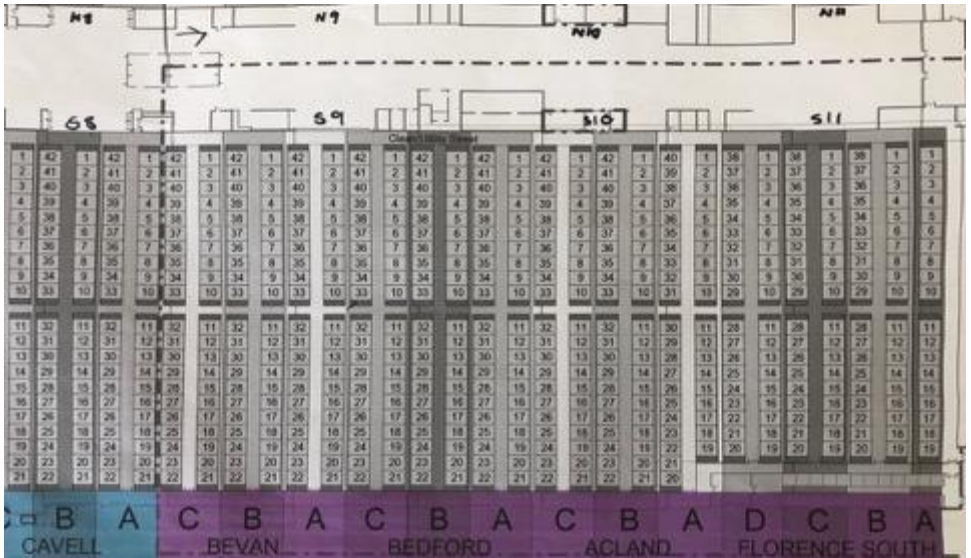
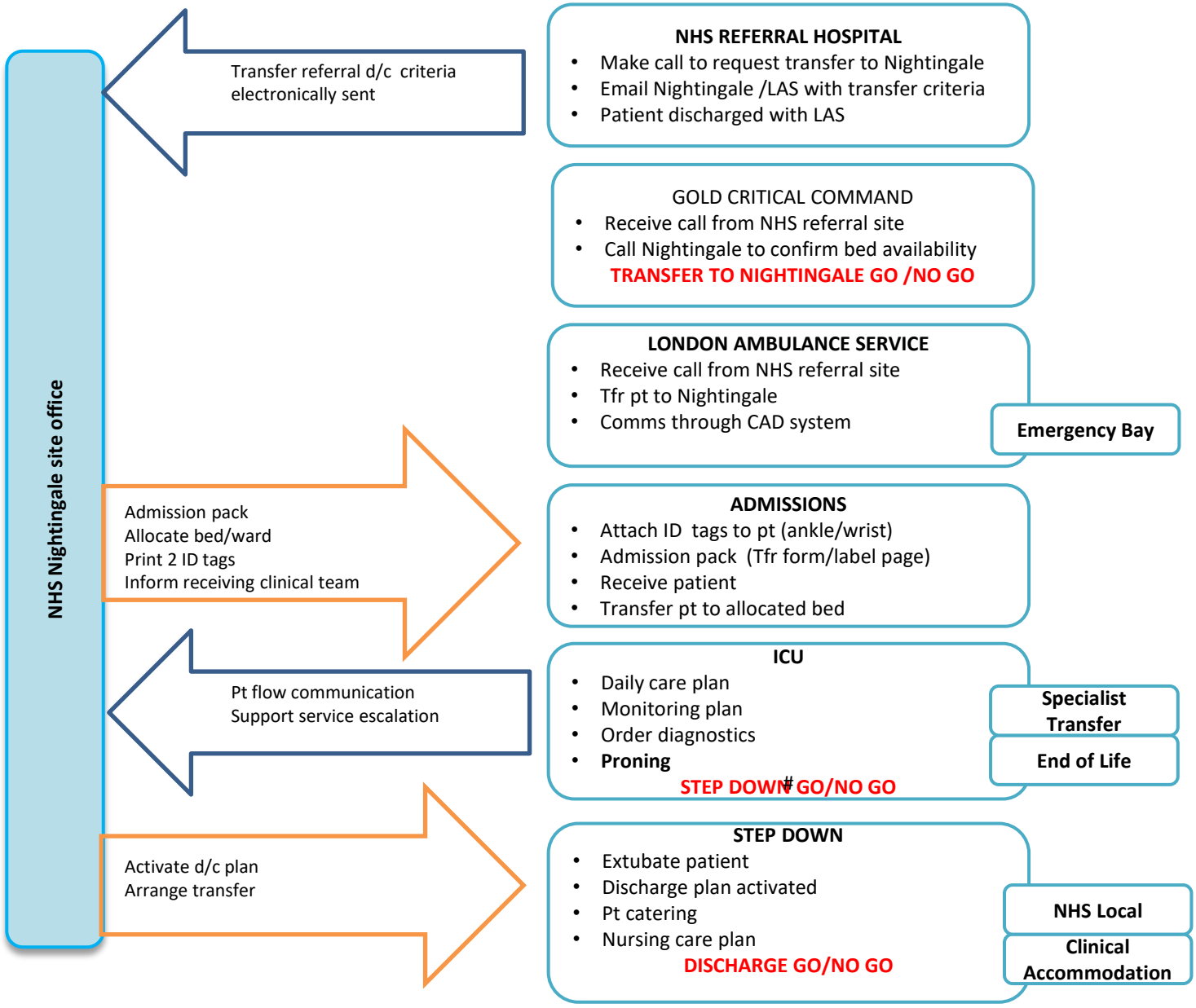
- Dynamic Model (Ebb and Flow) to utilise available kit, staff and provide patient centered care
- Naming and numbering of Units, Wards and Beds
- Developing a process from host hospital referral to arrival at the Nightingale
- Bed management tools both electronic and paper based
- Operational meetings twice daily



Nightingale Ward Co-Ordination



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Jane Davis

Family Support and Liaison Service

Role: Getting this critical service right!

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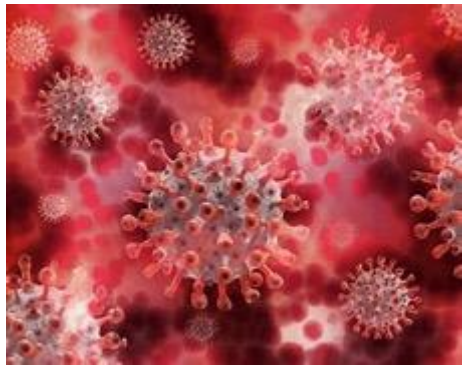
The Nightingale Hospital – My (very brief) Experience

2020
INTERNATIONAL YEAR
OF THE NURSE AND
THE MIDWIFE



Claire Chitty Arrhythmia CNS
(and cardiac HDU nurse a very long time ago)

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Why Nightingale?

Induction Day – a chilly March day…….

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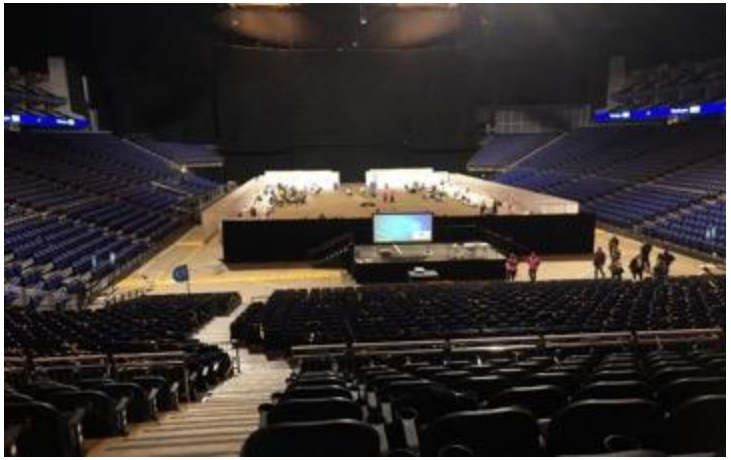
Induction Day –
270 people at the O2 Arena

- Initial group induction /video & F-F
  - Structure & operation
  - H&S & Infection Control
  - Communication signals
- Palliative Care
- Compassionate Care (emotional PPE)
- Safeguarding
- Streamed / small groups pumps/
- charts/resus/catheter/eye mouth care/lines/feed/ suctioning/delirium etc



Mumbai Hospital mission statement –

after Mhatma Ghandi

" A patient is the most important person in our hospital.

He is not an interruption to our work: he is the purpose of it.

He is not an outsider in our hospital: he is part of it.

We are not doing a favour by caring for him: he is doing us a favour by giving us the opportunity to do so"

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<u>Each 6 beds: (varied day to day)</u>

1 ICU Nurse
1 Doctor
2 RN's (me)
2HCA's

& separate teams i.e.: proning/lines

Equipment same in each 6 bedded area

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Clinical & Non-Clinical resources – focus on compassion & safety

- Family liaison teams / Over bed whiteboards for important info
- Roving MDT members ie: speech therapy
- 'Do what can you do' but clear boundaries (esp ventilators)
- Name & role on visor and gown
- Policies, Guidelines & SOP's, QRG's easy to access – online & laminated
- Bedside learning coordinators (Datix support), Reporting & Feedback Culture
- Breadth of experience in teams (what's your day job?)
- Education & teaching support
- Wellbeing

What touched me?

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Compassion

Support

Safety

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Diane Robertson-Bell
Staff Welfare Lead

Role: Ensure we looked after the staff

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Hamish

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Team 1

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Wellygate! Lockergate!

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Chill out Areas

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Urban Garden

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Team 2-Air Crew

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Summary

- Build started 23 March 2020
- Official opening 3 April
- First Patient arrived 7 April
- First patient left 19 April
- Last patient left 6 May 2020

- 54 patients
- 20 RIP =37%
- 33 Peak number of patients

None of this would have been possible without dynamic rapid decision making and a “can do” attitude from everyone involved

Our Freemen

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From this to this!

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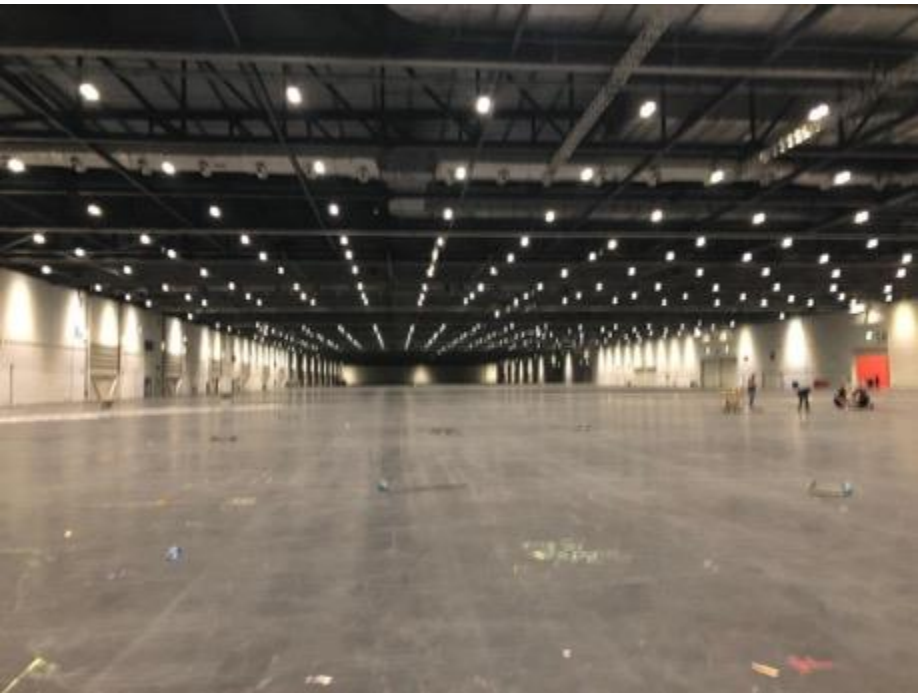

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